

# **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 Kensington 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.



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# Kensington Palace Opening Times

## Winter opening hours

1 November – 29 February  
Monday-Sunday – 10.00–17.00  
Last admission is 16.00

## Summer opening hours



1 March – 31 October  
Monday-Sunday – 10.00–18.00  
Last admission is 17.00

Please note that individual routes within Kensington Palace will close 30 minutes before the close of Kensington.  
We recommend at least 90 minutes to 2 hours for your visit.

# Getting to Kensington Palace



Kensington 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.

	
<b>Queensways</b> (Central) <b>High Street Kensington</b> (Circle and District lines)	27, 70, 94 AND 390 to Bayswater Road or 9, 10, 49, 52, 70 and 452 to Kensington High Street

Unfortunately we do not have a car park for learning visitors at Kensington Palace. If you plan to arrive by coach the drop off point is Orme Square Gate (as seen on map above). Pupils can safely walk down the Jubilee Walk to the Palace. There is private coach parking available off Bayswater Road near the Palace. Contact Euro Car parks **02075633000** for prices and to book.

We can organise minibus drop off and collection at the Orangery for Special Educational Needs groups with access issues. Please contact the Learning and Engagement Site Facilitator on 0203 166 6688 to book this in advance of your visit.

# What to do if you are running late

## Travel delays

We understand that there may be travel delays in arriving at Kensington Palace.

If you have booked an education session and you are going to be late it is essential that you contact the Learning & Engagement team on **0203 166 6688** or **07917585182** and provide an estimated time of arrival.

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



# What to do when you arrive at Kensington Palace

Please refer to the map at the back of this guide in reference to the following instructions

## 1. Register

All learning groups must go on arrival to the **Group Entrance**.



Lead teachers can then make themselves known to the Welcome Team in White Court (*our main ticket office, second on the left, past Group Entrance*).

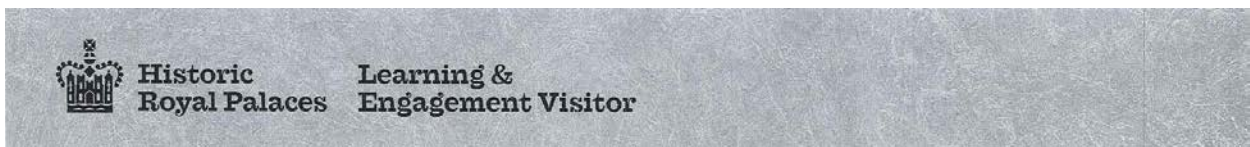
You will then be registered at the Group Entrance by a member of the Learning & Engagement Team. The lead teacher will be asked to provide;

- Their name.
- Their mobile number whilst on-site.
- The name of their school.
- Sign out locker key/s and lunchroom swipe card/s (if applicable)

This information will be used to locate the lead teacher if any of your students are found in Kensington Palace unsupervised, or in the event of an emergency. Please keep your phone on at all times. Your contact details will be disposed of securely at the end of each day.

## 2. Collect Wristbands – these are your tickets!

At the Group Entrance all Learning & Engagement groups must collect wristbands. You should receive the same number of wristbands as appear on your confirmation letter.



These wristbands are your tickets and should be worn at all times while in Kensington Palace. Each school group visiting will have a different colour wristband. This helps your group to be located by your education presenter, if you have booked a session, and in the event of emergency, allows staff members to locate members of your group easily.

## 3. Entry to Kensington Palace

Entrance for all groups is via the ticket barrier, off the hub. Please ensure that each member of your group is wearing their wristband before you arrive at this entrance.

## If you have booked a session

We ask that your group arrives at the allocated meeting point a few minutes before the start of your session. Please refer to your accompanying Teachers Notes for further details.

We recommend that you allow at least ten minutes for walking from the Group Entrance to your session meeting point. If you are more than 15 minutes late it may not be possible for the full session to take place.



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

## The Learning and Engagement entry rate includes:

- Entry to Kensington Palace.
- Access to the general visitor route. This includes access to all public exhibitions. See below for further details.



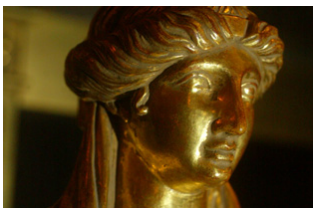
### Victoria Revealed

- This exciting permanent exhibition explores Queen Victoria's life and reign in her own words through extracts from her diary. You and your students will experience Victoria's first day as Queen at Kensington Palace, the romance of her early relationship with Prince Albert, moments of family life and aspects of Albert's involvement in the Great Exhibition. Set within the rooms Victoria lived in as a child the exhibition includes paintings, gifts exchanged between Queen Victoria and Prince Albert during their engagement and some of her dresses.



