

# Essential information for your visit

This booklet has been prepared to provide lead teachers with all the information they will need to plan a successful trip to Hampton Court Palace

Please read it carefully; completing and returning the health and safety agreement forms in good time and sharing appropriate information with your accompanying adults and students where necessary.



# Contents

Hampton Court Palace	
Hampton Court Palace Opening Times .....	3
Getting to Hampton Court Palace and Coach Parking .....	4
What to do if you are running late.....	4
What to do when you arrive.....	5
What's included in the cost of your ticket? .....	6
What to see and do!.....	7
What we expect from you.....	10
Amendments to your booking.....	11
Facilities at Hampton Court Palace .....	12
Accessibility at Hampton Court Palace .....	13
Further information .....	14
Map .....	15
Health and Safety .....	16
Risk Assessment .....	7
Health and Safety Agreement form.....	8

# Hampton Court Palace Opening Times

Winter opening hours (end if British Summer Time - GMT)

10:00 - 16:30

Last admission is 15:30

Summer opening hours (start if British Summer Time - GMT)

10:00 - 18:00

Last admission is 17:00

We recommend at least 3-4 hours for your visit.



# Getting to Hampton Court Palace and Coach Parking

The palace can be reached by many forms of public transport. Up to date public transport information can be obtained from [www.tfl.gov.uk](http://www.tfl.gov.uk) which also has a useful journey planner.

Mini-buses (no larger than 12 seats and taking up no more than one car park space) can utilise the on-site car park for a fee of £1.50 per hour. Please note coaches are not permitted in the on-site car park. Free coach and mini-bus parking is available on Hampton Court Green, situated a short walk from the main entrance to the Palace. For further information about how to get to the palace please visit: [www.hrp.org.uk/hamptoncourtpalace/planyourvisit/gettinghere](http://www.hrp.org.uk/hamptoncourtpalace/planyourvisit/gettinghere)

## What to do if you are running late

### Travel delays

If you are delayed getting to the palace please contact the Clore Learning Centre reception on **020 3166 6641**.

If you have booked a learning session and you are going to be late it is essential that you contact the Learning & Engagement team at the Clore Learning Centre and provide an estimated time of arrival.

Although sessions cannot continue beyond their scheduled time, your call will help our staff provide you with the most appropriate material in the time remaining for your session.

# What to do when you arrive

## When you arrive

Please first report to the Clore Learning Centre (see map on page 15) to collect your stickers. These stickers act as your tickets for the day, so it is important that everyone in your group wears them throughout your visit in a sensible and visible place.

## Contact information

On arrival at the Clore Learning Centre the group leader will be asked to provide their mobile phone number and an emergency contact name and number back at school.

It would be appreciated if you could have this information to hand as this speeds up the signing in process.

## If you have booked a teaching session

Please ensure that your whole group knows the time and meeting place for the session to ensure a prompt start, as our teaching sessions cannot overrun.

Please advise all the adults accompanying your visit that that they must remain with the group during the session and their help in the teaching sessions is much appreciated.



# What's included in the cost of your ticket?

## The Learning and Engagement entry rate includes:

- Entry to the palace
- Entry to the formal gardens
- Use of Audio guides

## The Learning and Engagement entry rate does not include:

- Entry to the Maze.
- Entry to the Magic garden
- Live interpretation (these tours are run by costumed interpreters as part of the daily programme)

## Unforeseen closures

Please note that occasionally areas of the palace do have to close at short notice. Please therefore ensure you check our website for the most up to date information about unforeseen closures. This information can be found on our Closures and Notices page in the Visit Us tab of the Hampton Court Palace website.

Should any routes be closed, staff will be on hand to advise and assist on the day.

# What to see and do!

## Henry VIII's Apartments

Henry VIII's Apartments contain two of the King's largest and most decorated public rooms (the Great Hall and the Great Watching Chamber), the King's Council Chamber, and the Processional Route which link the rooms together. The rest of Henry's rooms and his private apartments were either altered or demolished during the 1680s when the palace was modernised by Sir Christopher Wren.

