



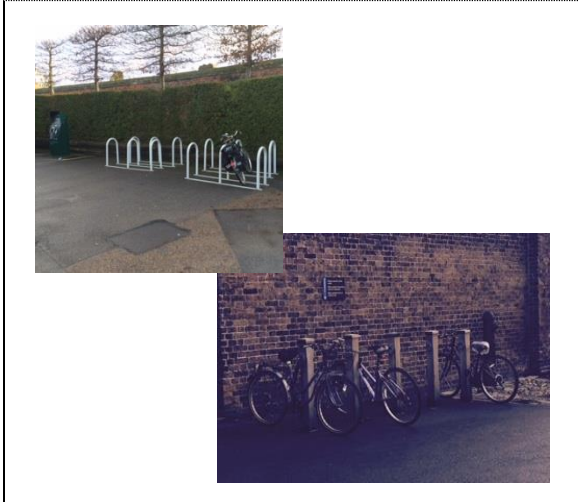


Visiting Hampton Court Palace

	How to get to us... Hampton Court Palace is in Travelcard Zone 6.
  	<u>Train:</u> <ul style="list-style-type: none">• Trains run directly from London Waterloo to Hampton Court station.• It takes 35 minutes from London Waterloo – calling at Vauxhall, Clapham Junction, Earlsfield, Wimbledon, Raynes Park, New Malden, Berrylands, Surbiton and Thames Ditton before arriving at Hampton Court.• The station is 200 metres away across the bridge (a 5 minute walk).
	<u>Bus:</u> <ul style="list-style-type: none">• Buses from Kingston (111, 216, 411), Richmond (R68) and Surrey (461, 513) stop close to the palace.





Bicycle:

- National Cycle Network route number 4 runs along Barge Walk past the palace.
- There are cycle racks near the gardens.
- Any bicycles locked to railings may be removed.



Parking:

- There is a car park at the palace.
- You have to pay for parking, charged at an hourly rate, with payment on exit.
- There are nine disabled parking spaces. Parking is currently free for blue badge holders.
- Parking for cars and coaches/minibuses is at Hampton Court Green car & coach park (500 metres from the palace entrance). Parking is charged at an hourly rate with payment on arrival.
- Car and coach parking is also available at Hampton Court station. Please check at the station for prices.





Boat:

- River boats run in the summer months.
- The journey from central London can take 4 hours by boat.

Summer:

Open:  - 

Last entry: 

Maze/Magic Garden: 

Winter:

Open:  - 

Last entry: 

Maze: 

(Magic Garden closed in the winter)

Opening Times

Palace, Magic Garden and Maze: end of March to end of October (summer):

- Monday-Sunday 10.00am - 6.00pm
- Last ticket sold at 5.00pm
- Last entry to the Maze or Magic Garden at 5.15pm

Palace and Maze: end of October to end of March (winter):

- Monday-Sunday 10.00am - 4.30pm
- Last ticket sold at 3.30pm
- Last entry to the Maze at 3.45pm

Summer and winter opening times change when the clocks go forward and back.

We only close on 24th, 25th and 26th December.





Ticket office

- You need to have a ticket to enter Hampton Court Palace.
- Tickets can be bought on arrival at the Ticket Office or in advance online from our website.
- Online tickets can only be used on the date selected and are non-transferable.
- They can be posted out to you or collected on the day. If you choose 'collect on site' as the Delivery option, please take your booking confirmation email to the Ticket Office to collect your tickets for entry.
- If you buy on our website you can select 'print at home' instead and bring your tickets with you. Please print out all tickets individually to show at the point of entry.
- We do not have a fast-track entry system for people who already have their tickets. You will need to join any queues to enter the palace.



The way in

- The entrance to Hampton Court Palace is through the Tudor Great Gatehouse. A bridge over the grassed-over moat takes you there.
- Please show your admission ticket here whenever you want to go in.



Staff and volunteers

- Our State Apartment Warders (in red coats or waistcoats) and palace volunteers (in red sashes) are here to help you.
- Please ask them if you need any help or information.



What to wear?

- Dress comfortably and according to the weather. It can be cool inside and hot outside in the summer, and warm inside and very cold outside in winter!
- Wear comfortable shoes for walking on uneven surfaces.





