

Group visits guide 2018-19

Historic
Royal Palaces










Historic Royal Palaces is the independent charity that looks after the **Tower of London**, **Hampton Court Palace**, **Banqueting House**, **Kensington Palace**, **Kew Palace**, the **Royal Kitchens** at Kew, **Queen Charlotte's Cottage**, and **Hillsborough Castle**. We are pleased and proud to welcome group visitors and help them explore the stories of the monarchs and people who have shaped society in some of the greatest palaces ever built. This Group Visits Guide is designed to give group organisers inspiration for excursions and days out and to make the process as seamless as possible. With so much to uncover at so many attractions your only problem is which to choose first!

How to use this guide

We have designed a helpful key to assist in the planning of your group visit and to ensure your customers have a fun packed day and make the most of their time at the palaces.

Look out for these icons on the Must See Attractions pages for each palace to best tailor your group's experience.

-  Steps and uneven staircases
-  Wheelchair access
-  Youth groups – children, families, multigenerational friendly
-  Large groups – space for large group visits
-  Small groups – suitable for groups up to 20 people at a time
-  Private tours available on request
-  Gardens – activities for groups with an interest in gardens



Treat your groups to over 900 years of secrets, stories and royal history at some of the greatest palaces ever built.

Follow in the footsteps of the great, good, devious and dastardly, taking home memories of a great day out and a desire to return again and again.



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At your service

Historic Royal Palaces has a Sales Team to assist group organisers in planning visits to the palaces as well as advising coach and tour operators with itinerary and excursion planning.

Sales support

The Sales Team can help you with all your arrangements for your group's perfect day out including assistance with planning itineraries, advance group ticketing service, dedicated group ticket offices and on-site catering. The sales team can also help you promote and sell your tours and excursions with supplies of free leaflets, posters and images which can be downloaded from www.hrp.org.uk/travel-trade

Free admission

Free admission is given at all palaces to coach drivers, full members of AGTO when bringing a group of at least 30 paying visitors and locally registered Blue Badge Guides.

Added value

Group discounts apply to parties of 15 or more (20 or more at Hillsborough Castle) and regular interpretation events are included in general admission.

Money saving catering vouchers and group menus available in palace cafes.

Admission voucher scheme and account facilities for coach and tour operators upon application.

An alternative guide for international students

Available at Hampton Court Palace and the Tower of London, these strikingly designed, self-directed guide packs are suitable for ages 11+ and are available in English, French and German, plus an EFL version. The resource will encourage group discussion and collaboration, change the way international students engage with heritage sites whilst satisfying a wide range of interests. They will provide the perfect activity to complement an educational visit.

Fanfare

Keep up with the latest news from Historic Royal Palaces through the dedicated publication for the group organiser.

Email groupsandtraveltrade@hrp.org.uk to subscribe.

Quick Blast!

Our mid-Fanfare e-update will focus on last minute offers and early news of new exhibitions and events.

Email groupsandtraveltrade@hrp.org.uk to subscribe.

Easy to get to

For group visits all palaces have coach parking or pick-up and drop-off facilities. All the London palaces can be reached by rail, underground and four palaces by riverboat.

Accessibility

Our palaces welcome all visitors and we try to ensure that everyone's visit is successful and enjoyable. Registered disabled visitors are charged the relevant ticket price and carers are admitted free of charge. As historical sites, our palaces do have uneven or cobbled surfaces and narrow staircases in places. Full accessibility information including wheelchair access and information on sign language tours can be found on our website www.hrp.org.uk

Website

Visit the dedicated group planning pages on the Historic Royal Palaces website, www.hrp.org.uk, for the latest information and help in planning your itineraries and group visits.



Ticketing options

Historic Royal Palaces have developed group friendly ticket options that allow easy access to the palaces for your customers and simplified payment terms for volume Travel Trade suppliers.

Royal Pass

One ticket to over 900 years of royal history

This trade only, flexible combination ticket offers unbeatable value and is available in three versions giving you choice and flexibility. The passes are valid for two years from the date of issue for one visit per valid palace, therefore giving the traveller flexibility to plan their own itinerary.

Four Palace pass

Tower of London, Hampton Court Palace, Banqueting House, Kensington Palace.

Three Palace pass

Tower of London, Hampton Court Palace, Kensington Palace.

Central London pass

Tower of London, Banqueting House, Kensington Palace.

Royal Passes are exclusive to group organisers and Travel Trade clients and cannot be purchased at the palaces directly.

For details of pass prices contact groupsandtraveltrade@hrp.org.uk

Agency Voucher Scheme

Our Agency Voucher Scheme allows approved travel industry companies to submit a voucher for client's admissions to the palaces, subject to minimum spend requirements.

A benefit of being a member of our agency voucher scheme means there is no need to pre-book visits to the Tower of London or Hampton Court Palace however at the Banqueting House, Kensington Palace, Hillsborough Castle and Kew Palace all groups must reserve a time for entry.



B2B login

Our voucher scheme clients can also benefit from our new B2B login system which allows palace bookings to be made 24 hours a day, 7 days a week for the Tower of London and Hampton Court Palace. The system will issue an e-ticket that once printed will be scanned at the point of entry, cutting down queuing and allowing more time for customers to enjoy the palaces whilst also streamlining the invoicing process.

To register your interest contact groupsandtraveltrade@hrp.org.uk

Online Group Ticketing

From early 2018, groups will also be able to buy their tickets through a simplified online process via our website www.hrp.org.uk. This new method will speed up the booking procedure and offer discounts over the group gate rate.



Catering deals

Our meal voucher scheme for groups of 15 or more (20 or more for Hillsborough Castle), provides great meal deal options across the palaces throughout the day. Simply select the one that best suits your itinerary!



The Tower of London

New Armouries Café

Option 1 – Morning tea or coffee
Served before 11.00hrs including a freshly baked muffin or pastry.
£6.00 per person

Option 2 – Light lunch
A bowl of seasonal soup and rustic bread or a freshly made sandwich, both with a choice of non-alcoholic drink and a cake or dessert.
£9.95 per person

Option 3 – Hot lunch
Main course dish served from the hot counter with a dessert pot or slice of cake and a choice of non-alcoholic drink.
£13.95 per person

Option 4 – Traditional Cream Tea
A delicious homemade scone with strawberry jam and clotted cream and your choice of tea or coffee.
£6.25 per person

Contact details
Tower of London
+44 (0) 20 3166 6002
tol@ampersandcatering.co.uk

Perkin Reveller

Overlooking the river Thames on the historic Tower Wharf, the Perkin Reveller is a modern day dining hall serving delicious food made from the finest seasonal British ingredients. Below is a range of offers to combine with your group visit to the Tower, anytime of day.

