

Audio guides



Available until 17:00 (summer)  
or 15:30 (winter) from the  
Information Centre in the  
following languages.



(Subject to availability)

A variety of special tours  
is available including  
options for families and  
partially sighted visitors.

Audio guides are included  
in your ticket price.

Not available for under 5's.



Historic Royal Palaces  
HAMPTON COURT PALACE

Henry VIII and Hampton Court Palace  
are closely linked both in history and  
the popular imagination. Of Henry's  
great Tudor palace, half survives.  
The rest was rebuilt by William III as  
a stunning baroque palace. We use  
Henry's royal coat of arms, which is  
supported by the Tudor symbols of the  
red dragon of Wales and a greyhound.

Historic Royal Palaces receives no  
funding from the Government or the  
Crown, so we depend on the support  
of our visitors, members, donors,  
volunteers and sponsors.

Things to remember



Please do not eat or drink inside the building. Smoking and vaping are  
prohibited inside the palace and courtyards.

Please resist touching the magnificent but fragile objects that you will see  
displayed within the palace.

To protect these historic objects we have to use window blinds to keep light  
levels low and we place fragile items behind barriers.

Non-commercial photography and filming are allowed everywhere except the  
Chapel Royal, Royal Pew, Cumberland Art Gallery and special exhibitions.

Closing times

	Summer	Winter
Fountain Court Café	16:00	Closed
The Magic Garden	17:15	Closed
The Maze	17:15	15:45
Georgian Story		
Privy Kitchen Café	17:30	16:00
The Formal Gardens		
Cumberland Art Gallery		
The Baroque Story		
The Chocolate Kitchens		
Last entry to palace routes and shops	17:45	16:15
East Gate	17:55	16:25
Tiltyard Café and West Gate	18:00	16:30

Historic Royal Palaces  
Hampton Court Palace



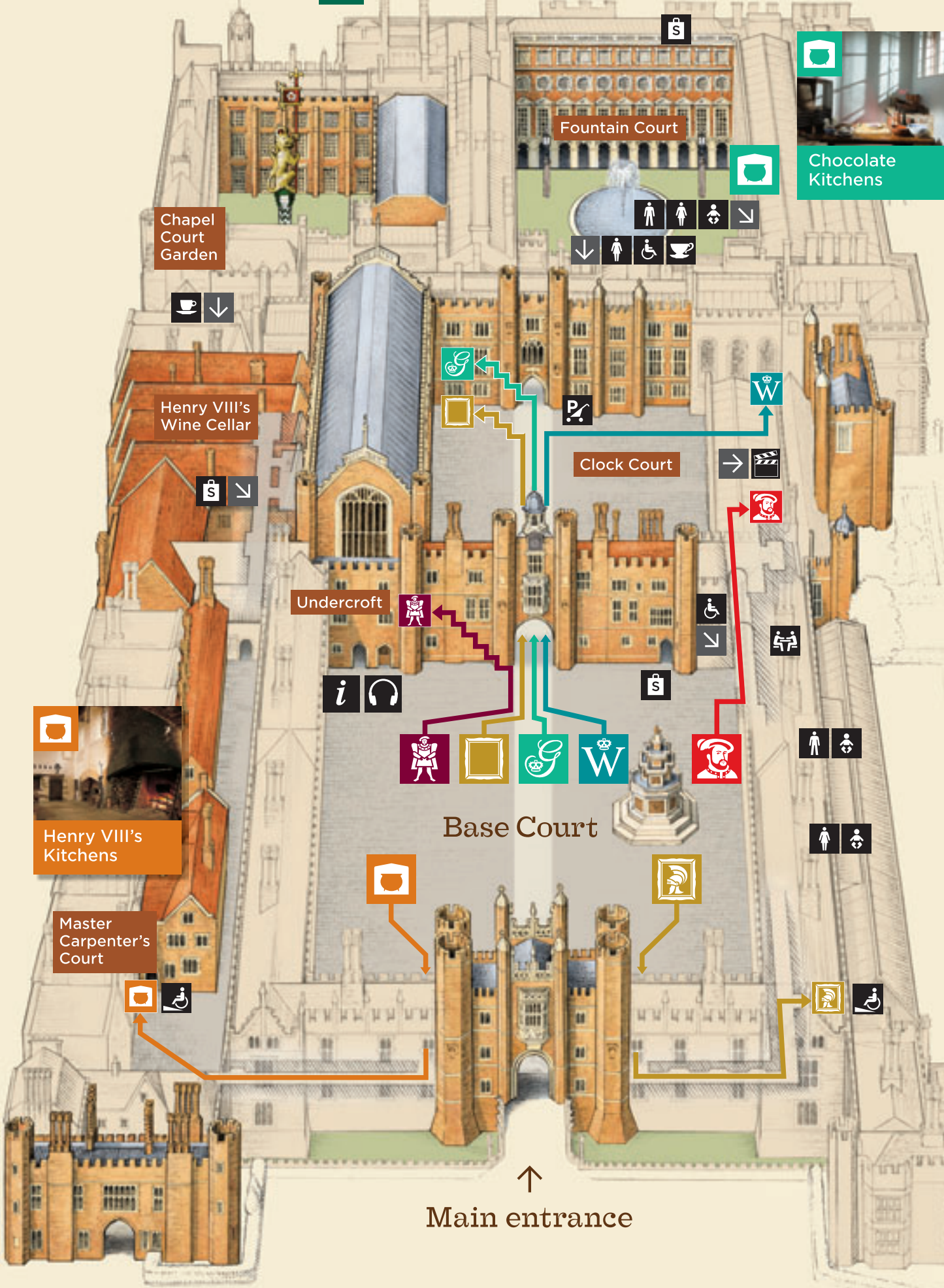
Access  
statement

Visiting  
Hampton  
Court  
Palace



Compiled with help  
from the Access Panel  
August 2016

East Front & Gardens



Seymour Gate

← Gardens, Maze & Tiltyard Café

Map key

- Ticket office
- Palace entrance
- Picnic area
- Royal Tennis Court
- Male toilet
- Female toilet
- Accessible toilet
- Car park
- Shop
- Café
- Clore Learning Centre
- Charabanc
- Riverboats
- Ice cream kiosk
- No entry
- No photography or filming - on cameras, videos, phones or ipads

Gravel area as shown on the map.  
Please note there are uneven  
surfaces around the palace grounds.