### The King's State Apartments

- Follow in the footsteps of visitors to the court of George I and II.
- Explore the magnificent set of rooms that make up the King's State Apartments; the King's Staircase, The Presence Chamber, and The Privy Chamber with its magnificent ceiling painted by William Kent in 1723, The Cupola Room, The King's Drawing Room and The Council Chamber where you can see the sort of court dress.



### The Queen's State Apartments

- Explore these intimate, private rooms created for Queen Mary II, who ruled jointly with her husband, King William III, in the 17<sup>th</sup> century. Mary and William were the monarchs to first make Kensington their home, away from Whitehall Palace.



### Fashion Rules Restyled: dress from the collections of HM the Queen, Princess Margaret and Diana, Princess of Wales

- A nipped-in waist in the 50s, short skirts and diaphanous fabrics in the 60s and 70s, sparkles and shoulder pads in the 80s – these were the fashion rules we all dressed by, even members of the Royal Family.
- Take a nostalgic look back at recent decades of dress through the wardrobes of three royal women in their fashion heydays.
- Five rooms of elegant displays explore how these women reflected the trends of the day, negotiating the rules of dressing fashionably within the 'rules' of a royal wardrobe. Featuring several couture dresses, the exhibition includes film and photography to set the scene of the times in which these gowns were worn.

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

- Use of an audio guide – we do not have audio guides at Kensington. There is no audio guide at Kensington Palace, but there is a daily offer of History and Intro Bites given by the Explainer team. Though groups are welcome to join the Bites, please bear in mind these are not aimed or designed for school groups.



# What we expect from you

As well as being an award-winning visitor site, Kensington Palace is home to many members of the Royal Family who live on site. Taken together, all these factors create a learning environment that is very different to that of a classroom.

We find it helpful for lead teachers and group leaders to know our expectations for student behaviour while visiting Kensington Palace. It also helps our staff know how best to help you during your visit and ensures that other visitors are not distracted by the many school groups that visit Kensington.

Please share the following information with all your accompanying adults to help them feel confident about leading a group while they are visiting. You may also want to discuss certain issues related to your visit with your students.

## Supervising your students

You are responsible for the health and safety of your students during your visit to Kensington Palace, whether on a self-guided visit, in a classroom, an education session around Kensington, 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 without an adult with them. This includes students engaged in worksheet exercises.

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 be sure to divide your students into smaller groups when entering individual routes within the Palace. Many of Kensington's rooms are small and are unsuitable for large groups of people.

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 wristband 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.

## Inappropriate behaviour

Kensington Palace has thousands of Learning & Engagement visitors a year and almost all of these visits pass without incident. However a small number of incidents do occur with Learning & Engagement groups, which could spoil your visit and that of other people. Most inappropriate behaviour has occurred when students were left unsupervised, which is why we insist students are supervised at all times during your visit.

### Inappropriate behaviour includes but is not limited to:

- Fighting
- Straying into secure areas off the visitor route after a previous warning
- Running around the visitor route after a previous warning
- Shoplifting
- Heckling staff members
- Littering
- Taking photographs in places where it is forbidden
- Smoking
- Any actions that have a detrimental effect on any other visitor's enjoyment at Kensington.

If an incident occurs then a member of staff, typically a uniformed Explainer, will isolate the student/s involved and if the group leader is not present, will contact the lead teacher using the details you provided on entry, who will be asked to meet their unsupervised students.

Our staff members are instructed to leave all disciplinary matters related to such incidents with the lead teacher or group leader. However, our staff can exclude students if they feel their behaviour is having a detrimental effect on other visitors' enjoyment of Kensington Palace. If this occurs, a member of staff will contact you with further details using the contact information provided at the Group entrance.



# Amendments to your booking

## Refunds and 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 Kensington 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.



# Accessibility at Kensington Palace

## Special needs

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 [kensingtonlearning@hrp.org.uk](mailto:kensingtonlearning@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.

## Wheelchair access

Kensington Palace is accessible to all, with level access to all areas of the palace and a lift to all floors. The Clore Learning Centre is based on the ground floor of the palace and has accessible toilets, teaching spaces and lunchrooms. Sessions will take place in the Clore Learning Centre or in our breakout spaces; accessible by lift. As previously stated we can organise a minibus drop off and collection at the Orangery for SEN groups with access needs. Please call the Learning and Engagement Site Facilitator on **0203 166 6688** to book this in advance of your visit.