Morning Bacon Sandwich and Coffee (before 12:00) £8.50
Bacon Sandwich served with a range of loose leaf teas and tisanes or coffee (vegetarian alternatives available).

Afternoon Tea £14.95
An assortment of sandwiches, orange and currant scones served with Cornish clotted cream and English strawberry jam and a selection of afternoon tea pastries, served with a range of loose leaf teas and tisanes or coffee.

Dinner
Menus for 1, 2 or 3 course dinners are available on request depending on requirement.

Contact details
Perkin Reveller
+44 (0) 20 3166 6949
info@perkinreveller.co.uk

Hampton Court Palace

Tiltyard Café

Option 1 – Morning tea or coffee
Served before 12.00hrs including a freshly baked muffin or pastry.
£6.00 per person

Option 2 – Light lunch
A bowl of seasonal soup and rustic bread or a freshly made sandwich, both with a choice of non-alcoholic drink and a slice of cake.
£9.95 per person

Option 3 – Hot lunch
Main course dish served from our hot counter and a dessert pot or slice of cake with a choice of non-alcoholic drink.
£13.95 per person

Option 4 – Traditional Cream Tea
A delicious homemade scone with strawberry jam and clotted cream and your choice of tea or coffee.
£6.25 per person

The Snug

Situated within the Tiltyard Cafe, the Snug is a cosy private area perfect for groups of up to 25 people to enjoy a light lunch, morning coffee or afternoon tea.

Our caterers Ampersand will be happy to discuss your group's requirements, contact them directly for further details.

Contact details
Hampton Court Palace
+44 (0) 20 3166 6972
hcp@ampersandcatering.co.uk

Banqueting House

Whilst there are no on-site catering facilities at the Banqueting House, close by there are numerous restaurants, cafes and bars.

Retail therapy



Whether inspired by the iconic black ravens or the legendary Royal Beasts at the Tower of London, by the stunning gardens at Hampton Court Palace or the sumptuous ceilings and interiors at Kensington Palace and Banqueting House, our palaces provide a unique shopping opportunity for your clients.

Therefore, while planning your itineraries, make sure to allow time for a visit to our royal shops where we offer a wide selection of chinaware, jewellery, toys, clothing, accessories and much more; all of which would make a perfect souvenir of your clients' trip as well as a great gift for their friends and family back home.

Contact our retail team on shop@hrp.org.uk to discuss delivery and discount rates for bulk purchases.

Visitors can also select products from our in-store tablets and have gifts shipped direct to home.

Don't forget our full range of palace inspired gifts can be purchased online at www.historicroyalpalaces.com

Kensington Palace

Catering services are not available at the Orangery this season. In our alternative on-site catering space, the following deals are available:

Breakfast Before 11.30hrs
Start the day with a 'Full English' – streaky bacon, field mushroom, vine tomatoes, sausage, black pudding and scrambled eggs, including a choice of tea or coffee.
£11 per person

Morning Cream Tea Before 12:00hrs
Orange scented and currant scones served with Cornish clotted cream and English strawberry jam. Served with a range of loose leaf teas and tisanes or coffee.
£6.50 per person

Afternoon Tea
An assortment of sandwiches, an orange scented scone served with Cornish clotted cream and English strawberry jam and two afternoon tea pastries served with a range of loose leaf teas and tisanes or coffee.
£15.95 per person

Lunch
Group lunch options are also available **starting from £14.95 per person.** Please contact our caterers to discuss your requirements.

Contact details
Kensington Palace
+44 (0) 20 3166 6112
kp@ampersandcatering.co.uk

Kew Palace

At Kew Palace groups can arrange refreshments with Kew Gardens caterers by calling +44 (0) 20 8332 5186.

Hillsborough Castle

Groups of 20+ may add to their visit with morning or afternoon tea served in one of our opulent State Rooms.

Cream tea Served at 10.00hrs
Classic blends of tea or freshly ground coffee, served with homemade shortbread and scones with strawberry jam and fresh cream.
£11.50 per person

Traditional afternoon tea Served at 16.00hrs
A selection of cakes, finger sandwiches, homemade scones with jam and fresh cream, complementing classic blends of tea or freshly ground coffee.
£22.50 per person

Add a glass of sparkling wine to afternoon tea – £29.50 per person.



Tower of London

This iconic UNESCO World Heritage Site has almost 1000 years of intriguing tales to tell. Meet the Yeoman Warders, marvel at the fabulous finery of the Crown Jewels and discover an unrivalled collection of royal arms and armour in the iconic White Tower. Explore all the roles this impressive building has had to play throughout the centuries- from medieval palace and fortress to infamous prison and execution site.



Must see attractions



White Tower

The White Tower is an enduring icon of the London skyline, albeit nowadays dwarfed by, and in contrast to the modern city. This striking historic building dating back to 1075 today houses the Line of Kings, displaying royal armour, life-sized wooden horses and figures of kings throughout the centuries.



Coins and Kings – the Royal Mint

The history of English coin making at the Tower, including Sir Isaac Newton's efforts to rid London of counterfeiters when he was warden of the Mint, and Edward I's harsh punishments for people who tampered with his coins.



Yeoman Warders

Yeoman Warders better known as the Beefeaters, entertain the thousands of visitors that come to the Tower throughout the year with their guided tours and immense knowledge of this ancient palace and fortress.



Crown Jewels

The breath-taking world famous collection of fabulous finery and regalia – discover gloriously ornate intricately made Crown Jewels and learn how they have inspired acts of greed, violence and even spawned stories of evil curses.



Fortress and battlements

Enjoy great views over modern London and the river Thames from atop the walls. Groups can explore more of the Tower's battlements giving a sense of what it would have been like to defend the Tower against potential attackers. Along the route enjoy exhibitions highlighting aspects of the Tower's past, including the role the Duke of Wellington played whilst Constable of the Tower.



Imprisonment at the Tower

From spring 2018, explore the Tower's fascinating history as one of the country's most infamous prisons. The Bloody Tower will tell the story of "high status" prisoners such as Sir Walter Raleigh, whilst an introductory exhibition at the Beauchamp Tower will reflect on the emotional responses to imprisonment conveyed through the Tower's incredibly preserved prisoner graffiti.