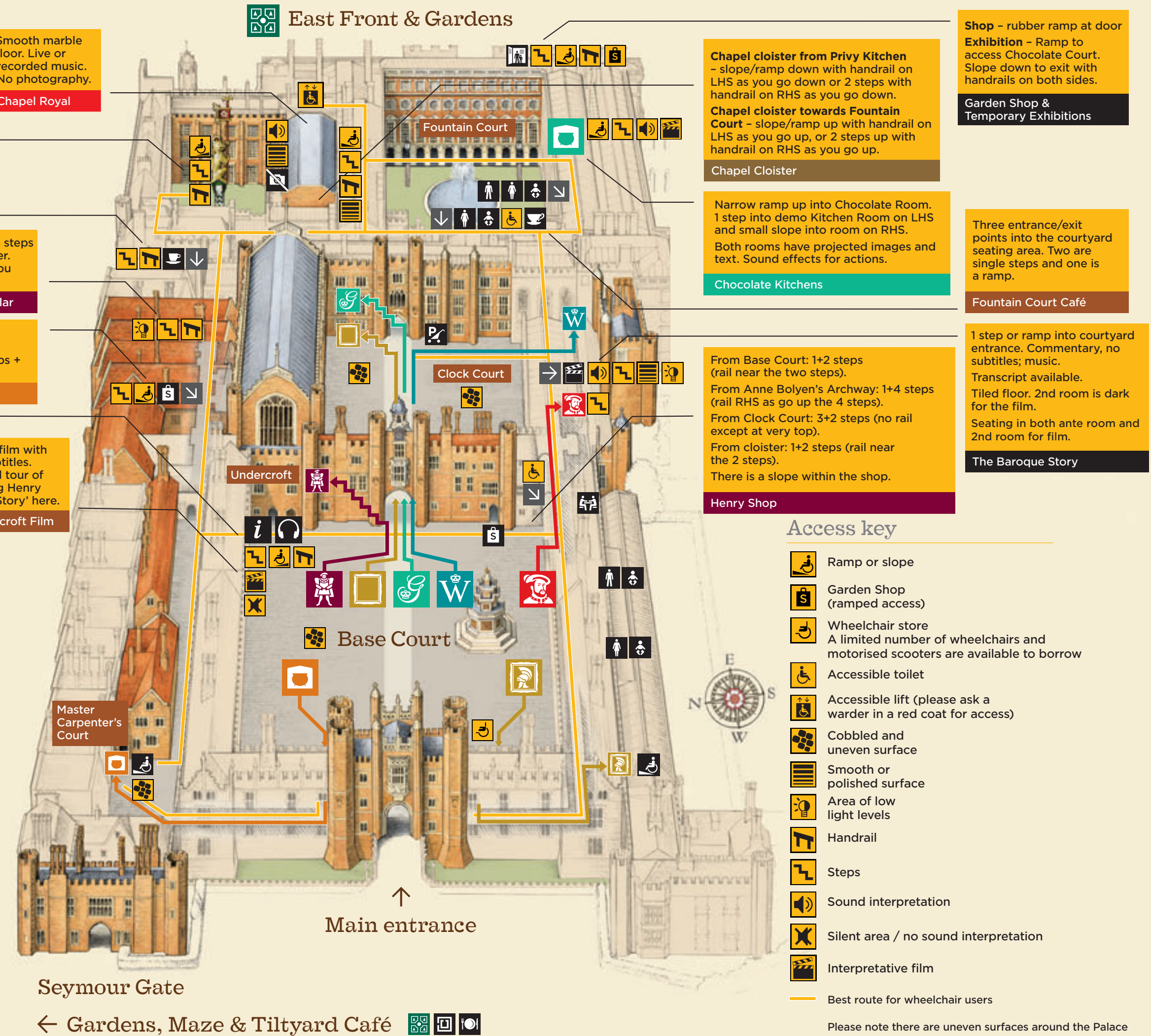




# Hampton Court Palace Map

Begin your journey of discovery from Base Court. Simply choose any one of the routes shown below and start exploring.

- Henry VIII's Apartments
- Henry VIII's Kitchens
- Young Henry VIII's Story
- Chocolate Kitchens
- Cumberland Art Gallery
- William III's Apartments
- Palace Gardens
- Georgian Story
- Mantegna's Triumphs of Caesar



## Contents

Contact us	2
Opening times	3
Admission	
Dogs	
How to get to us	4
Public transport	
Parking	
Drop-off or collection	
Toilets	5
Refreshments	
Information for families	6
Left luggage facilities	
Mobility	
Wheelchairs	7
Deaf/hard of hearing visitors	
Blind/partially sighted visitors	
Special tours and/or events	8
Quiet spaces	9
Staff	
Using the floor plans	10 - 13
What to do in...	14
1 hour - the Tudor experience	
1 hour - the Baroque experience	
2 hours	
3 hours	
The Magic Garden	15
Hampton Court garden map	16



# At Hampton Court Palace we welcome all visitors and try to make everyone's day out enjoyable.

Historic Royal Palaces is the independent charity that looks after the Tower of London, Hampton Court Palace, the Banqueting House, Kensington Palace, Kew Palace and Hillsborough Castle.

At the heart of our organisation is the challenge to help everyone explore the story of how monarchs and people have shaped society in some of the greatest palaces ever built. That means we are continually looking for ways to improve access and diversity – in the visitors we attract, the staff we employ and the services we provide.

To achieve this we have developed a Single Equality Scheme which covers the areas of disability, gender and race, and describes how we aim to promote equality and diversity in everything we do. It can be found on our website:  
[www.hrp.org.uk/aboutus/whoweare/diversity](http://www.hrp.org.uk/aboutus/whoweare/diversity)

We welcome disabled visitors and make sure that 'reasonable adjustments' are made where appropriate and possible. However, we recognise that this aim does not override existing legislation concerning the protection of ancient monuments, listed buildings, conservation areas and designated natural heritage sites, or the Health & Safety Acts. Where access is not possible, improved interpretation facilities/services are being implemented whenever possible.



## Contact us

Hampton Court Palace  
Surrey  
KT8 9AU  
England

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

Telephone: +44 (0)20 3166 6000

Typetalk/text relay users should call 18001 020 3166 6000 (09.00 to 17.00 GMT)

Visit our website for more information:

[www.hrp.org.uk/HamptonCourtPalace/planyourvisit/disabledaccess](http://www.hrp.org.uk/HamptonCourtPalace/planyourvisit/disabledaccess)

## Opening times

We are open daily,  
including 1 January

We only close 24-26 December

Hampton Court Palace, the Magic Garden and the Maze open at 10:00 but closing times vary according to the time of year, changing with British Summer Time. Please telephone or check our website for details.

Please note:

Some external surfaces may be slippery, especially when wet. This includes the courtyards and cloisters and Fountain Court particularly can be wet underfoot from condensation even though it is under cover. Please be aware that we have steep slopes and drops from height in some of our gardens.



## Admission

Visitors with a disability should purchase a ticket and their carer or essential companion can ask for a free ticket. Please look on our website or telephone the Contact Centre for prices.

### Membership

Annual Historic Royal Palaces Membership gives free, unlimited access to all six of our palaces and so allows you to explore and discover Hampton Court whenever you want. There are many additional benefits including discounts in the cafés and shops, exclusive events and access to the private Members' Room at Hampton Court Palace.

Members who need to come with a carer or essential companion should advise the ticket office staff when purchasing membership and they will add 'plus carer' to your card. If you have any questions please call the Membership Office on 0844 482 7788.

## Dogs

All recognised assistance dogs are welcome at Hampton Court Palace. Non-assistance dogs may only visit the informal gardens and should be kept on a short lead.

# How to get to us...

## Public transport

### Hampton Court Palace is in Travelcard Zone 6.

Trains run directly from London Waterloo to Hampton Court station, 200 metres away from the palace entrance. The station concourse is step-free and includes toilets.

Buses from Kingston, Richmond and Surrey run past Hampton Court Palace and many of the bus stops are close by. Routes 111, 216, 411 and R68 accept Oyster Cards, Travelcards, contactless payment and Freedom Passes; the 461 and 513 generally do not. Some buses have wheelchair access depending on space.

River boats run in the summer months only from Westminster (Westminster Passenger Services; the journey can take up to 4 hours), Richmond and Kingston (Turks Launches; journey time 45-90 minutes). Visitors with access needs should be aware that the piers at Hampton Court Palace are fixed and so do not ride up and down with river water levels. There are also either slopes or a number of steps to get to and from them.