## Toilets

Male, female and disabled toilets are located off the vestibule (on public route) and by Mr Hester's lunch room (off the visitor route). There are also toilets in the Café, just beyond the gift shop, outside of the ticketed barrier of Kensington Palace.

## Mr Hester's Lunchroom

We only have one lunchroom at Kensington Palace, Mr Hester's Lunchroom. With only one lunchroom we must prioritise Key Stage 1 and 2 groups as best we can. The lunchroom is accessible via a swipe card, which you will be given when you register and must return to White Court at the end of your visit.

## Further information

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

# Facilities at Kensington Palace

## Toilets

Groups should use the main toilets by Mr Hester's lunch room (off the visitor route).

There are public toilets in the café in Kensington Palace. This is useful for groups before entering or leaving the ticket barrier at Kensington.

## Lunch and bags

We are unable to offer all our Learning & Engagement groups a lunchroom. Students will need to picnic on any benches in the garden. In the event of bad weather we do not have an alternative area to shelter.

Unfortunately, Learning & Engagement groups are not able to use the Café as this area is reserved for members of the public purchasing food and drink.

There are locker facilities at Kensington for students to leave their bags and coats.

## Shopping

Please feel free to visit our shop at Kensington Palace, situated opposite the Group Entrance, before the café.

We would advise going in small groups and briefing your students that shoplifting will not be tolerated and could result in your group being removed from the site.

# Further information

## **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 Kensington 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 at Kensington Palace.

## **Food and Drink**

Food and drink is not allowed within the Palace. You can eat and drink in the lunchroom Mr Hester's if you have it booked, or in the café or outside in the gardens.

# Map

## Four routes to explore

There are four routes, marked in different colours, through which you can discover four centuries of the palace's history.

All routes are located on the upper floors of the palace as shown on the drawing below.



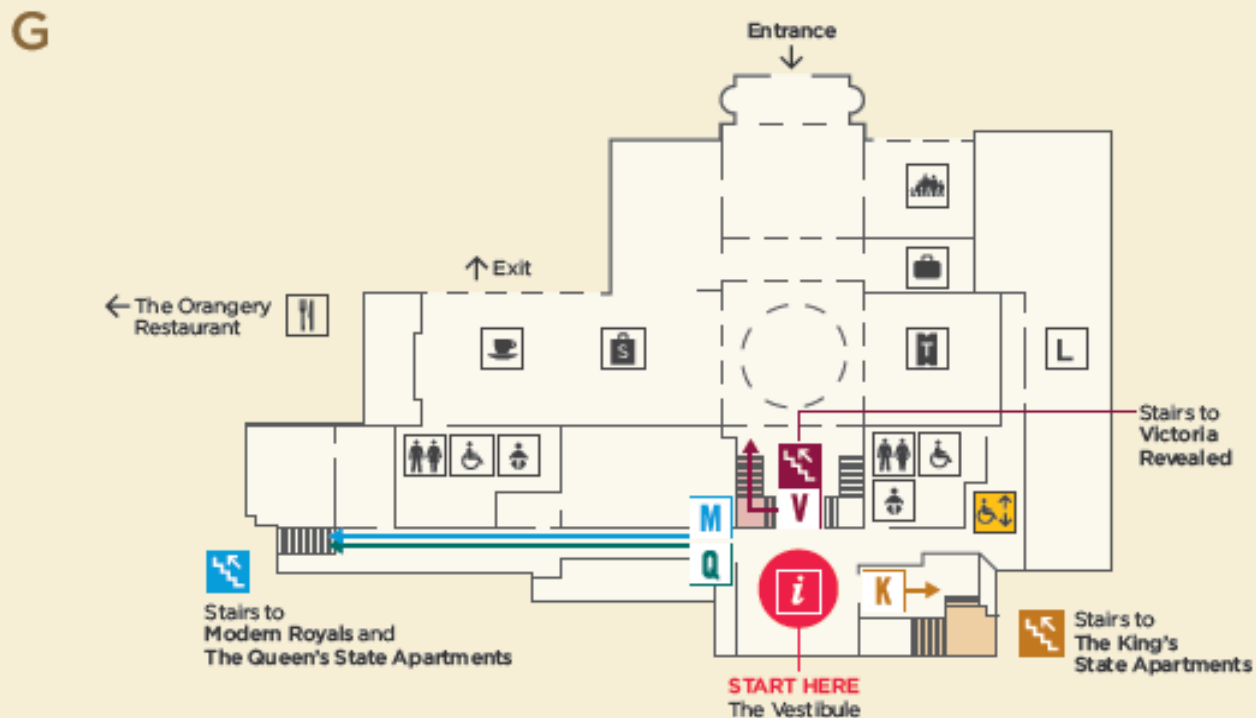
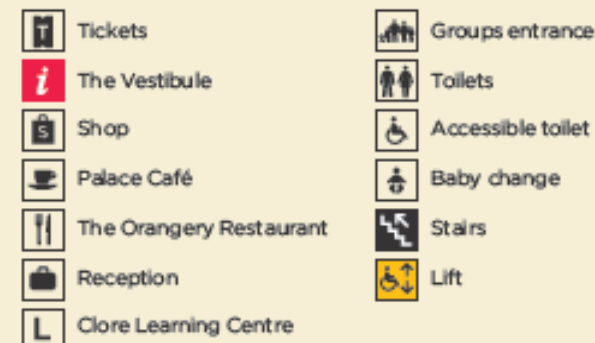
## Start your journey from the Vestibule