Key
exhibition
2018

Medieval Palace

Once a surprisingly comfortable royal home here you will enter the rooms of Edward I and discover life in the opulence and colour of a medieval royal residence.



The Ravens

One of the most famous sights at the Tower, legend has it that if they ever leave the Tower, the kingdom will fall! The birds all have names and very different characters, find out who's who next to their new lodgings on the South Lawn.



Plan your visit...

Top tips

- ✓ Get ahead of the crowd! A morning visit avoids the crowds in peak summer months.
- ✓ Pre-booked groups can witness the Opening Ceremony from 08.45 Tues-Sat, see the military guard opening the Tower for the day's visitors.
- ✓ The Ceremony of the Word takes place outside the Waterloo Block daily at 14.45. See the inspection of the military guard and collection of the secret word of the day.
- ✓ Save time in your itinerary by pre-booking Meal Deal catering vouchers.
- ✓ Package your group visits with guide books and take advantage of bulk buying in advance.

Admission prices

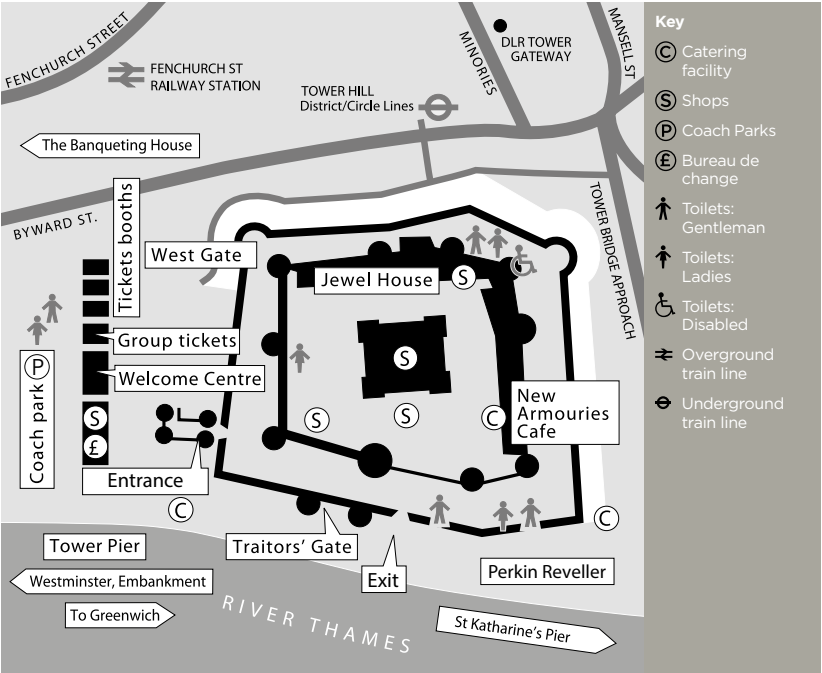
01 March 2018 to 28 February 2019

Individual	
Adult	£26.00
Concessions	£19.90
Child	£11.80
Family	£64.80
Group Rate	
Adult	£24.00
Concessions	£18.40
Child	£10.90
Family	N/A
Online Group Rate	
Adult	£21.00
Concessions	£16.10
Child	£9.50
Family	N/A

Recommended visit time

We suggest at least 3 hours

- White Tower including Line of Kings**
40 minutes
- Crown Jewels**
40 minutes
- Royal Beasts**
20 minutes
- Medieval Palace**
20 minutes
- Bloody Tower**
15 minutes
- Coins and Kings**
20 minutes
- Yeoman Warder tour**
45 minutes



Guided tours and days out ideas

Give your groups an even more memorable visit by booking a guided tour or private visit

Opening Ceremony

Arrive at 08.45hrs to be greeted by a Yeoman Warder and invited inside the Tower just before public opening to witness the Military Guard escort the Chief Yeoman Warder along Water Lane to open the gates for all the visitors waiting outside! Available Tuesday – Saturday, no additional charge.

Group Welcome Talks

Book a 15-minute welcome talk for your group. A choice of a Yeoman Warder or Coins & Kings warden to meet your group and delight them with tales of the Tower or the Royal Mint at the Tower. From £50 plus VAT per group, availability varies season to season.



Digital Visitor Guides

Groups of 15 or more can pre-order our new digital visitor guides at a discounted price of £3.50 per person. Guides can be booked by contacting towergroups@acoustiguide.co.uk and can be collected at the entrance.

Private viewing of the Crown Jewels

Available in the morning from 08.15hrs experience the stunning regalia away from the crowds. Price based on a minimum 15 people, from £75 per person plus VAT, maximum 150, advanced payment required. Why not take refreshments in the Perkin Reveller following your private visit?

Evening Tours

Experience the Tower in a different light. Meet your Yeoman Warder at 20.30hrs for an hour long tour around the Fortress before experiencing the ancient Ceremony of the Keys. The cost is £30 per person plus VAT for a minimum of 20, maximum 50 people, advance payment required.

Booking

You do not have to book in advance when planning a group visit to the Tower of London. If you would prefer to book though, please call +44 (0) 20 3166 6000 or email booking.confirmations@hrp.org.uk. From early 2018 you will also be able to book your group online via www.hrp.org.uk

Opening times

Summer
01 March to 31 October
Tuesday to Saturday
09.00 – 18.00
Sunday and Monday
10.00 to 18.00
Last admission 17.00

Winter
01 November to 28 February
Tuesday to Saturday
09.00 – 17.00
Sunday and Monday
10.00 to 17.00
Last admission 16.00
Closed 24, 25, 26 December and 01 January

Coach parking

A 24-hour coach park with 16 bays (height restriction 4.7m/ 15'5") is located in Lower Thames Street. Coaches can set-down or pick-up passengers free of charge providing they remain no longer than 15 minutes. The charge is £10 per hour. Overnight parking between 17.00 and 09.00 is £25. Contact car.parks@cityoflondon.co.uk (Prices correct at time of going to press).

Hampton Court Palace

Hampton Court Palace is an awe-inspiring and flamboyant showcase for kingship. Its vast and never ending vistas, courtyards, gardens and parkland, along with its magnificent State Apartments, rivalling the great palaces of Europe, are designed to impress.



Must see attractions



Key
exhibition
2018

Henry VIII's Kitchens

Hampton Court Palace's Tudor Kitchens will be reanimated for 2018, recreating the well-oiled machine that powered Henry VIII's magnificent court. This will include grand displays of food, authentic smells, the heat of the fireplaces, and the sounds of the busy kitchen staff. To accommodate these exciting re-presentation works, the kitchens will be closed to visitors from 3 April until 5 May 2018.