## Parking

### Palace car park (on site)

We have 200 car parking spaces, nine of which are disabled parking spaces for blue badge holders. They are available on a first-come, first-served basis to palace visitors.

Parking is currently free for blue badge holders when parked in the disabled bays. Parking in all other bays is chargeable at an hourly rate with payment on exit.

Minibuses can only park onsite if they fit in a car parking space; alternative parking is available in the Hampton Court Green car & coach park.

### Hampton Court Green car & coach park (500 metres from the palace entrance)

There are an additional 150 car parking spaces on Hampton Court Green chargeable at an hourly rate with payment on arrival.

Minibuses should park in the coach bays if they are too large to fit into a car bay. There are nine spaces for coaches, suitable for 50-seater coaches. Parking is free for coaches.

### Hampton Court station (200 metres from the palace entrance)

Car and coach parking is available at Hampton Court station. Please contact South West Trains or check at the station for prices.

## Drop-off or collection

Please note that there are no drop-off or collection points outside the entrances to the palace or the gardens for coaches. The nearest is at the station. Taxis may drop off by the ticket office.

## Toilets

There are accessible toilets in the following areas: the palace, the gardens, the Tiltyard Café and the Magic Garden.

The nearest toilets to the car park and the ticket office are behind the car park exit by the Kitchen Garden. They are 100 metres away from the ticket office.

Once inside the palace, the nearest toilets are in the cloister on the right hand side of Base Court, the first courtyard beyond the main entrance.

Please see the 'Information for families' section of this guide for baby-changing facilities. We have no adult-changing facilities.

## Refreshments

There are two catering outlets: the Privy Kitchen Coffee Shop inside the palace and the Tiltyard Café in the gardens. Both are self-service. Gluten free food is available on a first come, first served basis but the cafés will try and cater with available ingredients if requested.

The Tiltyard Café is larger, has a wider range of food and also has level access. Wheelchair users can get to the seating area of the Privy Kitchen via the café exit.

During the summer, there is an additional waiter-service café off Fountain Court. There are also ice cream carts around the gardens and a small food and drinks kiosk in the Magic Garden where there is also free access to drinking water to fill visitors' own containers.



If visitors need to bring their own diet-specific or special food they are welcome to sit in our cafés if they make a food and/or drink purchase as the seats are reserved for café patrons.

The gardens can be used for picnics at any time. There are wet weather options, for use at weekends and in the school holidays only, inside the palace off Base Court and in the Barrack Block schools' lunchrooms (next to the palace car park).



## Information for families

Pushchairs and buggies can be taken around the palace; please speak to a warder if you wish to use the lift.

A buggy park and left luggage facility is available off Clock Court if you don't want to take the buggy around with you.

It is adjacent to the unsupervised 'Family Room' for under 5's and their families/carers. It contains play items to keep younger members of the family happy. All items must remain in the Family Room.

There are baby-changing facilities in the toilets off Base Court, Fountain Court and in the Tiltyard Café. The Mother & Baby Room off the ladies' toilets off Base Court contains bottle-warming facilities as well as changing mats.

Our guide for families with children on the autism spectrum can be downloaded from our website.

## Left luggage facilities

There is a left luggage facility with the buggy park off Clock Court. It contains lockers that can take hand baggage and small rucksacks.

A £1 coin is required to access the lockers which will be returned when you collect your belongings.



## Mobility

Hampton Court Palace is very large! Visitors wishing to see all of the interiors and a bit of the gardens will travel over two miles. Please wear comfortable shoes!

It is an historic building so much of the palace has uneven surfaces, either smooth and well-worn or cobbled. There is gravel on some of the paths in the formal gardens which may be difficult for wheelchair users.

Inside the palace there are a number of staircases but many are shallow, having been built for King William III who was asthmatic. Some seating, predominantly window seats, is available in most rooms.

There is a staff-operated lift to the first floor for visitors unable to climb stairs. It is 188 cms (74 inches) deep by 127 cms (50 inches) wide and the door is 90 cms (35 inches). Should this one be out of order, we have a second lift which is 109 cms (43 inches) deep by 130 cms (51 inches) wide and the door is 78 cms (31 inches). Please speak to a member of staff at the East Gate if you wish to use the lift.

The only part of the visitor route which does not have step-free access is 'Young Henry VIII's Story' and a virtual tour is available in the Information Centre.

During the summer months a horse-drawn carriage takes visitors around the Great Fountain Garden. There is an additional fee for this - it is not included in admission tickets or membership. A staff-operated manual platform lift (109 cms x 130 cms [43 inches x 51 inches] with a door of 78 cms [31 inches]) is available for wheelchair users on the 11:00 ride; please be at the East Gate by 10:55 if you need to use the platform lift. The carriage has space for only one wheelchair.

## Wheelchairs

Manual wheelchairs for use within Hampton Court Palace are available from the entrance on a first come, first served basis. We have no staff or volunteers available to help push manual wheelchairs. Single-person mobility scooters for visitors to use in the palace gardens only are also available from the same place on the same basis. Neither can be booked in advance.

Wheelchairs are loaned at visitors' own risk and are not for use outside the palace and its gardens. Visitors may use their own mobility scooters in both the palace and the gardens although please note that there is limited access for mobility scooters in the Maze and in some areas of the palace.



A battery-assisted wheelchair is available to hire for two-hour specified tours of the palace; it is not suitable for use in the gardens. These palace tours are delivered by volunteers who must operate the wheelchair at all times. There is a small charge for this service which must be pre-booked a few weeks in advance. Please see our website for more information about the tours available and to download the booking form.

For evacuation purposes, due to the size of the refuge areas, only six wheelchairs are allowed on the first floor at any one time. We may, therefore, have to alter the route of your tour slightly if the lift is briefly unavailable.

## Deaf/hard of hearing visitors

All the coloured areas on the palace map are open to visitors.

Induction loops can be found near tills at all ticket sales points, in the shops and cafés, and in Business Reception. The multi-language audio guides that are available from the Information Centre can be used with hearing aids that have a T-switch. The audio tour scripts in English are also available to take around.

Copies of the guidebook can be borrowed from the Information Centre in Base Court for the duration of your visit.

Most films that have audio have subtitles - the exception is 'The Baroque Story' where the transcript is available instead.

Regular, monthly, British Sign Language tours and/or presentations are available with our Institute of Tourist Guiding qualified BSL-using Deaf Guide and BSL interpreter. During winter months places need to be pre-booked, but during the summer no pre-booking is required. Please see our website for dates and booking details.

Some general films about visiting Hampton Court Palace are available in BSL on our website.





## Blind/partially sighted visitors

For conservation reasons, many of the rooms inside the palace are dark. Please allow sufficient time for your eyes to adjust, particularly when using stairs.

Some external surfaces may be slippery, especially when wet. Please be aware that we have steep slopes and drops from height in some of our gardens.

Audio tours in English are available in versions designed for visitors with partial sight. Please request them when collecting your audio tours. The audio equipment is used like a telephone and comes with a neck strap. It also has a very small screen that shows static pictures of the rooms described.

Braille guidebooks can be borrowed for the duration of your visit from the Information Centre in Base Court. Braille information is also available in the 'Young Henry VIII' exhibition and in the Great Hall. Please ask a warder if you wish to use them.

