

Diana: Her Fashion Story FAQs

Pre-booked tickets

Pre-booked/ Pre-paid ticket holders – who does this include?

- ✓ London Pass Holders
- ✓ Those who have booked via the HRP website or Contact Centre (this includes ticket holders and those who need to collect their tickets)
- ✓ Anyone who has pre-booked and paid but requires an additional carer ticket
- ✓ Anyone who has purchased through a third party and has a voucher to exchange
- ✓ HRP members and corporate members
- ✓ National Art Fund members
- ✓ Patrons

What are the benefits of pre-booking?

Booking your ticket in advance guarantees entry to Kensington Palace via a priority queue and at a discounted rate. However, with the current security checks that are in place at the main entrance, there may be queues of up to 1 hour to enter the palace (before the ticket office).

Does this mean that I will be entitled to fast track entry?

Your ticket will allow you to have priority entrance to the palace, but not fast tracked into the Diana: Her Fashion Story exhibition. There may be queues of up to 1 hour at peak times due to security checks at the main entrance.

Approximately 70% of our daily visitors who arrive do not pre-book online through our website, which means that queuing will be inevitable, especially during peak times.

Priority tickets/pre-booked tickets do **not** guarantee fast track entry to the palace.

What will I do upon arrival?

You will need to join the priority queue which will be clearly signposted; entry to the palace will be managed from this point by a uniformed member of staff.

We will endeavour to get you through the ticket hall as quickly as possible but please be aware that if you have a voucher obtained from a third party we will need to exchange the voucher for a ticket. Anyone with a booking confirmation will also be required to exchange their confirmation for tickets.

Tickets purchased on the day

If I arrive on the day, will I be able to purchase a ticket?

Although we try to make as many tickets available on the day as possible, we recommend you pre-book your tickets to the palace where possible as this will guarantee you entry.

We have managed to accommodate non-advanced ticket holders since the opening period of the exhibition. If you are planning to purchase on the day, please wear appropriate clothing as the queuing area to the palace entrance is uncovered.

Our peak times are currently 10:00 to 14:00 so we would advise that you arrive after 13:00 to minimise queuing time. Last admission is at 17:00.

What happens if I arrive on the day and have not purchased a ticket?

Every effort will be made to ensure that as many people as possible are able to enjoy all of our exhibitions; the State Apartments, Diana: Her Fashion Story, Victoria Revealed, and Enlightened Princesses (open until 12th November 2017). If you haven't pre-booked a ticket upon arrival you will need to join the queue to buy tickets, which will be clearly signposted. A member of Historic Royal Palaces staff will be on hand to advise you on queuing times.

Queuing and the visitor route

How long will I have to queue?

Due to current security checks, queuing time will vary and on busier days (weekends, school holidays and bank holidays) queuing times will be longer. If you are queuing to collect or purchase tickets please be aware that you may have to queue outside for both palace entry and entry to the Diana: Her Fashion Story exhibition. You are advised to come prepared for the sometimes unpredictable British weather.

During peak times (10.00 to 14.00), please be prepared for the possibility of longer queuing periods.

We know that queuing can be frustrating, however it is important that we manage visitor flow effectively to ensure the comfort and enjoyment of our visitors once inside the Palace. All staff will be happy to answer questions and keep you up to date with queue times.

I have queued to enter the Palace, how do I get to the Diana: Her Fashion Story Exhibition?

Once you have entered Kensington Palace and reached the ticket scanning point, you will be directed to follow the relevant visitor route by a member of Historic Royal Palaces staff. We have five exhibition spaces for you to explore, so to help minimise queuing time for the Diana exhibition, you may wish to choose one of our other routes first.

Due to the size of the exhibition space of Diana: Her Fashion Story, it will be likely that there will be a queue to get in. At peak times, an external queue may form part of the entry queue to the Diana exhibition. This area is covered, and seating is provided.

The capacity within the exhibition space is closely monitored and as visitors leave, others will be permitted to enter. We would like everyone who visits to have the time and space to view all of the items on display.

What will I find when I enter the exhibition?

There are 6 rooms which contain a variety of outfits worn by Diana, Princess of Wales. In addition to some exhibition interpretation panels, there are also photographs and original sketches by some of the princess's favourite designers.

Time is not limited within the exhibition so you are able to spend as long as you wish inside.

Photography (without the use of a flash) is permitted, but any video recording is not. This applies to all areas of the palace. The use of tripods and selfie-sticks are also not permitted.

Group Bookings

Group bookings are currently limited to 2 per day (10 AM and 2 PM), and a maximum of 50 persons. On week days only, 4 bookings can be accommodated however the group must have booked at least seven days in advance and arrive at the time advised.

The arrival time provided refers to entry to the Palace, **not** the Diana: Her Fashion Story exhibition.

All groups can join the priority queue at the entrance of the palace on their scheduled time of arrival but will be expected to queue for both security checks and entry to the palace, and for the Diana exhibition once inside.

Queue times can be up to one hour at peak times for entry to the palace due to security checks. You may also be expected to queue for the Diana: Her Fashion Story exhibition once inside the palace.

Accessibility

If you or a guest has mobility issues, we strongly recommend that you pre-book. If you arrive on the day and have not pre-booked, you will be required to queue to purchase tickets.

There is step free access to all of our exhibition spaces. There is covered seating available for the Diana: Her Fashion Story exhibition if an external queue is in process, and fold out chairs are available for use upon request.

Upon arrival please speak to a member of staff who will be more than happy to assist you.

For health & safety reasons, please note that we are only able to accommodate up to 6 wheelchair users in the King's and Queen's apartments at any one time.

Timed tickets

Can I book a time slot to visit the exhibition?

We want our visitors to enjoy the best possible experience inside the exhibition, so we do not sell timed tickets. This means that visitors can enjoy the exhibition at their leisure, and have greater flexibility in terms of arrival times at the palace.

Making the most of your day

I was going to plan other activities whilst in the area. What do you advise?

As we are unable to specify a time you can enter the palace we strongly recommend that you are flexible on any other commitments you may have that day that requires a set time arrival time to avoid any disappointment.

The White Garden

To mark the 20th anniversary of the death of Diana, Princess of Wales, this year, in tribute to her, our gardeners have transformed the historic Sunken Garden into a White Garden. This was a garden the Princess admired when she lived at Kensington Palace, and the planting scheme has been inspired by the colours and textures of her wardrobe, on display in the palace's exhibition.

In the summer, pots of classic English white roses will surround the reflective pool in the centre of the garden and the planting will become more exuberant. (See website for further details and plant list).

The Sunken Garden was designed by Ernest Law to be looked at as a complete picture from the surrounding 'Cradle Walk' and so it is not possible to access the inside of the garden.

Future plans for the Diana exhibition

Will the items on display change?

Some of the items on display may change. We are unable to provide any further information as any changes will be dependent upon private owners who kindly allow us to borrow their pieces. Please keep checking our website for any updates.

Diana: Her Fashion Story will be closed on the morning of Wednesday 16 August 2017 from 09:00 until 13:00 and closed all day on Wednesday 3 January 2018.

For conservation reasons, some of the items on display will change but exciting new objects will take their place. We will need to close the exhibition to allow for this change, so please do check our website for more information. Keep an eye on our social media channels - @HRP_Palaces and the Kensington Palace Facebook page for further information on new objects in the exhibition.