King William III State Apartments

A grand and lavishly laid out collection of state apartments built by the new monarchs. Walk through the rooms of this elegant part of the palace and imagine the beautifully dressed courtiers revelling in the politics and gossip of court life. This is the best place to view the magnificent King's Privy Garden.



Henry VIII's Apartments

Walk in the footsteps of England's most famous King and his six wives. Lavishly presented the apartments include Henry's Great Hall, the Great Watching Chamber, the Council Chamber and the processional route, allegedly haunted by Catherine Howard, Henry's fifth wife.



Privy Garden

The Privy Garden is one of the most accurately reconstructed gardens at Hampton Court because so much was recorded about the original 1702 garden. The beautiful geometry of the garden seen against the stunning palace facade is a site not to be missed.



The Great Vine

Planted by Lancelot Capability Brown in 1768, this is the oldest vine in the world. See the many bunches of grapes develop through the summer ready for harvest in late August, early September.



The Magic Garden

This exciting garden is a self-contained family focused walled area with every feature designed to be climbed upon, including a jousting arena, five tilyard towers and a fire breathing dragon. With a focus to engage children and families in history, this amazing, larger than life outdoor attraction is a perfect addition for groups with children!



Mantegna's Triumphs of Caesar

From June 2018

Brought to England by King Charles I these spectacular frescoes have been at Hampton Court Palace since 1630.



Young Henry VIII's Story

Meet the pin-up prince - explore the relationship between Henry and his first wife, Katherine of Aragon and Cardinal Wolsey with some of the most spectacular Tudor paintings from the Royal Collection.



Cumberland Art Gallery

Formerly an apartment belonging to the Duke of Cumberland the new 'art' rooms of the palace are the home to masterpieces from the Royal Collection. Groups can discover the stories behind the artworks so avidly collected by the 17th and 18th century monarchs.



Georgian Kitchen Garden

See how the fruit, flowers and vegetables were planted, tended and harvested for the kings table in the 18th century in this enormous garden, full of produce. Newly opened in Summer 2014 this garden demonstrates the vast array of fruit and vegetables enjoyed by the royal court at the palace.



The Maze

Commissioned around 1700 by William III, this large and complex maze is one of the oldest surviving hedge mazes in the country and covers a third of an acre - make sure your groups have their wits about them if they choose to brave it!



Plan your visit...

Top tips

- ✓ Enhance your group visit by booking a Palace Accredited Guide for a tour of the palace and gardens.
- ✓ Save time in your itinerary by pre-booking Meal Deal catering vouchers.
- ✓ Request your 'Today's Programme' leaflet in advance by emailing groupsandtraveltrade@hrp.org.uk to ensure your group doesn't miss a thing during their day-out.
- ✓ Hampton Court Station is in zone 6 and can be accessed using a Transport for London zone 6 Travelcard or a prepaid Oyster card – see www.tfl.gov.uk for more information.
- ✓ Coach parking is free on Hampton Court Green, a 15-minute walk from the main entrance of the palace. Coach parking is also available at Hampton Court Station for a charge.

Admission prices

01 March 2018 to 28 February 2019

Individual

Adult	£22.40
Concessions	£18.00
Child	£11.20
Family	£55.10

Group Rate

Adult	£20.70
Concessions	£16.60
Child	£10.40
Family	N/A

Online Group Rate

Adult	£18.10
Concessions	£14.60
Child	£9.10
Family	N/A

Recommended visit time

We suggest at least 4 hours

Henry VIII's Apartments
40 minutes

Henry VIII's Kitchens
40 minutes

Young Henry VIII's Story
30 minutes

Mantegna's Triumphs of Caesar 20 minutes

William III's Apartments
40 minutes

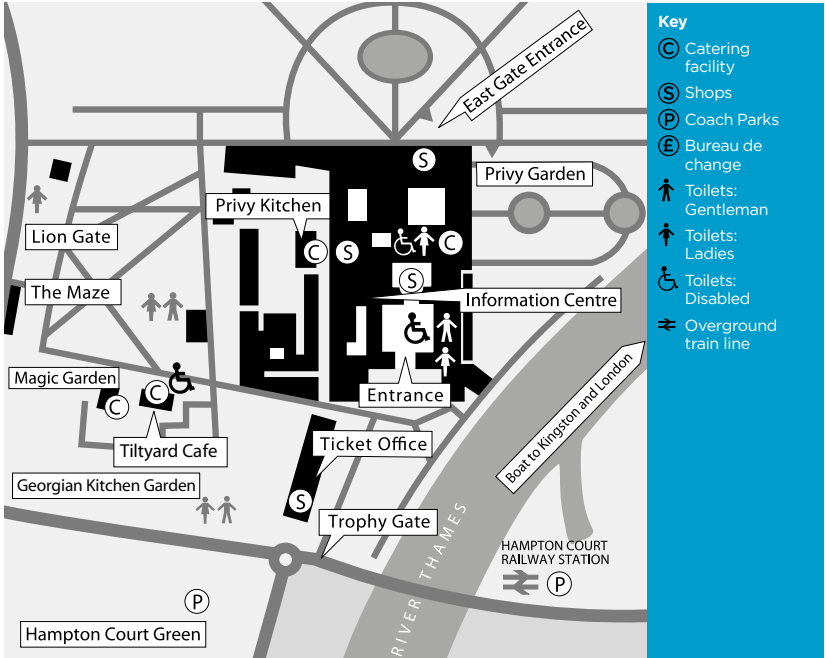
Queen's State Apartments
30 minutes

Chocolate Kitchen
15 minutes

Cumberland Art Gallery
30 minutes

The Gardens 1 hour

The Maze It depends.....



Guided tours and days out ideas

Give your groups an even more memorable visit by booking a guided tour or private visit

Palace accredited Tour Guides

Our team of accredited tour guides can enhance your group visit providing introductory or in-depth tours of the palace and gardens. Tours can be lead in costume and can be booked for an hour and a half starting at £132 per group.



Ghost Tours

Spook your group on Saturdays and Sundays from November – February, £27.50 per person or for private groups on request £1200 plus VAT, maximum 35 people.

Morning Courtyard and Cloisters Tours

From 09.30hrs your group gets an early preview to the waking palace on a tour with our State Apartment Warders starting in the gardens then weaving through the palace courtyards. Compare the Tudor and Baroque architecture and marvel at the grand King's and Queen's staircases. £100 per group plus admission, 35 people per warder.