Returnable large print folders are available in all exhibition spaces and in the Council Chamber, although much of the written interpretation available is in a large font.

Artefacts on open display may be handled as they are replicas. Most replicas can be found in Henry VIII's Kitchens and Henry VIII's Apartments. Please do not attempt to touch anything behind a barrier. Object handling sessions are sometimes available for all visitors.

A smell map is available at the start of the Georgian Story. This is a 'scratch and sniff' plan of the route with smells appropriate to the various rooms.

An escorted description service, which can include some object handling, for blind or partially-sighted visitors is available. It must be booked a minimum of 14 days in advance to ensure the availability of trained volunteers.

Our costumed interpreters are willing to let visitors feel their costumes when they are wandering around the courtyards – but be careful to ask permission first, especially of King Henry VIII!



## Special tours and/or events

The palace organises a wide range of daytime and evening events throughout the year, including exhibitions, special activities, tours, talks and live performances. Many are included in the price of admission – for example, our costumed interpreters who give dramatic presentations of some of the historic events that happened at Hampton Court. Some, particularly evening events, have an additional cost and separate tickets must be purchased.

Reasonable additional arrangements can be made for attendees with additional needs as long as we know in advance. For example, if a wheelchair user books onto a Ghost Tour an extra member of staff is required to assist with the lift, and British Sign Language interpreters have to be booked weeks in advance to facilitate any deaf attendees. Please help us to help you by giving us enough notice and as much information as possible about any additional requirements so that we can provide the best service.

Tickets for many of our special events sell out very quickly so please book tickets as soon as possible and then arrange access immediately afterwards to avoid disappointment.

## Quiet spaces

Hampton Court Palace is large and can contain a lot of visitors without feeling crowded. It is normally busier during the summer months. Areas further away from the entrance will be quieter for longer.

Visitors can also relax in over 60 acres of beautiful gardens, admiring the sparkling fountains, glorious displays of over 200,000 seasonal flowering bulbs, herbaceous plants and kitchen garden produce. Behind the palace gardens is 750 acres of tranquil deer park with ponds and other waterways, attracting a wide range of birds. The long avenues give views across Home Park to and away from the palace.

There are a number of places within the gardens and park that afford peace and quiet, even on busy days. However, as there is no direct link between the gardens and the park this may mean a long walk.

The Family Room, next to the buggy park and left luggage lockers off Clock Court, is also a potential quiet space and may be suitable for children on the autistic spectrum even if it is also being used by toddlers. It has soft toys and bean bags and so is a good place to let off a bit of steam, whether it is busy or quiet, but please note that it is popular with families with a child under 5.

On our website we have a specific guide for families with a child on the autism spectrum and an easy-read guide to visiting Hampton Court Palace for all visitors who may prefer pictorial information.

## Staff

All our staff and volunteers are happy to help you – please ask.

They are unable to assist with pushing manual wheelchairs around – either ours or yours – but can advise on smoother routes and what can be touched. Only our trained volunteers may operate the battery-assisted wheelchair that can be pre-booked.

Staff can be identified by their uniforms: red coats or waistcoats for the State Apartment Warders, black and red waistcoats and jackets for the ticket staff, blue shirts for the shop and cafe staff. Volunteers wear red sashes.

A First Aider is on duty every day. If you require their help please contact any of the staff or volunteers who will call for the First Aider to come and assist you.

In the event of an evacuation, please follow the instructions of the staff.



# Using the floor plans

## Access key

- Ramp or slope
- Garden Shop (ramped access)
- Wheelchair store. A limited number of wheelchairs and motorised scooters are available to borrow
- Accessible toilet
- Accessible lift (please ask a warder in a red coat for access)
- Cobbled and uneven surface
- Smooth or polished surface
- Levels of light variable
- Handrail
- Steps
- Sound interpretation
- Silent area / no sound interpretation
- Interpretative film

## Key

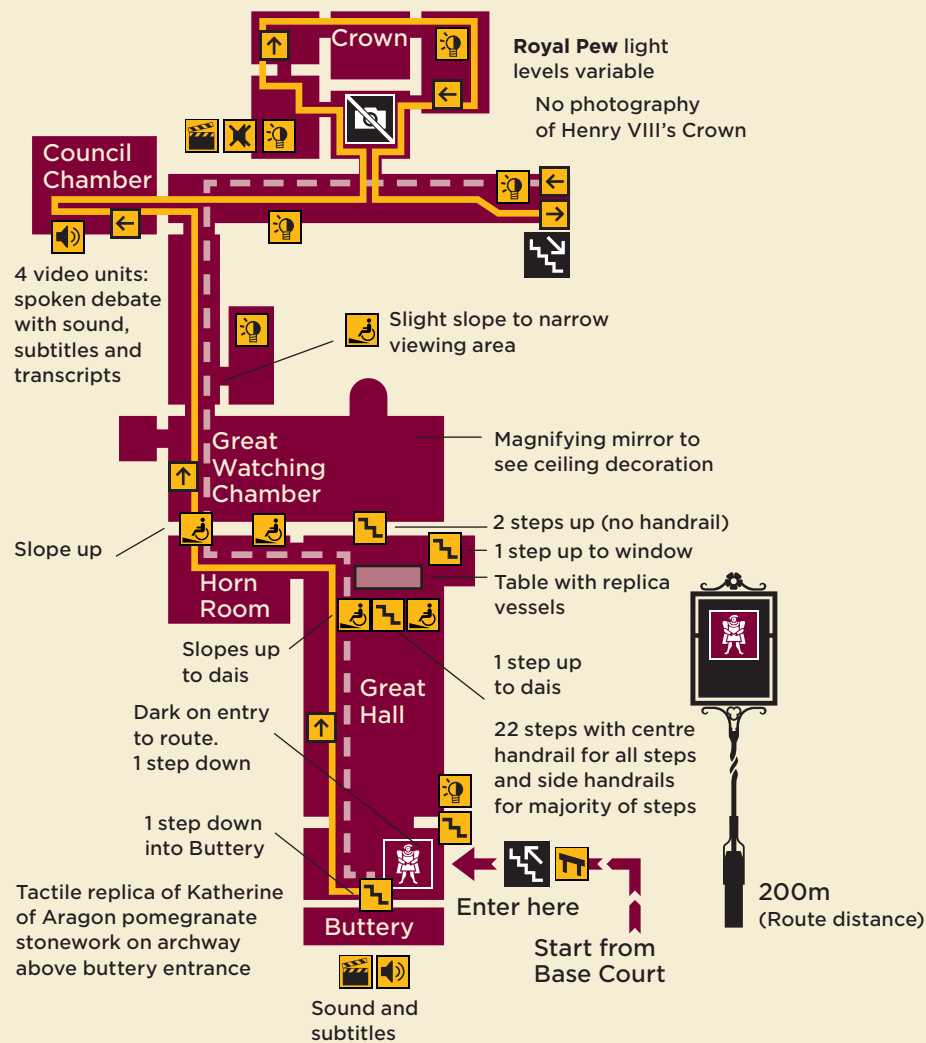
- Information Centre & Audio guides
  - Buggy park bag store & family room
  - Temporary exhibitions area
  - Maze
  - Picnic area (weekends only)
  - Privy Kitchen Café
  - Shops
  - Tiltyard Café
  - Fountain Court Café (Open summer season only)
  - Accessible toilet
  - Baby change
  - Female toilet
  - Male toilet
  - Level access route
  - No photography
  - Stairs
- Best route for wheelchair users
- Dotted lines - Wheelchair users will go against the visitor flow to begin or exit a route