Despite having been altered many times since the 16th century, the Apartments are unique and spectacular survivors from the Tudor court and give a real sense of how the inside of Henry VIII's Hampton Court may have looked. Today they contain furniture and information to help increase understanding of what it was like to live at Henry's palace.

The Processional Route leading from the Great Watching Chamber to the Council Chamber is hung with works of art from the Tudor period.

## Henry VIII's Kitchens

Henry VIII's Kitchens offer students a wonderful insight into life at court during the reign of Henry VIII. Unlike other parts of the palace, students are free to touch all of the objects on display in the kitchens.

The entrance to the kitchens is in Master Carpenter's Court.

## Chapel Royal

We ask that learning groups enter the Chapel by the main entrance on the ground floor, which is reached by following Henry VIII's Kitchen route past the Wine Cellar and then turning right.

The Chapel Royal at Hampton Court Palace has been in continuous use for over four hundred and fifty years. It was the scene of some of the great events in the life of Henry VIII. In 1537 his son, Prince Edward was baptised here, in 1541 Henry learnt of the infidelity of his wife Catherine Howard whilst at Chapel and in 1545 Henry married his last wife Kateryn Parr here.

The Chapel is divided into two parts, the Royal Pew upstairs and the Chapel proper. The Royal Pew is part of Henry VIII's Apartments and was where the monarch and his companions would sit.

Much of the interior of the Chapel and the Royal Pew dates from the Stuart and Georgian periods, however the ceiling of the Chapel is Tudor and remains one of the most spectacular sights at Hampton Court Palace.

Teachers are asked not to give talks to their groups in the Chapel. Chapel Royal Stewards are usually on hand to answer questions.

This remains an active place of worship and we would ask you and your students to respect this by not taking photographs and by behaving in an appropriate manner in and around the Chapel area. Unfortunately visitors in costume are not allowed entry into the Chapel.

## Young Henry VIII's Story

This exhibition explores the stereotypes that have over-shadowed the true characters and stories of Henry VIII, Cardinal Wolsey, and Katherine of Aragon. Historic paintings and audio visual displays will help you discover the "real" Henry VIII. The exhibition is housed in the Wolsey rooms - which are thought to be some of Thomas Wolsey's private lodgings during the 1520s. Many original features survive in these rooms, including the ceiling with Renaissance motifs and the linenfold panelling on the walls.

## William III's Apartments

William III's Apartments are possibly the finest set of baroque apartments in the world. Built for King William III (1689 – 1702) by Sir Christopher Wren, they are presented and furnished as visitors to Hampton Court would have known them in 1700. The apartments are a complete set of both public and private rooms, their layout reflecting the social and political hierarchies prevalent at the time.

## The Georgian Story

These rooms were designed by Sir Christopher Wren for Queen Mary II (wife of King William III) however they were incomplete at the time of her death in 1694. Many of the greatest artists and designers of the time contributed to the interiors including William Kent, Sir John Vanbrugh and James Thornhill.

These apartments are now home to the Georgian Story which tells the history of the house of Hanover and the Georgian Kings and Queens.

## The Cumberland Art Gallery

Discover magnificent artworks from the Royal Collection in the new Cumberland Art Gallery.

The gallery occupies a newly restored suite of rooms designed by William Kent for a Georgian prince. After two years of meticulous research, Kent's Cumberland Suite has been returned as closely as possible to his original scheme.

## Mantegna's Triumphs of Caesar

Created in northern Italy by the artist Andrea Mantegna for the Gonzaga family probably between 1485 and 1506, the paintings were purchased by King Charles I and brought to England in 1630. The series of nine paintings, show an imaginary triumphal procession arriving in ancient Rome, complete with captured jewels, women and elephants. They are considered to be some of the most important Italian Renaissance paintings in the world. If you wish to view these paintings, please check the opening times at the Information Centre on the day of your visit.