Digital visitor guides



Available free of charge, digital visitor guides can be collected from the Information Centre in Base Court, providing a user-friendly, modern way to explore our stunning palace.

Opening times

Summer
Mid-March to mid-October
Daily 10.00 – 18.00
Last admission 17.00

Winter
Mid October to mid-March
Daily 10.00 – 16.30
Last admission 15.30

Closed 24, 25, 26 December

Booking

You do not have to book in advance when planning a group visit to Hampton Court Palace, you can simply arrive and pay on the day. If you would prefer to book prior to your visit, please call +44 (0) 20 3166 6000 or email booking.confirmations@hrp.org.uk

From early 2018 you will also be able to book your group online via www.hrp.org.uk.

Coach parking

Coach parking is available free of charge for 8 coaches on Hampton Court Green or at a cost of £15 per day at the coach park next to Hampton Court Railway Station. (Prices correct at time of going to press).



Banqueting House

This revolutionary building was created for court entertainments, so imagine yourself as part of the dazzling company of courtiers who attended the exuberant court masques and danced and drank beneath the magnificent Rubens-painted ceiling. But spare a thought for Charles I, who in 1649 was beheaded outside on a scaffold to the 'dismal, universal groan' of the crowd; these glorious paintings were one of his last sights on earth.



Must see attractions



Admire the architecture

Admire the magnificent architecture of the Banqueting House which was built and designed by the renowned 17th century architect, Inigo Jones.



Portrait of Inigo Jones



Rubens ceiling paintings

Marvel at the skill and craftsmanship of the magnificent Rubens ceiling paintings, commissioned by Charles I in 1629 to celebrate the glorification of his father James I. These are the only Rubens paintings to remain in their original location and were unveiled at the Banqueting House in 1635.



The story of Whitehall Palace

Explore the full story of Whitehall Palace, once the Sovereign's main residence and the largest palace in Europe told by DVD presentation in the Undercroft.



Plan your visit...

Top tips

- ✓ Ensure to pre-book your group entry time slot, so as not to be disappointed by an afternoon closure.
- ✓ Time your visit to coincide with a Hidden History talk at 11.30hrs with our expert palace team.
- ✓ Book a guided tour, available on request with our accredited guides to get a greater insight of this fantastic building for your group's visit.
- ✓ Being a short visit, the Banqueting House is ideal to package with other nearby attractions such as the Household Cavalry Museum, just across the road, the National Gallery or National Portrait Gallery at Trafalgar Square, and why not take a break in the Café in the Crypt at St Martin-in-the-Fields.

Admission prices

19 April 2018 to 28 February 2019

Individual

Adult	£6.50
Concessions	£5.50
Child	Free

Online Group Rate

Adult	£6.00
Concessions	£5.10
Child	Free

Recommended visit time

We suggest 1 hour.

Opening times

Year round

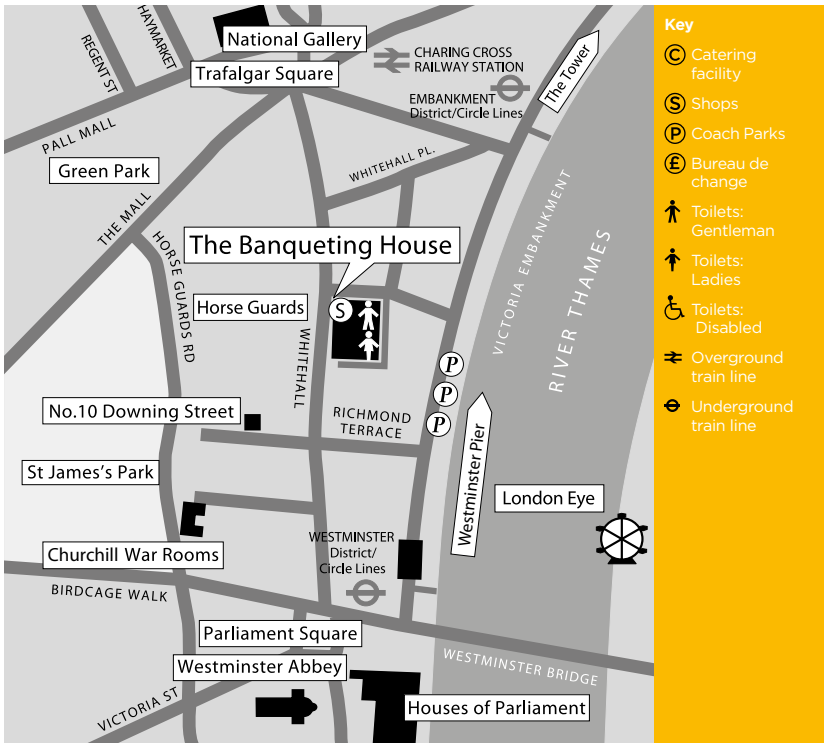
Daily (except Thursdays) 10.00 – 13.00hrs

Last admission 12.30 (open until 17.00 when no evening events scheduled).

Banqueting House will be closed from 22 February to 18 April 2018 to accommodate important conservation work.

Closed 24, 25 and 26 December, 01 January and all Thursdays throughout the year.

Check afternoon opening at www.hrp.org.uk/BanquetingHouse/planyourvisit/openingtimes



Guided tours and days out ideas

Give your groups an even more memorable visit by booking a guided tour or private visit

Palace tour guides

Available on request, these fascinating tours are led by one of our expert guides and provide a more in-depth account of Banqueting House's incredible history. Tours start from £132 per group and last approximately 1 hour.

Hidden History Talks

Hidden History Talks run most days at 11.30hrs, subject to availability of staff and are free of charge. They are the perfect way to bring the history of this extraordinary building to life.

The Handling Collection

Experience the thrill of holding an authentic piece of history in your hands, whilst learning more about it from an expert. The handling collection runs at weekends and school holidays subject to availability of staff.

Audio Guides



Discover the incredible history of Whitehall Palace with our free audio guides. Call or email in advance to reserve guides for your group.



Booking

To book group entry call +44 (0) 20 3166 6000 or email booking. confirmations@hrp.org.uk

Coach parking

There are 12 metered coach bays along the Victoria Embankment. Mon-Fri £4.00 per hour 08.30 – 18.30hrs then free until midnight. Sat £4.00 per hour 08.30 – 13.30hrs then free until midnight. Free on Sunday. Coaches may set-down and pick-up groups in Whitehall, if the palace is notified of coach registration numbers and drivers names 24 hours in advance of the visit. (Details correct at time of going to press).