There are places to sit on most routes  
Route distances are a guide only

## Henry VIII's Apartments

(1509-1547)

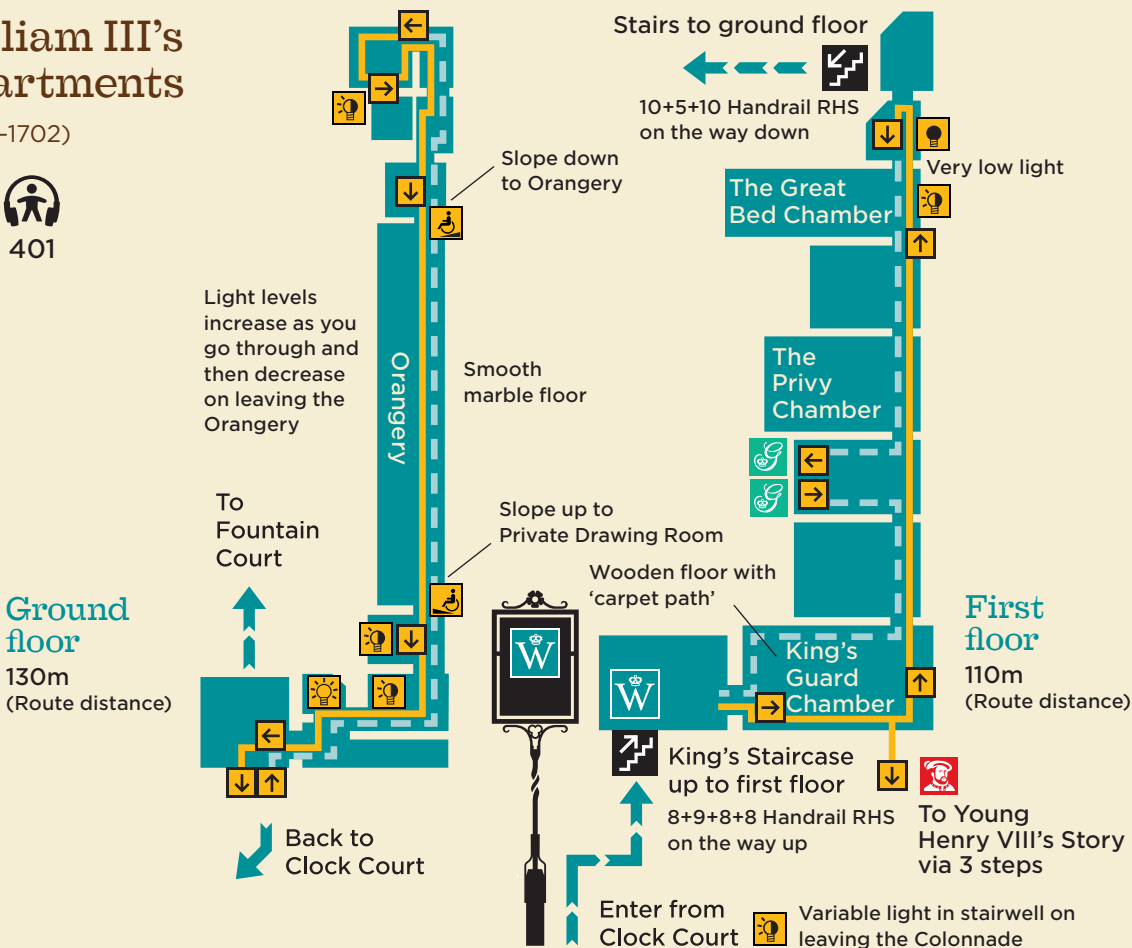
600 200 101



## William III's Apartments

(1689-1702)

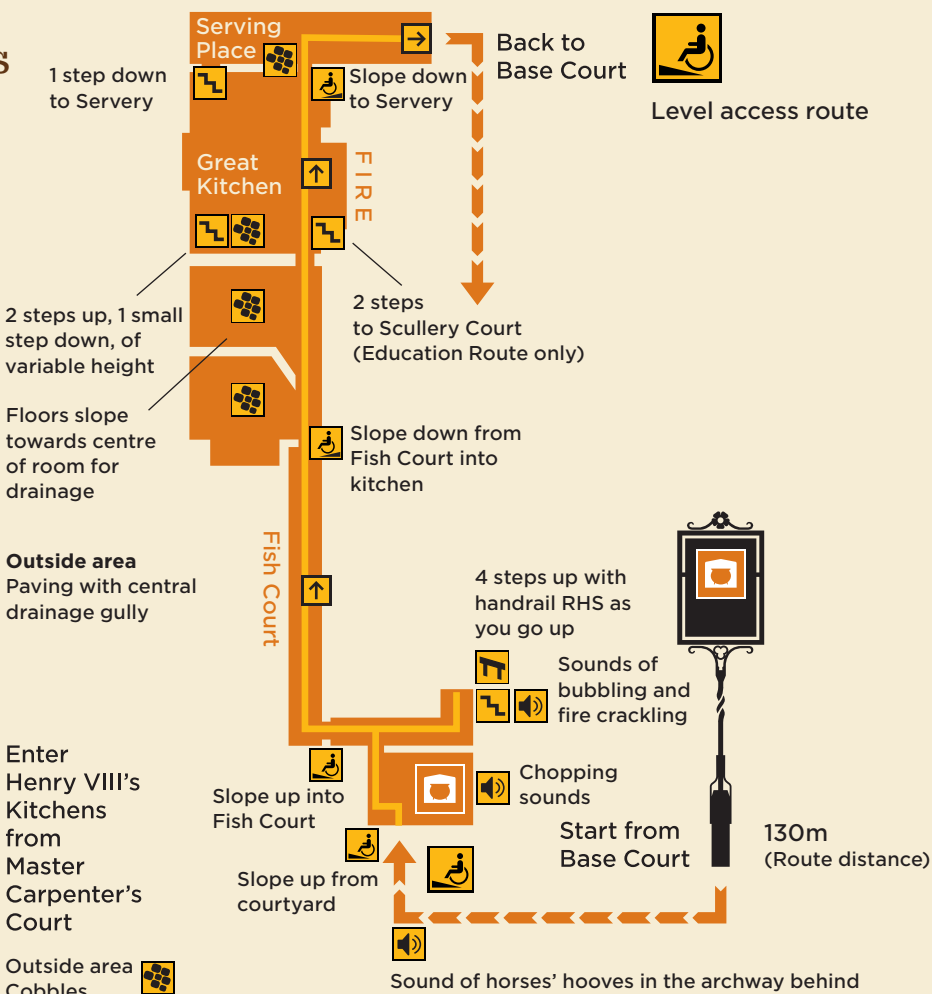
300 401



## Henry VIII's Kitchens

(1509-1547)