## Courtyards

### Base Court

Base Court was originally built by Thomas Wolsey. It is a statement of huge wealth and status, as all the rooms around this courtyard were lodgings for guests – which gives us some idea of the scale of Wolsey's household.

### Clock Court

Clock Court is the centre of the palace. To the north is Henry VIII's Great Hall and to the south a colonnade designed by Wren that leads to William III's Apartments. The astronomical clock shows the time, month, date, sign of the zodiac, phase of the moon, and the times the moon crosses the meridian – the latter being useful for travel as it provided details of the tide affecting journeys by river.

There are a number of other courtyards that are open to the public. Do feel free to explore them all, they offer interesting glimpses into life at the palace.

## The Gardens

The gardens surrounding Hampton Court Palace are vast and varied in style. These are some of the different areas:

### Chapel Court Garden (10) *(These numbers correspond to the map on page 15.)*

This is a fantastic recreated Tudor garden, based on Henry VIII's privy gardens at Whitehall Palace. The plants here (including herbs and flowers) would all have been available in 16th century England and the central path is guarded by a row of King's beasts.

### The Privy Garden (11)



This area has been reconstructed as it was in 1702, when William III was on the throne. This was a very private area and very few people other than the King would have ever gained admittance. The Privy Garden represents a formal style of gardening and uses a lot of symmetry.

### **The Great Vine (12)**

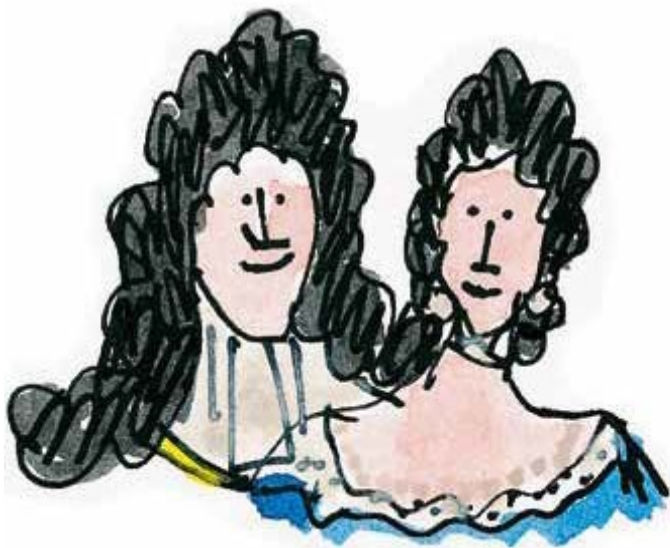
One of Hampton Court's most famous features, the Great Vine was planted in 1768 by the celebrated landscape gardener Lancelot "Capability" Brown. It continues to produce a good crop every year.

### **Royal Tennis Courts (9)**

Not to be confused with Lawn Tennis, Real Tennis goes back centuries. It was enjoyed by Henry VIII, Charles I, William III and Prince Albert among others and is still played here today. (*Open summer months only and may be closed at short notice for tennis events*).

### **The Maze and Magic Garden**

The Maze and Magic Garden are not included in your Learning and Engagement admission. For more information on these areas please visit our website or call **0844 482 7777**.



# What we expect from you

The palace and the objects it contains are very precious and unique. Please note the following ways you can help us to preserve the palace:

- Please do not touch anything which is behind a rope.
- Please do not eat or drink anywhere inside the palace apart from in the designated lunchrooms.
- If you are bringing work for your students to complete in the palace, please use pencils and not pens.
- If your students are bringing packed lunches, do encourage them to use suitable containers to minimize the chance of leaks and spills.

## Supervising your students

You are responsible for the health and safety of your students during your visit, whether on a self-guided visit, in a classroom, a learning session on a palace route, in a shop, during lunch, or at any other location around the palace.