Kensington Palace

A palace of secret stories and public lives, Kensington Palace, situated in beautiful parkland in the centre of London, was designed as a royal residence for William III & Mary II by Sir Christopher Wren.

More recently, it has been the official residence to Princess Margaret, Diana Princess of Wales, and is currently home to the Duke and Duchess of Cambridge. The recently renovated visitor routes reveal the surprising stories of many of the palace's inhabitants over the centuries.



Must see attractions



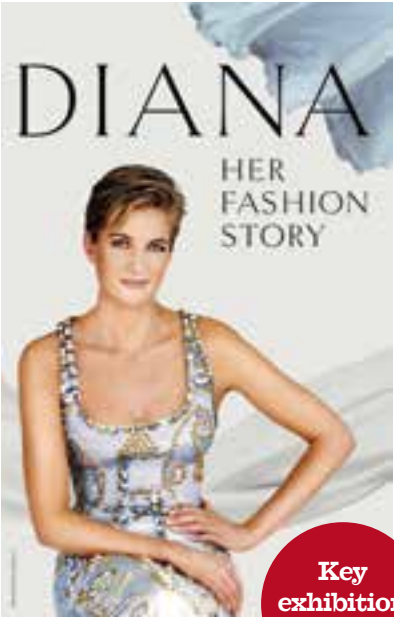
Palace Gardens

The beautifully transformed gardens reconnect the building with the landscape of Kensington Gardens providing picturesque walks and fantastic vistas. Our garden history tours are also available for pre-booked groups.



Victoria Revealed

Explore the story of the woman behind the Crown, in the rooms where Queen Victoria grew up. Discover through her own words her lonely childhood at the palace, her deep love for Albert and the dreadful impact of his sudden death.



Key
exhibition
2018

Diana: Her Fashion Story

Discover the style evolution of one of the world's most photographed women from the demure, romantic outfits of her first public appearances, to the glamour, elegance and confidence of her later life. The display brings together an extraordinary collection of garments, from glamorous and glittering evening gowns worn on state occasions to examples of Diana's 'working wardrobe' in the 1990s. From 3 May 2018 the exhibition will showcase a changing selection of exquisite and celebrated outfits from throughout the Princess's public life- including some items never before on display at Kensington Palace!



Kings State Apartments

Climb the magnificent King's Staircase where Georgian courtiers peer down on you, marvel at the impressively decorated rooms and discover the fashionable world of the curious court of George II and Queen Caroline.



Queens State Apartments

Explore the small intimate rooms where the great tale of the Stuart dynasty reaches its tragic conclusion.



Plan your visit...

Top tips

- ✓ Groups must book a time slot for entry – you will be welcomed by one of our Palace Explainers.
- ✓ Kensington Palace is a 10-15 minute walk from the coach park on Bayswater Road – allow enough time for your group to arrive on time at the entrance.
- ✓ Avoid the crowds and book a morning group tour – at 09.00hrs. Tours last an hour and cost £34 per person including palace admission. Maximum 30 people per tour.
- ✓ Take a stroll around the palace grounds in the spring or summer to view the beautiful planting in the Sunken Garden in its full glory.

Admission prices

01 March 2018 to 28 Feb 2019

Individual

Adult	£18.90
Concessions	£15.00
Child	£9.45

Group Rate

Adult	£17.40
Concessions	£13.80
Child	£8.70

Palace including Diana Her fashion story

03 May 2018 – 2 Nov 2018

Individual

Adult	£26.00
Concessions	£23.00
Child	£18.00

Group Rate

Adult	£24.70
Concessions	£21.90
Child	£17.10

Recommended visit time

We suggest 2 hours

Victoria Revealed

30 minutes

Kings State Apartments

30 minutes

Queens State Apartments

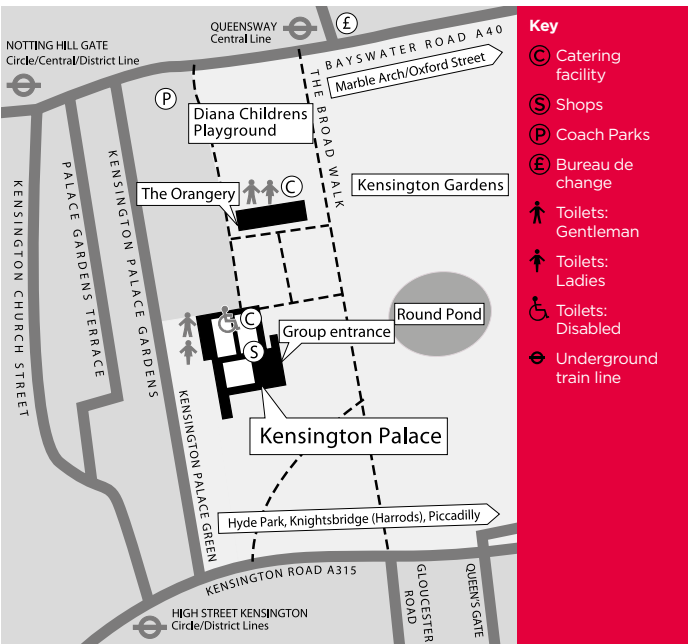
20 minutes

Diana, Her fashion story

40 minutes

Palace Gardens

30 minutes



Guided tours and days out ideas

Give your groups an even more memorable visit by booking a guided tour or private visit

Opening times

Summer

01 March to 31 October

10.00 – 18.00hrs

Last admission 17.00hrs

Winter

01 November to 28 February

10.00 – 16.00hrs

Last admission 15.00hrs.

Closed 24, 25, 26 December

Booking

Group entry to Kensington Palace must be booked in advance. Call +44 (0) 20 3166 6000 or email booking.confirmations@hrp.org.uk

Coach parking

There is a coach park north of the palace on Bayswater Road. Open 24 hours, it costs £35 for up to 12 hours, 12-24 hours £45, £10 fee if booking in advance. Pay and display, or pay by phone. Contact Euro Carparks 020 7563 3000. Please allow 10-15 minutes for groups to walk through Kensington Gardens to the palace entrance. For coaches with less able passengers, please contact groupsandtraveltrade@hrp.org.uk for closer drop-off arrangements.



Morning Tours

Join one of our Palace Explainers at 9.00hrs for a fascinating guided tour which takes place an hour before the palace opens. After the tour, discover more of the palace at leisure as it opens to the public from 10.00hrs. £34 per person, no minimum numbers, maximum 30 per tour. Tour available Wednesday to Friday.