100 201

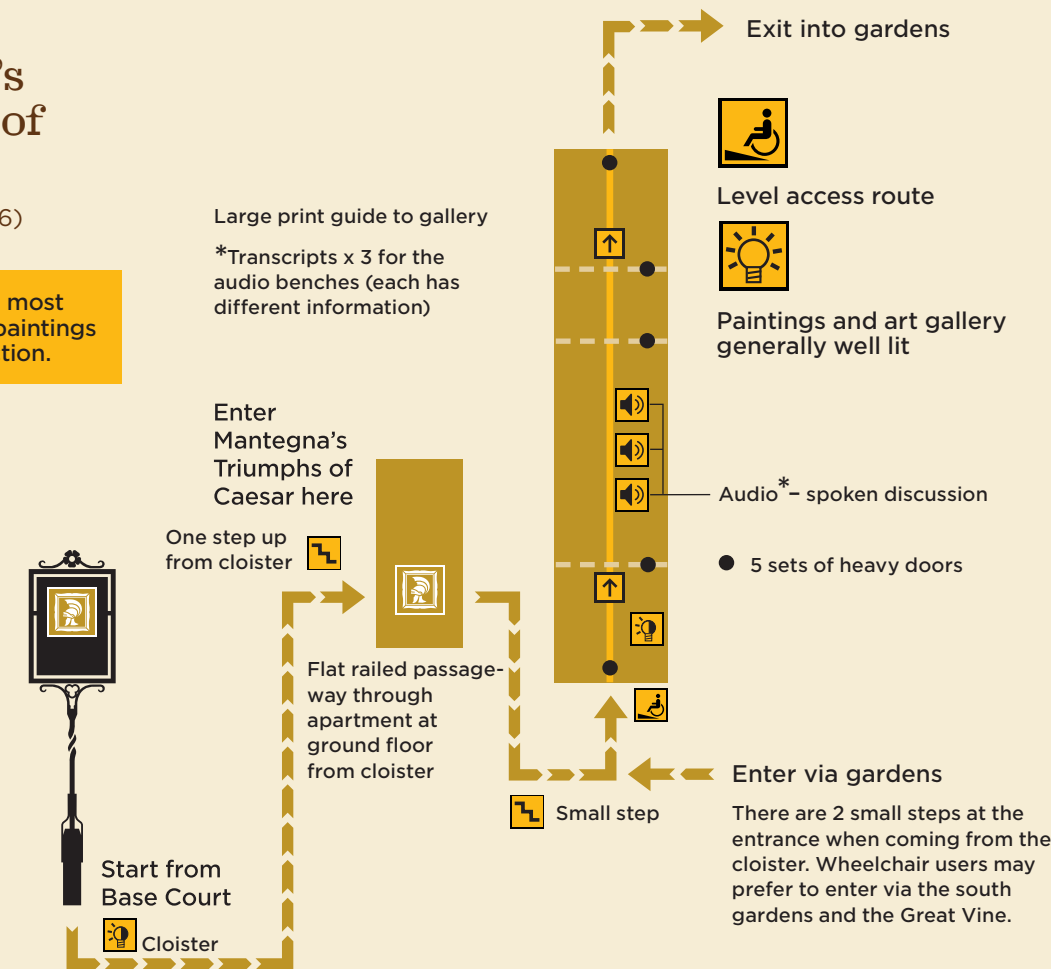


## Mantegna's Triumphs of Caesar

(Painted 1485-1506)

Explore one of the most important sets of paintings in the Royal Collection.

140m  
(Route distance)

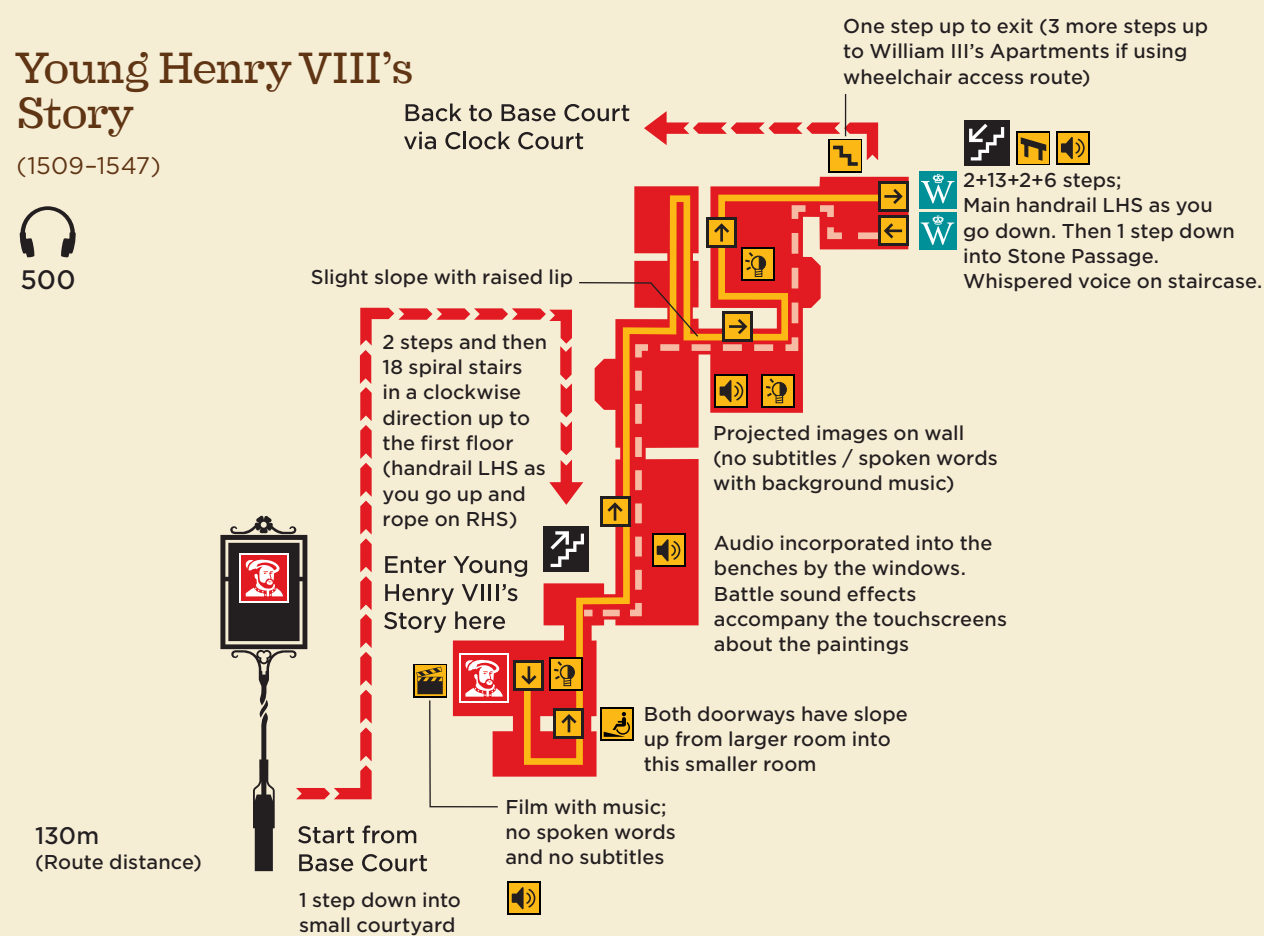


## Young Henry VIII's Story

(1509-1547)