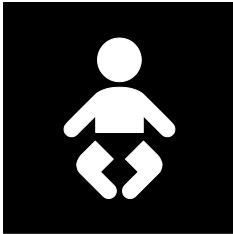
Audio guide tours

- Free audio guides can be picked up from the Information Centre off Base Court.
- They are included in palace admission tickets so are free.
- Audio guide tours are available in English and different languages.
- We have family audio tours in English that are suitable for children aged 6 and over.
- We have versions for partially sighted visitors in English only.
- Transcripts of the tours are available for hard-of-hearing visitors.



Costumed guides

- We have people dressed up in costume who take visitors around the palace on tours and give little theatrical presentations.
- They often start in one place and end in another.
- They pretend to be some of the famous people who lived at the palace and tell the real stories that happened here.
- Their tours and presentations are very popular so can get very crowded.
- Sometimes visitors are invited to join in too!



Things to do with children

- We have family audio tours in English.
- We also have some free Family Trails for children to do as they go around. These can be collected from the Information Centre.
- For children under 5, our Family Room is next to the left luggage lockers and buggy park off Clock Court.

Baby-changing:

- There are baby-changing facilities in the toilets off Base Court, Fountain Court and in the Tiltyard Café.

Pushchairs and buggies:

- Pushchairs and buggies can be taken around the palace, but a buggy park is available off Clock Court by the lockers.

	<p>Toilets</p> <ul style="list-style-type: none"> • There are male, female and accessible toilets inside the palace and in the gardens. • Their locations are marked on maps and signs. • The accessible toilets vary in size slightly so some are smaller than others. • We do not have any hoists in the accessible toilets, nor any adult changing beds.
	<p>First aid</p> <ul style="list-style-type: none"> • If you feel ill, please find a State Apartment Warder. • They will call the palace first aider who will come to look after you.
	<p>Places to buy food and drink</p> <p>We have two main cafés: <u>The Tiltyard Café in the gardens.</u></p> <ul style="list-style-type: none"> • Here you can buy hot meals, sandwiches, salads, cakes and hot and cold drinks. It has the widest range of food of any of our cafés.



- The Tiltyard Café has level access and seats with backs, and tables and chairs outside on a patio as well as inside. They do takeaways.

The Privy Kitchen Coffee Shop inside the palace.

- Here you can buy soup, pies, sandwiches, hot and cold drinks and cakes.
- It has benches without backs in the main seating area but seats with backs in the additional seating area. Both seating areas have steps.
- All food bought here has to be eaten in the café.



The Fountain Court Café

- We also have another café inside palace that is only open in the summer months.
- It has waiter-service and sells Afternoon Tea and drinks rather than meals.

All the cafés have gluten free food available on a first come first served basis.

There are also ice cream kiosks or carts in the gardens – especially in the summer!





Picnicking and bringing your own food

If you bring your own food or picnic you can eat it on the benches in the palace courtyards and the gardens – but not in the cafés.

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.



Access information

Our palace is very old and can be challenging for those with high-levels of mobility issues as it has cobbles, worn steps, uneven steps and slopes.

It is also very big. You will walk at least 2 miles if you see everything!

Paths:

- Some surfaces may be slippery, particularly if they are wet from rain.

Lighting:

- Light levels can be low in some places so please allow time for your eyes to adjust, especially when using stairs.



- On very sunny days, light levels can be high, especially in the courtyards.

Lift:

- There is a lift for anyone who cannot manage stairs but our staff need to operate it so please speak to a State Apartment Warder if you wish to use it.

Steps:

- Most of the staircases are shallow, having been built for King William III who had asthma.
- As there are some steps into 'Young Henry VIII's Story', there is a virtual tour in the Information Centre.

We have wheelchairs for visitors to borrow on a first come, first served basis from the palace entrance.

Most films have subtitles and a British Sign Language Interpreter is regularly here.

Large print booklets of interpretation panels are available.



If you hear an alarm...

- Please follow the instructions of the staff if you hear the alarms or see people being moved towards the exits.
- Staff will take you to the meeting point.
- Only six wheelchairs are allowed on the first floor at any one time in case of emergency evacuation.



Lost Property

- If you lose something during your visit, speak to the nearest member of staff to see if it has been handed in.
- Anything that is found is kept in the Reception Office. To contact them after your visit telephone 0844 482 7777.