Each route starts in the Vestibule on the ground floor.

Please see the reverse side of this leaflet for detailed route plans.

In each area of the palace you will find our Explainers. Please ask them any questions you may have about the history of the palace and its stories.

## Map key



# Health and Safety Information

We carry out risk assessments on all of our activities and the risks associated with visiting Kensington Palace have been assessed as very low but please remember that Kensington Palace and its grounds are open to the public. There are also potential hazards from vehicles, machinery, plants and wildlife.

A summary of the main risks can be found overleaf.

## Supervision

Your pupils must be supervised at all times.

We interpret supervision to mean that at all times accompanying adults will remain in the physical presence of the group of students for which they are responsible. No students should be allowed to move around the palace site without an adult with them. This includes when students are completing worksheets or other activities.

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 years. We retain the right to refuse entry to groups without a sufficient number of accompanying adults.

Please be sure to break up your students into smaller groups when entering individual routes within Kensington Palace. Some of Kensington's rooms are small, dark and are unsuitable for large groups of people.

## Equipment

Any equipment provided by Historic Royal Palaces has been risk assessed and is deemed to represent a very low risk of an accident occurring. Individuals are responsible for any equipment they bring into the palace and its grounds. At the beginning of your visit/activity, a member of staff may issue instructions about an aspect of your visit/activity. It is important that the lead teacher/all accompanying adults listen to and follow these instructions.

## Clothing

Please make sure that your group is suitably dressed for the day's activities. A large part of all visits to Kensington Place may be spent in spaces with little or no heating. Please make sure that your group is wearing suitable footwear and is equipped with wet weather clothes and/or protection from the sun.

## Insurance

Historic Royal Palaces has public liability insurance for 'no less than £5 million' with Royal Sun Alliance. Details can be provided on request.

## Accidents

If there is an accident or near accident during your visit, please find the nearest member of staff who will be able to help you. A record will be made of any accident that occurs.

## In case of evacuation

Please respond to the directions given by our members of staff. The assembly point for all visitors is on the East Front Lawns by the Queen Victoria Statue.



# Risk Assessment

Hazards	Controls	Remaining Risk
Slip, trips and falls whilst walking over uneven ground within the Palace and grounds, e.g. floor coverings, cobbles, flagstones, grass.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Slips, trips and falls whilst walking up or down steps which may be smooth, uneven, unevenly spaced or visually difficult to see.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Trapping fingers in doors, e.g. toilet cubicle door, entry and exit to Apartments.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Walking into other people whilst not looking in direction of travel.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Collision with cyclists moving in gardens, on Broad walk and other parts of the Palace.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. Signs requesting cyclists to take care.	Very low
Collision with motor vehicles delivering to Kensington Palace.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. Speed limit signs. Presence of security wardens to maintain speed adherence.	Very low
Drowning in water containing features, e.g. Sunken Garden, Round Pond.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. No swimming signs. Presence of lifebuoys where appropriate	Very low
Stings and bites from insects.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Contact with work equipment, e.g.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. Keys not left in mobile equipment. Tools not left unattended.	Very low

# 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 Kensington 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: [kensingtonlearning@hrp.org.uk](mailto:kensingtonlearning@hrp.org.uk)