## Your students must be supervised at all times

We interpret supervision to mean that accompanying adults will remain in the physical presence of the group of students for which they are responsible at all times. No students should be allowed to move around the palace and gardens without an adult with them.

Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 and one adult per five children aged 0-6. We retain the right to refuse entry to groups without a sufficient number of accompanying adults

We encourage all learning visitors to look around the palace in small accompanied groups and not stay together as a class.

By following these guidelines you will help all other school groups and general visitors to have an enjoyable visit, and will assist staff to provide a better customer service experience for everyone.

## What will happen if my student/s is/are separated from their accompanying adult?

The combination of enthusiastic young learners and a busy visitor site may result in students becoming separated from their accompanying adult.

If a student or students have strayed from their assigned adult please approach a member of staff who will be able to help you. They will need to know a description of the student/s concerned, the name of your school/college and the colour of your admission sticker to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, and their adult cannot be easily found, they will ask your student/s to accompany them to an easily accessible location on the route. Your student/s will be asked to provide their name/s, the name of their school and their lead teacher.

Our staff will then use the details you supplied on entry to contact you, providing details of where you can meet your student/s. Please keep your mobile phone on and check it regularly, remembering that the number used to contact you will not show up as one of your contacts.

# Amendments to your booking

## Cancellations

Please note that no refunds will be given for cancellations made less than six weeks in advance of your visit, or for tickets purchased in advance that are not used on the day. If a cancellation has to be made because of exceptional circumstances, then every effort will be made to reschedule your visit.

## Booking additional places

If you wish to bring additional students to the palace please contact the Learning & Engagement booking team in advance on **020 3166 6646**.

Please note that should you bring additional students on the day of your visit only Standard Group Rate tickets are available. This is also true for any additional adults.



# Facilities at Hampton Court Palace

## Toilets

There are toilets located in the Clore Learning Centre which groups are welcome to use when they arrive and sign in. Disabled toilets and baby changing facilities are also situated here.

There are public toilets inside the palace located in Base Court and Fountain Court and in the Gardens by the Kitchen Garden and in the Wilderness.

## Lunchrooms and bags

For conservation reasons, it is very important not to eat or drink anywhere in the palace apart from in the designated lunchrooms.

### Key Stage 1 & 2 groups

- **If you have booked an educational workshop:** Your allocated lunchroom time and location is listed on your confirmation email.
- **If you are booked for an admission only, self-guided visit:** We will endeavour to book you a lunchroom. However this is dependent on availability. Lunchrooms for admission only visit will be allocated automatically in the week prior to your visit. If we are able to offer you a lunchroom we will email you with details of your allocation a few days before your visit. If you do not hear from us then we do not have an available lunchroom to offer you.

### Key Stage 3 and above groups

- Unfortunately we are unable to pre-book lunchrooms for key stage 3 and above groups. We prioritise younger students because of their age.

### For all groups:

If you have not been automatically assigned a lunchroom you are welcome to picnic in the gardens around the Tiltyard Café. Please do not leave any litter, Alternatively please ask at the Clore Learning Centre when you sign in on the day of your visit in case of any on the day lunchroom cancellations.

If you are using the lunchroom please arrive and depart on time, noting that you have been allocated 20 minutes. Please leave the lunchroom as you would like to find it – bins are provided in all rooms.

There are toilets adjacent to each set of lunchrooms, except the Barrack Block lunchrooms, from which it is a short walk to the toilets at the Clore Learning Centre (*see the map on page 15*).

We are unable to provide any cloakroom facilities for groups. All coats, bags, lunches and belongings must remain with your group at all times.

## Shopping

There are two large gifts shops suitable for groups to visit. The Palace Shop is located by the Welcome Centre (*number 4 on the map on page 15*) and the Henry Shop is in Base Court.

# Accessibility at Hampton Court Palace

## Special needs and wheelchair access

Please let us know as soon as possible if any of your students have special needs and/or health or mobility difficulties. We can be contacted on **020 3166 6646** or [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk). We will make arrangements to maximise their enjoyment of the day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

There is a lift in the palace which allows access to the first floor. Visitors need to be accompanied in the lift by a State Apartment Warder.