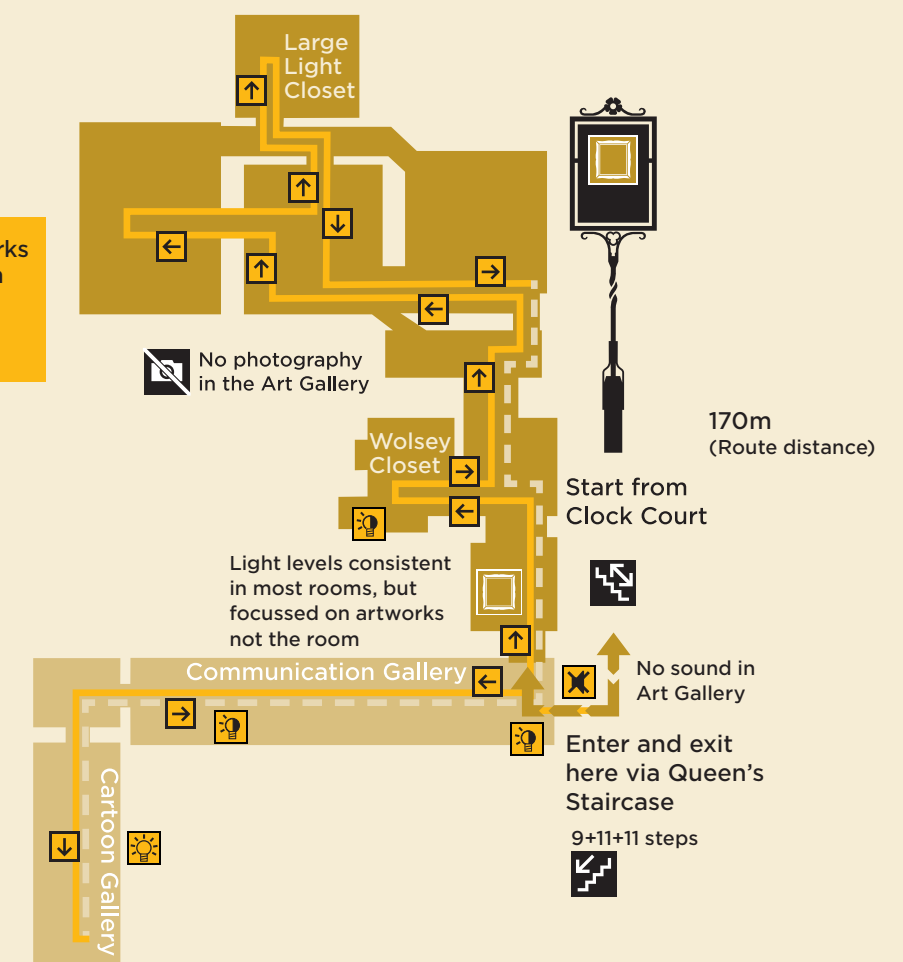
500



## Cumberland Art Gallery

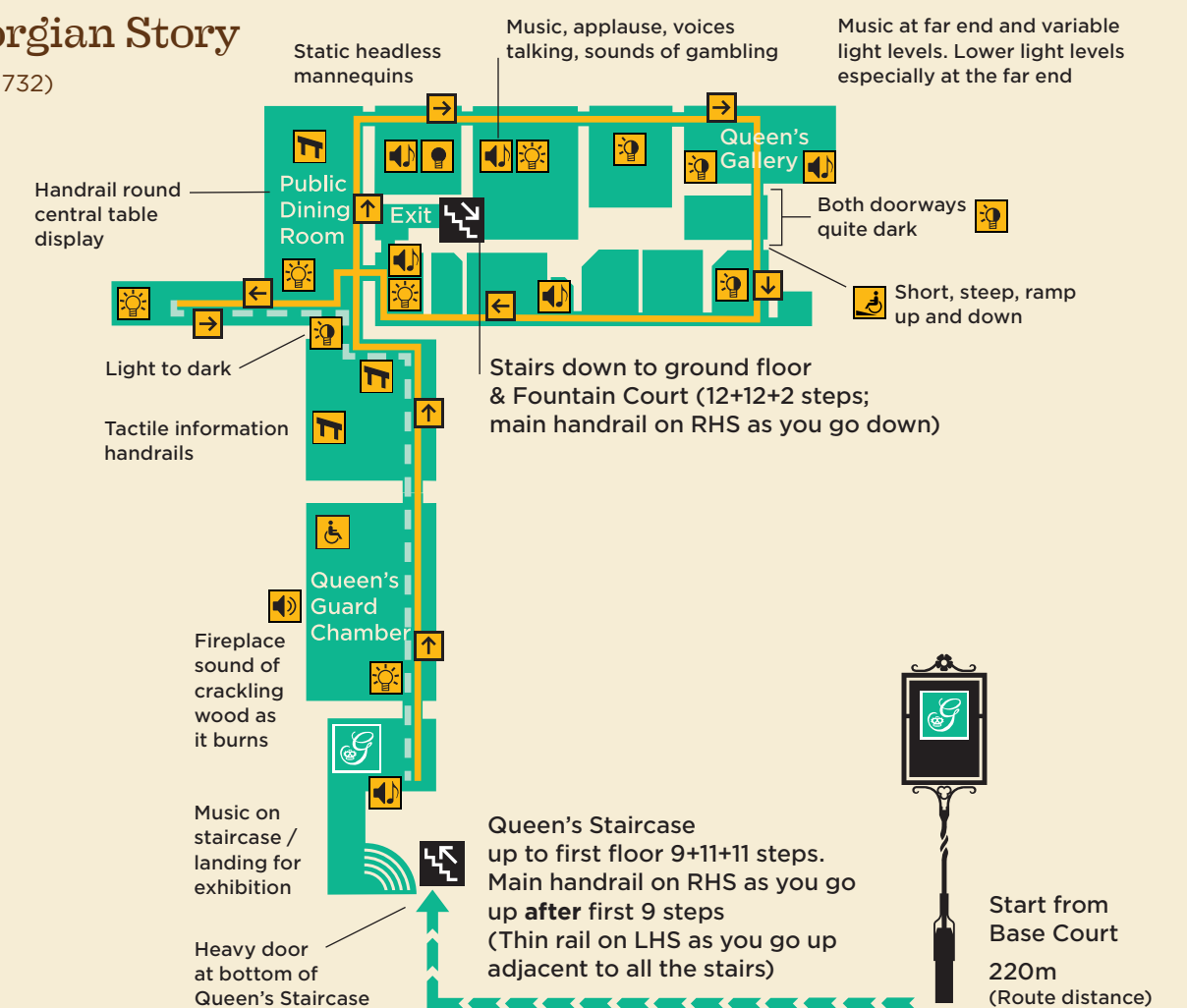
(Art 1500-1900)

Discover magnificent works from the Royal Collection including paintings by Rembrandt, Holbein, van Dyck and Canaletto.



## Georgian Story

(1714-1732)





## ‘What to do in ...’

Our friendly staff in the Information Centre off Base Court can assist you in planning your time. However, here are some possible ideas to help you get the most out of your visit to the palace if you only have ...