Garden History Tours

Led by our enthusiastic and highly trained volunteers, the garden history tours explore how Kensington Palace's gardens would have looked in the 17th and 18th centuries. Available at no additional cost to palace admission, they must be pre-arranged for groups.

Kew Palace

This intimate palace brings to life the joys and sorrows of George III and his family in detail, from his children's lives to his own hardships. Fascinating personal artefacts and art works adorn the authentically recreated Georgian rooms in which the stories unfold.

Wander through the eerie upper floor, left untouched for centuries and discover the eating habits of the royal household in the Royal Kitchens.



Must see attractions



Princess's Bedroom

George III's daughter Princess Elizabeth decorated her bedroom in the latest styles of the day. Come and decide what you make of her interior design skills! View her restored bedroom alongside the un-restored rooms of other princesses from that era, including original features.

Queen's Boudoir

In this well-appointed room the Queen and her companions would spend hours at 'women's work', such as needlework, spinning wool and knotting.

The King's Dining Room

Discover what some guests had to say about the King's hospitality.



Royal Kitchens at Kew

Discover the ingredients and methods used to prepare food for the royal table and enter the Clerk of the Kitchens office to find out what was ordered each day in the re-created ledger.





The Great Pagoda at Kew

The Great Pagoda within Kew Gardens will finally be unveiled and reopened to visitors in spring 2018, complete with 80 specially designed rooftop dragons and a new dragon themed walk from the palace to the pagoda.

Life cast of George III

A wax facial life-cast of George III created by Madame Tussaud herself.



Queen Charlotte's cottage

Situated in Kew Gardens, and open at weekends in the summer months this is where the royal family enjoyed picnics and tea parties during long summer walks through the gardens. Built as a country retreat, and not a residence this is a perfect example of historic royals at play, and relaxing behind closed doors.



Plan your visit...

Top tips

- ✓ Pre-book your group admission time slot for Kew Palace when booking Kew Gardens as the palace can get very busy.
- ✓ For a personally guided tour of the palace, book one of our costumed palace experts for £6 per person.
- ✓ Don't forget to visit Queen Charlotte's Cottage nestled in the bluebell woods, in the year that marks the 200th anniversary of her death.
- ✓ Visitors to Kew Palace this year will also find new themes to explore as we celebrate the family who built and enjoyed the Pagoda; George III, Queen Charlotte and their children.

Admission prices

01 March 2018 – 28 February 2019

Kew Palace and Royal Kitchens are included in admission to Kew Gardens. Please visit www.kew.org or contact groups@kew.org for prices and bookings.

Admission to climb the Great Pagoda carries an additional fee, payable on the spot.



Recommended visit time

4 hours

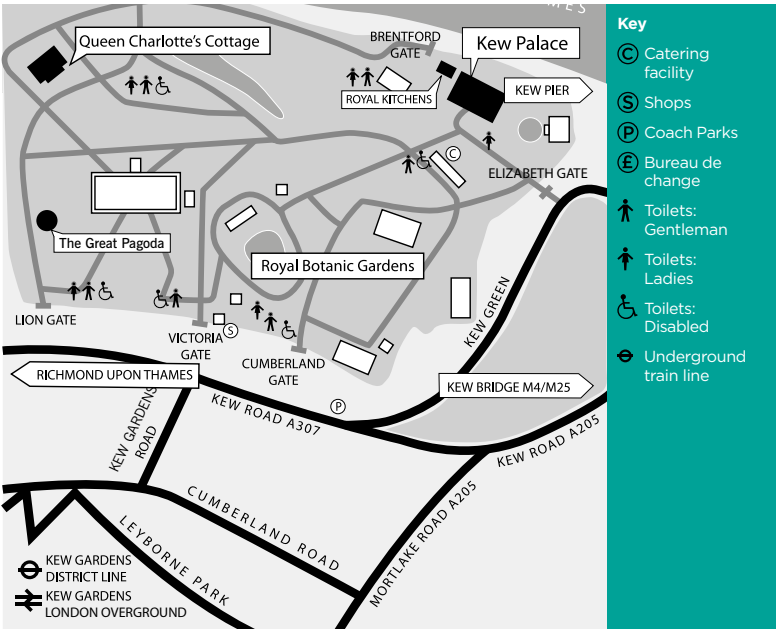
Palace
1 hour

Royal kitchens
40 mins

Queen Charlotte's cottage
30 mins
(summer weekends only)

Kew Gardens
2 hours

The Great Pagoda
30 mins



Guided tours and days out ideas

Give your groups an even more memorable visit by booking a guided tour or private visit

Palace and kitchens tours

Intimate tours at this palace are available and include the Royal Kitchens with our costumed palace experts, £6 per person.

Curious Kew evening tours

Starting with a glass of wine at 18.30, enjoy a tour of this charming royal palace, including the Royal Kitchens. £15 per person plus VAT minimum 10, maximum 30.



Opening times

Kew Palace
29 March – 30 September 2018
Daily 10.30 – 17.30hrs,
last admission 17.00hrs

The Royal Kitchens
29 March – 30 September 2018
Daily 10.30 – 17.30hrs,
last admission 17.00hrs

Queen Charlotte's Cottage
Weekends and Bank Holidays
throughout the summer
11.00 – 16.00hrs.

The Great Pagoda
29 March – 30 September 2018
Daily 10.30 – 17.30hrs,
last admission 17.00hrs

Kew Gardens
Open daily from 10.00.
Please check www.kew.org
for closing times.

Booking

To pre-book your joint visit to Kew Gardens and Kew Palace and Royal Kitchens contact groups@kew.org or call +44 (0) 20 8332 5648.

Coach parking

Groups can drop off and pick up at the Elizabeth Gate at Kew Green. Coach parking is free of charge on Kew Road after 10.00hrs.

Hillsborough Castle

Hillsborough Castle is the official Northern Ireland residence of the Royal Family. With many stories to tell and exquisite gardens to explore Hillsborough is not to be missed!



Must see attractions



State Rooms

Explore the seven newly re-presented State Rooms, sumptuously decorated to reflect the personal charm of Hillsborough’s residents from the 1780s onwards. From the castle’s origins as the home of the Marquesses of Downshire, to its life as the official royal residence and its pivotal role in the Irish Peace Process, groups can learn about the fascinating past of this remarkable building and its characters.