The Clore Learning Centre is fully wheelchair accessible. If you are bringing a SEN group in a mini bus, please contact us to arrange parking.

We recommend that visitors bring their own wheelchairs although there are a small number available on a first come first served basis at the main entrance.

To obtain a copy of the Access Guide please download a copy from our website, [www.hrp.org.uk](http://www.hrp.org.uk).

## Toilets

There are accessible toilets in and around the palace including one on the first floor. These are located in the following areas but please ask a member of staff for directions; South Cloister (off Base Court), Fountain Court, The Georgian Story & the Clore Learning Centre.

## Visitors on the autism spectrum

We have a guide for parents/carers of children and people on the autistic spectrum and related conditions. We hope it answers common questions and highlights any relevant issues. It can be found on our website or we can email it to you if you email us at [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk)

## Lunchrooms

The Barrack Block and Base Court lunchrooms are located on the ground floor and are easily accessible.

The Buttery lunchroom is located on the first floor and accessible by lift. If you would like to speak to a member of our team about accessing this lunchroom please call **020 3166 6646** or email [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk).

## Meeting Points for sessions

Please call **020 3166 6646** and speak to one of the team if you have booked a taught session and will need to use the lift to gain access to the first floor.

## Further information

Please visit our website for the most comprehensive guides to accessibility at Hampton Court Palace.

# Further information

## Teacher Resources

Please see our website for further teacher resources. If you have booked an educational workshop you will find your teachers notes for the sessions on our website. We have included direct links to all resources on your emailed booking confirmation.

## Our staff

Our staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of the palace.

Please treat our staff with courtesy and professional respect, remembering that they are responsible for ensuring a good experience for all our visitors.

## Smoking

Smoking is not permitted in any buildings in Hampton Court Palace

## Photography and Sketching

- Photography and/or filming **is** permitted in all areas of the palace **with the exception** of the Chapel Royal, Royal Pew and Cumberland Art Gallery.
- No photography/filming is allowed in the Chapel Royal and Royal Pew. This includes no photography of Henry VIII's State Crown, which is displayed in the Royal Pew.
- No photography/filming is allowed in the Cumberland Art Gallery.
- Photography/filming should be for personal, non commercial use only.
- Access behind ropes or other barriers is strictly prohibited.
- The use of tripods inside the building **is not** permitted unless arrangements have been made in advance with our conservation team (to protect the floors from the tripod base so that it doesn't cause damage).
- Selfie sticks are also **not** allowed to be used inside the palace for the same conservation and visitor experience reasons.
- Tripods and selfie sticks may be used in external areas (i.e. courtyards and gardens) as long as access for other visitors is not going to be compromised.
- The frequent use of flash is discouraged as it disrupts the enjoyment of the palace for other visitors.
- Commercial photography, filming or sketching **is not** permitted unless authorised in advance.
- Photography/filming in and of temporary exhibitions is prohibited.