Left luggage lockers

- There are left luggage lockers off Clock Court. They take hand baggage and small rucksacks.
- A £1 coin is needed to get the key out but the £1 will be returned when you collect your belongings.

	<p>What to do if you get lost</p> <ul style="list-style-type: none"> • If you get separated from your family or friends, please find a State Apartment Warder.
	<p> Things you cannot do</p> <ul style="list-style-type: none"> • No eating or drinking inside the building (only in the courtyards and the gardens - and in the cafés). <p> More things you cannot do</p> <ul style="list-style-type: none"> • No smoking or vaping (only in the gardens). • Do not touch anything behind a rope barrier or where you see this 'Do Not Touch' sign.
	<p> No photography or filming where you see these signs</p> <ul style="list-style-type: none"> • You will see them in the Chapel Royal, the Royal Pew (where Henry VIII's Crown is), the Cumberland Art Gallery



and in temporary exhibitions.



You can take photos everywhere else for your own use and to show your friends.



Things you can do

- ✓ There is no set order so you can go to whichever part of the palace interests you first.
- ✓ You can touch the objects in the Tudor Kitchens.
- ✓ Objects in the Great Hall and Great Watching Chamber can also be handled.
- ✓ You can wear the free visitor cloaks that are collected from the Information Centre.
- ✓ You are welcome to smell the roses and touch the plants in the gardens – but be careful as some have thorns or spikes!



Quiet spaces

- Hampton Court Palace is large and can contain a lot of visitors without feeling crowded. Areas further away from the entrance will be quieter for longer.
- The gardens offer the most peace and quiet, even on busy days, but they might require quite a bit of walking.
- If it isn't in use by toddlers, the Family Room can be very quiet.



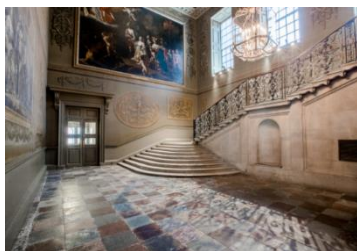
Henry VIII's Apartments



Henry VIII's Kitchens



Young Henry VIII's Story



The Queen's Stairs

When is the palace busy?

- The busiest areas of the palace at any time of year are:
 - Henry VIII's Apartments
 - Henry VIII's Kitchens
 - Young Henry VIII's Story
 - The Queen's Stairs
- If you wish to avoid as many queues as possible, try to arrive early preferably within the first hour of opening to be some of our first visitors.





- The peak visitor period is Easter to October, but Christmas and the Spring and Autumn school holidays are also busy.
- Weekends are generally busier than weekdays.
- During term time, we are also busy with school groups between 10.00am and 2.30pm.



Animals

- The animals that you will see in the gardens are wild.
- Please do not try to touch them, get too close or feed them in case they bite you.
- Please do not try to pat the shire horses that pull our carriage ride round the Great Fountain Gardens in the summer as they are working horses and do not like to be touched.





The palace gardens


- Our gardens are very large. We also have Home Park behind the palace, which is even larger.
- They are generally flat but we do have steep slopes and drops from height in some areas.
- Please be careful near water.



The Maze

- Show your palace ticket at the entrance to get in.
- Entry to the Maze is included in palace admission tickets, but you can buy a ticket just to go in the Maze if you want.
- It has narrow paths and 2-metre high hedges.



Summer:  - 

Winter:  - 

It can get very crowded, especially at lunchtime in the summer.







Summer:  - 

The Magic Garden

- Show your palace ticket at the entrance to get in.
- Entry to the Magic Garden is included in palace admission tickets, but you can buy a ticket just to go in the Magic Garden if you want. This ticket also lets you enter the Maze.
- The Magic Garden is aimed at children of all ages. Families - including parents and carers - are encouraged to play together.
- There are a number of different play experiences and children are encouraged challenge themselves.
- It can get very crowded, especially at lunchtime.
- So there might be a limit on the amount of time you can spend in the Magic Garden to make it fair for everyone.
- There is a toilet and a small café in the Magic Garden but larger toilets and the Tiltyard Café are just next door.

Summer:  - 

Winter:  - 



Gift shops

- We have four gift shops, each selling slightly different things.
- They open at 10.00am and close half an hour before the palace.
- All the shops can get crowded sometimes as most have narrow entrances and exits and often limited space in which to circulate once inside.
- Only two of the four shops are wheelchair accessible: the Palace Shop and the Garden Shop.