### 1 hour – the Tudor experience

- Henry VIII’s Apartments and his Crown (20 mins)
- The Tudor Kitchens (20 mins)
- \*Young Henry VIII’s Story (20 mins)

### 1 hour – the Baroque experience

- William III’s Apartments (35 mins)
- Watch the Baroque Story film (15 mins)
- The Georgian Chocolate Kitchens (10 mins)

### 2 hours

- Henry VIII’s Apartments and his Crown (30 mins)
- The Tudor Kitchens (20 mins)
- Chapel Court and/or the Chapel Royal (10 mins)
- \*Young Henry VIII’s Story (20 mins)
- William III’s Apartments (15 mins)
- The Georgian Story (25 mins)

### 3 hours

- Henry VIII’s Apartments and his Crown (35 mins)
- The Tudor Kitchens (20 mins)
- Chapel Court and/or the Chapel Royal (10 mins)
- \*Young Henry VIII’s Story (25 mins)
- The Baroque Story film (15 mins)
- William III’s Apartments (35 mins)
- The Georgian Chocolate Kitchens (10 mins)
- The Georgian Story (30 mins)



If you are staying longer, don’t miss:

- Mantegna’s ‘Triumphs of Caesar’
- The Formal Gardens and the Great Vine (limited mobility scooter access in viewing area)
- The Magic Garden
- The Hampton Court Maze (limited mobility scooter access)
- The Kitchen Garden

Don’t forget that you can come and go between the palace and the gardens with your palace ticket – you can return to do other areas inside the building on the same day or, if you are a member, over the course of a year. Just show your admission ticket/ membership card each time you enter the palace or Magic Garden and Maze.

\*A virtual tour of ‘Young Henry VIII’s Story’ is available in the Information Centre if required.

## The Magic Garden

The Magic Garden is just beyond the Kitchen Garden. An admission ticket is required to enter; it is included in palace admission tickets and membership but a separate Magic Garden & Maze ticket is available for those who don’t have palace tickets or membership.

The Magic Garden is aimed at children of all ages and we actively encourage families, friends and carers to play together. The wide variety of different play experiences on offer means there is something for all but we consider our main age group for children to be 2 to 13 years old.

It takes its inspiration from the fairy-tale-like quality of the Tudor Palace. There are towers with spiral staircases, enclosed slides, a fireman’s pole, a secret grotto and an amphitheatre. Our play areas are all fun, challenging and exciting.

Astroturf, or artificial grass, is used to cover the amphitheatre and the mound (the high point of the garden). Please note that there is a potential issue with artificial grass, cochlear implants and static so users should consult the manufacturer of their device for specific advice if they are concerned.



Whilst every effort has been made to make the site as accessible as possible – e.g. there is a wheelchair friendly path into the amphitheatre and another leading up the mound – there are some areas, such as the aerial walkways and some of the wild wood paths, that are not accessible to wheelchair users.

Children are encouraged to challenge themselves so there are a number of areas that young children or those with additional needs may find daunting. Please take care in these areas especially if balance is an issue.

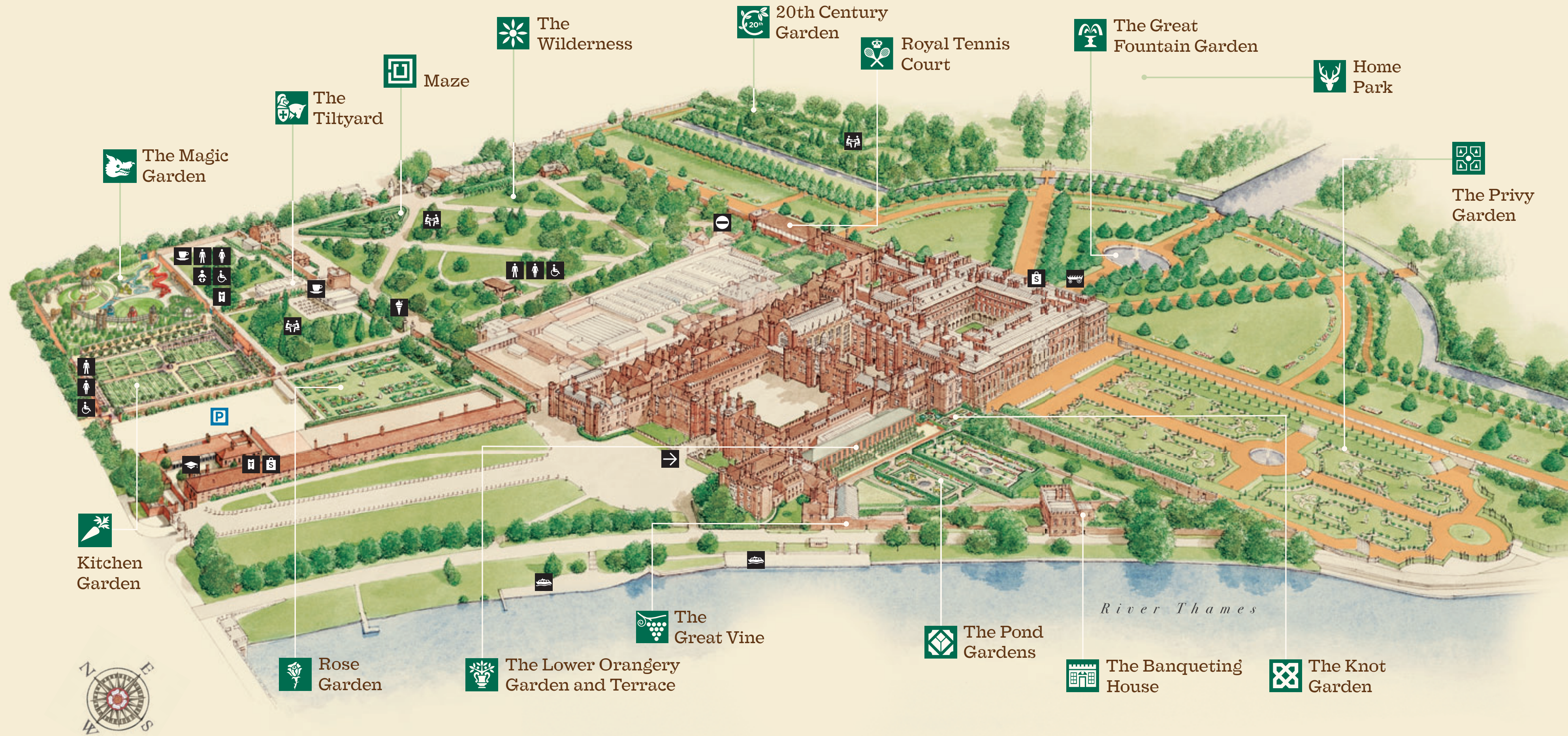
There is plenty of seating and a small café and toilets, including an accessible toilet, inside the garden. However, the Tiltyard Café and a larger set of toilets are both nearby and ticket holders can come and go as often as they wish during opening hours.

There are places designed to provide some tranquillity for those who need it. However, please be aware that, although fairly big, there will be areas of congestion on busy days, especially in the summer holidays, so be prepared for crowds. If required, queue management systems will be in place.

There are some shady areas but on very sunny days these are few and far between. Please protect anyone who is sensitive with hats and sun-cream. There is a water play area if people do need to cool off – but bear in mind that this will mean they get wet!

All the play equipment is adult-proof. Adults are encouraged to play with their children and disabled adults are welcome to participate as much or as little as they wish. All children under the age of 16 will need to be supervised by an adult and, as with the rest of the palace, we will not allow unsupervised children into the Magic Garden.





The Magic Garden



Kitchen Garden

The Tiltyard



Maze



The Wilderness



20th Century Garden



Royal Tennis Court



The Great Fountain Garden



Home Park



The Privy Garden



The Great Vine



The Pond Gardens



The Banqueting House



The Knot Garden



Rose Garden



The Lower Orangery Garden and Terrace