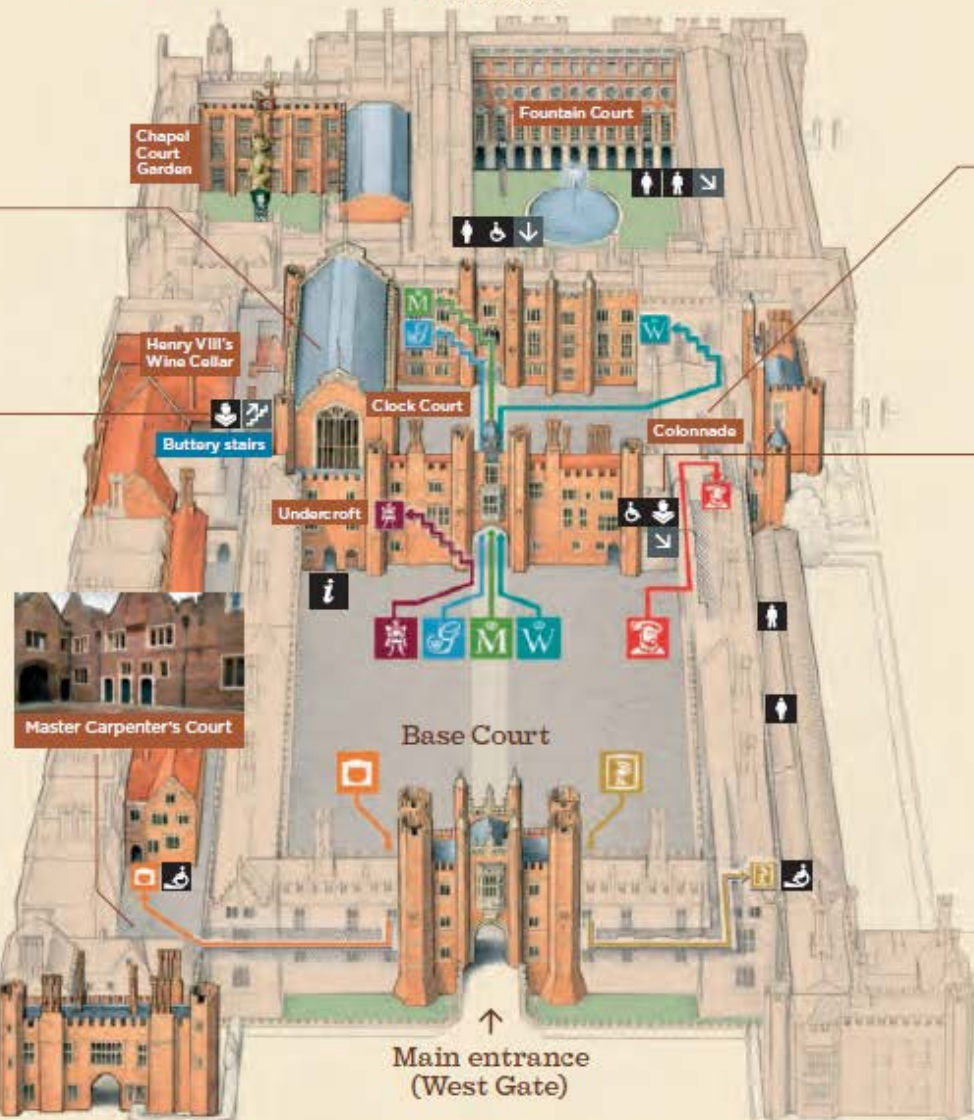
## Eating & Drinking.

Please do not eat or drink in any of the historic areas and buildings.

# Map



← Royal Tennis Court Maze & picnic area      The Great Vine & gardens →



## Hampton Court Palace Schools Map



Please use this map to help plan your school visit to the palace.

Seymour Gate

↓ Clore Learning Centre, Barrack Block lunch rooms & picnic area

### Visitor routes & map key

- |  |                               |  |                       |
|--|-------------------------------|--|-----------------------|
|  | Henry VIII's Apartments       |  | Clore Learning Centre |
|  | Young Henry VIII's Story      |  | Information Centre    |
|  | Henry VIII's Kitchens         |  | Lunch rooms           |
|  | Mantegna's Triumphs of Caesar |  | Maze                  |
|  | William III's Apartments      |  | Picnic area           |
|  | Mary II's Apartments          |  | Royal Tennis Court    |
|  | Georgian Private Apartments   |  | The Great Vine        |
|  | Palace Gardens                |  | Accessible toilet     |
|  |                               |  | Female toilet         |
|  |                               |  | Male toilet           |
|  |                               |  | Level access route    |
|  |                               |  | Stairs                |
- Please note there are uneven surfaces around the Palace

Visit our website for more information  
[www.hrp.org.uk/learning](http://www.hrp.org.uk/learning)

vs/ dkm

# Health and Safety

The risks associated with visiting Hampton Court Palace have been assessed as very low. Please do remember though, that the palace and the grounds are open to the public and there are potential hazards from vehicles, plants, and animals. A summary of the main risks can be found on the next page.