Hillsborough Castle Gardens

Wander through 100 acres of beautiful gardens, developed from the 1780s onwards, offering a contrast of ornamental grounds, peaceful woodland, meandering waterways, and trimmed lawns. Look out for the Lime Tree Walk, Granville Garden, the Lady Alice Temple, the Quaker Burial ground and an Ice House.



Immerse yourself in history

Discover the more intimate side of the castle with a visit to the Downshire Gallery to engage with the multitude of visitors from all walks of life who have been guests at Hillsborough over the past 250 years.



Plan your visit...

Top tips

- ✓ Explore how Historic Royal Palaces are transforming more than 100 acres of beautiful Royal Gardens at Hillsborough Castle.
- ✓ Why not expand your groups understanding of how this beautiful house and estate have influenced the development of the exquisite village of Hillsborough, including a visit to the Court House and Fort.
- ✓ Whilst we work to develop a new car and coach park, coaches can drop off and pick up groups at the Court House building outside the main entrance to the castle.
- ✓ Add value to your group's visit by booking one of our catering offers following their castle tour. See page 7 for more details.

Admission prices

Castle Tour (including Garden admission)

01 July 2018 to 28 February 2019		
Adult	Individual	Group
	£9.50	£8.80
Concessions	£7.50	£6.90
Child	£6.00	£5.60
Family	£25.00	N/A

Gardens access only

01 July 2018 to 28 February 2019		
Adult	Individual	Group
	£5.00	£4.60
Concessions	£4.00	£3.70
Child	£3.50	£3.20
Family	£15.00	N/A



Guided tours and days out ideas

Give your groups an even more memorable visit by booking a guided tour or private visit

Recommended visit time

- 2 hours
- Guided Castle tours** 45 minutes
- Guided Garden tours** 1hr 30min
- Gardens Access** unlimited access during opening hours

Opening times

Pre-booked group Castle Tours
1 July 2018 – 28 February 2019
Available daily

Public Guided Tours of the Castle

- July – September 2018**
Daily tours from 10.00 – 16.00hrs (on the hour)
- October 2018 – February 2019**
Wednesday - Sunday
10.00 – 15.00hrs (on the hour)

Gardens access

- July – September 2018**
09.30 - 17.00hrs
- October 2018 - February 2019**
09.30 - 16.00hrs
- Please note last admission to the gardens is 1 hour before closing.

Group bookings

Group bookings for castle and garden tours must be made at least 48 hours in advance, minimum 20 people.

To book your castle or gardens tour call +44 (0)28 9268 1300 or email hillsboroughgroups@hrp.org.uk

Coach parking

Coach parking at the Court House is reserved for pre-booked groups.



Castle Tour

Guided tours lead groups through the sumptuous State Rooms, including the Throne Room, State Dining Room and State Drawing Room. A sensory experience with authentic music, tours can be tailored to suit a group's particular interests and passions.

Garden Tour

Hillsborough Castle Gardens can be enjoyed year round on a self-guided basis as part of a Castle Tour ticket. However, those with a passion for horticulture may want to prearrange a tailored Garden Tour with one of our Garden Guides.

Christmas at Hillsborough

Throughout December 2018, the Castle will travel back in time to the 1890s, when the composer Lady Arthur Hill was in residence. Guests will have the opportunity to sample the delights of a traditional Irish Victorian Christmas, as the family and servants prepare for the annual Christmas Bazaar and Twelfth Night celebrations.



Get social with us!

Historic Royal Palaces have even more ways for you to access regular updates and to take part in conversations about the past, present and future of our palaces, our work and your group visits.

Join our online communities...

For historical insights, forthcoming events and behind-the-scenes access to the palaces and the people that tell their stories, like us on Facebook, follow us on Twitter, join our Linked In group or watch our videos on YouTube.



Contact details

Buy tickets for 15 or more people

T: +44 (0) 20 3166 6000
E: booking.confirmations@hrp.org.uk
Online Group Ticketing coming soon

Find out more about the palaces

www.hrp.org.uk

Ask the Travel Trade Team

T: + 44 (0) 20 3166 6311
E: groupsandtraveltrade@hrp.org.uk

Images of the palaces

www.hrp.org.uk/travel-trade

Souvenirs and shopping

T: +44 (0) 20 3166 6848
E: shop@hrp.org.uk
www.historicroyalpalaces.com

Corporate gifts:

T: +44 (0) 20 3166 6857
E: corpgifts@hrp.org.uk

Parties and events

T: +44 (0) 20 3166 6399
E: events@hrp.org.uk
www.hrp.org.uk/hireavenue

Terms and conditions

Pricing validity is from 01 March 2018 to 28 February 2019. Historic Royal Palaces retain the right to adjust prices during this period, should circumstances dictate.

Payment may be made by cash, major credit cards (excluding Diners Card) and via the Agency Voucher Scheme.

A child is defined as aged between 5 years and 15 years old. Children visiting the Magic Garden over the age of 3 will be charged. Students 16 years and over may obtain concessionary admission if they have student identification. Senior citizens (60 and over) are admitted at the concessionary rate. Groups of children booking our Education sessions

and admissions should be escorted by adults/seniors to the ratio of 1-6 for up to 6 years old and 1-10 for 7-16 years at all palaces. Groups of children booking the standard rates should be escorted adults/seniors to the ratio of 1-15 for 6 years and up.

It should be noted that Historic Royal Palaces (HRP), or any individual palace, may at any time alter the opening times and /or availability of access to any palace. In the event of palace closure any pre-paid groups will receive a full refund of monies paid, but neither HRP nor any individual palace will be liable for any consequential loss arising from such closure. HRP or any individual palace reserve the right to withdraw from public access any route, room or area within a palace or its grounds without notice.

Whilst every care is exercised in the compilation of this manual, HRP or any individual palace cannot be held liable for any information that is inaccurate or subsequently changed.

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Historic Royal Palaces is a registered charity (number 1068852)



Historic Royal Palaces

Historic Royal Palaces is the charity that looks after:

- Tower of London
- Hampton Court Palace
- Banqueting House
- Kensington Palace
- Kew Palace
- Hillsborough Castle

We help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built

We raise all our own funds and depend on the support of our visitors, members, donors, sponsors and volunteers.





**Historic Royal Palaces
Tower of London**



**Historic Royal Palaces
Hampton Court Palace**



**Historic Royal Palaces
Kensington Palace**



**Historic Royal Palaces
Banqueting House**



**Historic Royal Palaces
Kew Palace**



**Historic Royal Palaces
Hillsborough Castle**