

## FAQ

### Pagoda Scaffold tours July/August 2017

#### What is it?

We want to give you an opportunity to learn about HRP's conservation work on this unique Pagoda conservation project which aims to bring the Great Kew Pagoda back to its former glory.

We will tell you and show you during the tour how we conserve, repair and restore the building using our research and our conservation expertise. You will be able to see conservation work in progress.

Each tour will be led by 2 trained volunteers who will take a group of up to 10 people on at least two different places on site to talk about aspects of the conservation work such as brickwork and masonry, roofing, timber and joinery, paint finishes, glazing etc.

This event is suitable for informed enthusiasts but will be accessible also to those who want to just learn more about 'what is going on' on the building.

#### What will the tour actually consist of?

The one hour tour will consist of :

**Health and Safety briefing**-this is an essential part of the tour as it will give all participants information about how to behave on the construction site.

**Protective clothing change**- all participants will be provided with high visibility jacket, hard hat, safety gloves and goggles and a pair of safety boots. We will have range of shoe sizes available for all. You might wear boots slightly bigger than your actual shoe size as sizing varies across different types of footwear. We cannot access the site without the protective clothing.

**Tour introduction**-on the ground level, introduction of Pagoda

**Tour on site**- this may take people up on the scaffold. Access by climbing up the ladders. The tour exact locations may change day to day depending on the progress of the work and accessibility of the conservation work.

**Q&A**-after the tour on the ground level. People are welcome to ask questions during the tour of course!

#### What does my ticket include?

- Access to Kew Gardens-participants will be met by the Lion Gate entrance and escorted to Pagoda. Their names will be checked by the gate. They do not have to pay the entrance fee for the Royal Botanic Gardens ,Kew. After the tour they will be escorted back to the gate to exit.
- The tour



## Who can I contact for more information?

Jana Haragalova, Learning Producer on ext. 6652 , mobile: 07964106451 or [Jana.Haragalova@hrp.org.uk](mailto:Jana.Haragalova@hrp.org.uk)

## What about the accessibility?

This event involves using ladders on a busy building site and is unfortunately not suitable for wheelchair users, people with limited mobility or limited fitness levels. Participants should consider their health needs before they book. The scaffold goes up to 56 metres in height.

If anyone becomes unwell during the tour or decide not to tour with the group we will do our best to assist them to leave the tour safely.

## I have sturdy/sensible shoes. Can I wear my own shoes/boots instead?

Unfortunately unless you are wearing **steel cap safety boots** such as these:



You will not be able to join the tour. We will provide you with the right footwear for the duration of the tour.

## Where's the meeting point?

Lion Gate, Kew Road. There will be member of the HRP team waiting for you.

## What if I am running late, can I still join the tour?

We cannot admit people after 10.35 for the morning tour or after 14.05 for the afternoon tour.

## Can I book the ticket for somebody else/ give the ticket to somebody else?

Yes, as long as person/s coming to the tour is aware of the information regarding the arrival and access.

## Can I take my bag/camera on the tour?

Please note that it is not possible to take any bags including large cameras up on the scaffold. Please do not bring any large luggage or backpack with you. There is a limited small bags storage available on site and you will be asked to leave any bag there before going up on the scaffold.



### Is filming/photography allowed?

We strongly discourage all use of recording equipment on the tour as it is often disruptive to others touring with the group and to those working on site. Most importantly it could divert your attention from keeping safe when walking on the scaffold. Thank you for understanding.