## Supervision

We require that all learning groups are supervised at all times whilst on site. Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 and one adult per five children aged 0-6. We retain the right to refuse entry to groups without a sufficient number of accompanying adults. Please ensure that all adults accompanying your trip understand that they are responsible for the behaviour of the students in their care.

## Objects and equipment

Any equipment provided by Historic Royal Palaces has been risk assessed and is deemed to represent a very low risk of an accident happening. Individuals are responsible for any equipment they bring into the palace or grounds.

If you are having a teaching session your presenter may issue safety instructions at the start of the session. It is important that all students and adults listen and follow these instructions.

## Clothing

Please ensure that all members of your group are suitably dressed for their visit. A large part of a visit to Hampton Court Palace may be spent outside or in rooms with no heating. Students will need warm and wet weather clothing and / or sun protection if appropriate. We strongly recommend that you bring a spare set of clothes in case of illness, "accidents" etc.

## Insurance

Historic Royal Palaces has public liability insurance for £10 million. Details are available on request.

## Health and Safety form

Please complete and return the enclosed Health and Safety form to the Learning & Engagement Administration Office via email to [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk) in advance of your visit.

The suggestions of risks given on the following page in no way replace your own risk assessment which you should make in advance of your visit.



# Risk Assessment

Hazards	Controls
Slips, trips and falls whilst walking on uneven surfaces and on historic steps within the palace and its grounds.	Wear sensible shoes. Walk at reasonable pace. Avoid running on historic surfaces. Adequate supervision of group by responsible adults.
Falls from height, for example stretching over the moat bridge at palace entrance, climbing on trees, playing in formal garden.	Hazard warning signs in place. Provision of edge protection where appropriate. Adequate supervision of group by responsible adults.
Drowning in water-containing features, for example Fountain Court, the Long Water, the Great Fountain.	Hazard warning signs in place. Presence of life throws where appropriate. Some water features protected by barriers. Adequate supervision of group by responsible adults.
Burns from touching hot surfaces, for example, light bulbs, candles in the Chapel, open fire in Henry VIII's kitchens.	Guards provided where necessary. Warders present to oversee activity. Adequate supervision of group by responsible adults.
Diseases from touching deer, dog or geese faeces within the palace grounds.	Washroom facilities provided. Wash hands prior to eating. Adequate supervision of group by responsible adults.
Collision with vehicles and cyclists along main drive and within grounds.	Speed limits in place. Hazard warning signs in place. Presence of security warders to maintain speed adherence. Adequate supervision of group by responsible adults.
Contact with work equipment.	Keys not left in mobile equipment. Tools not left unattended. Unauthorised areas locked shut. Adequate supervision of group by responsible adults.
Injuries from planned educational activities.	Risk assessment of activity carried out by HRP. Introductory talk at start of activity.

# Health and Safety Agreement form

Please complete this form and return it by post or email (see below for details) to the Learning & Engagement team in advance of your visit.

Name of School: .....

Date of Visit:.....

Name of Lead Teacher: .....

Booking Reservation Number:.....

I, the undersigned, having capacity to sign on behalf of the visiting school, accept the following two clauses:

1. I have read, understood and agree with the information and conditions given in the “Essential information for your visit” information pack.
2. The visiting school/group has appropriate insurance to cover their visit to Hampton Court Palace

Signature: .....

Date:.....

Print Name:.....

Position in School:.....

Please return this form in advance of your visit by post or email to:

Operations Team - Administration Office  
Learning & Engagement  
The Clore Learning Centre (based at) Hampton Court Palace  
Surrey  
KT8 9AU

Email: [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk)