

Essential Information for your visit

This booklet has been prepared to provide the Group Leader with all the information they will need to plan a successful trip to Hampton Court Palace

Please read it carefully; completing and returning the agreement form in good time and sharing appropriate information with your accompanying adults and students where necessary.

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Secondary

Primary

Opening Times

Winter opening hours

10.00-16.30

Last admission is 15.30

Summer opening hours

10.00- 16.00

Last admission is 17.00

We recommend at least 3-4 hours for your visit.



Essential information for your visit

HRP Teacher Resources



Secondary



Primary

Getting to Hampton Court

Public Transport

The palace can be reached by many forms of public transport. Up to date public transport information can be obtained from www.tfl.gov.uk which also has a useful journey planner.

Coach Parking

Mini-buses (no larger than 12 seats and taking up no more than one car park space) can utilise the on-site car park for a fee of £1.50 per hour. Please note coaches are not permitted in the on-site car park. Free coach and mini-bus parking is available on Hampton Court Green, situated a short walk from the main entrance to the Palace. For further information about how to get to the palace please visit:

www.hrp.org.uk/hamptoncourtpalace/planyourvisit/gettinghere

Running late

Travel delays

If you are delayed getting to the palace please contact the Clore Learning Centre reception on **020 3166 6641**.

If you have booked a session and you are going to be late it is essential that you contact the Schools team at the Clore Learning Centre and provide an estimated time of arrival.

Although sessions cannot continue beyond their scheduled time, your call will help our staff provide you with the most appropriate material in the time remaining for your session.

On Arrival

Register - Collect Wristbands

Please first report to the Clore Learning Centre to collect your admission wristbands. These wristbands act as your tickets for the day, so it is important that everyone in your group wears them throughout your visit. Each school group visiting that day will have a different colour wristband. This will help your group to be identified by your session presenter, if applicable, and, in the event of emergency, will allow staff members to locate members of your group easily.

Contact information

On arrival at the Clore Learning Centre the group leader will be asked to provide their mobile phone number and an emergency contact name and number back at school.

It would be appreciated if you could have this information to hand as this speeds up the signing in process.

If you have booked a session

Please ensure that your whole group knows the time and meeting place for the session to ensure a prompt start, as our sessions cannot overrun.

Please advise all the adults accompanying your visit that that they must remain with the group during the session and their help in the session is much appreciated.



SecondaryPrimary

What's included

The subsidised schools rate includes:

- Entry to the palace
- Entry to the formal gardens
- Use of a Digital Video Guide

The subsidised schools rate does not include:

- Entry to the Maze
- Entry to the Magic garden

Tickets for the Maze can be purchased at the main ticket office.

Combined Magic Garden/Maze tickets are available to purchase for Foundation and Key Stage 1 school groups only and must be pre-booked by telephone: +44 (0)20 3166 6000.
(inc Magic Garden)

Unforeseen closures

Please note that occasionally areas of the palace do have to close at short notice. Please therefore ensure you check our website for the most up to date information about unforeseen closures. This information can be found on our Closures and Notices page in the Visit Us tab of the Hampton Court Palace website.

Should any routes be closed, staff will be on hand to advise and assist on the day.

Secondary

Primary

What to see and do in the Palace

Henry VIII's Apartments

Henry VIII's Apartments contain two of the King's largest and most decorated public rooms (the Great Hall and the Great Watching Chamber), the King's Council Chamber, and the Processional Route which link the rooms together. The rest of Henry's rooms and his private apartments were either altered or demolished during the 1680s when the palace was modernised by Sir Christopher Wren.

Despite having been altered many times since the 16th century, the Apartments are unique and spectacular survivors from the Tudor court and give a real sense of how the inside of Henry VIII's Hampton Court may have looked. Today they contain furniture and information to help increase understanding of what it was like to live at Henry's palace.

The Processional Route leading from the Great Watching Chamber to the Council Chamber is hung with works of art from the Tudor period.

Henry VIII's Kitchens

Henry VIII's Kitchens offer students a wonderful insight into life at court during the reign of Henry VIII. Unlike other parts of the palace, students are free to touch all of the objects on display in the kitchens.

The entrance to the kitchens is in Master Carpenter's Court.

Chapel Royal

We ask that learning groups enter the Chapel by the main entrance on the ground floor, which is reached by following Henry VIII's Kitchen route past the Wine Cellar and then turning right.

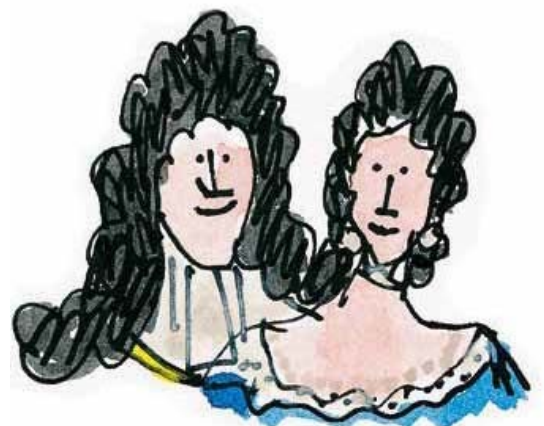
The Chapel Royal at Hampton Court Palace has been in continuous use for over four hundred and fifty years. It was the scene of some of the great events in the life of Henry VIII. In 1537 his son, Prince Edward was baptised here, in 1541 Henry learnt of the infidelity of his wife Catherine Howard whilst at Chapel and in 1545 Henry married his last wife Katheryn Parr here.

The Chapel is divided into two parts, the Royal Pew upstairs and the Chapel proper. The Royal Pew is part of Henry VIII's Apartments and was where the monarch and his companions would sit.

Much of the interior of the Chapel and the Royal Pew dates from the Stuart and Georgian periods, however the ceiling of the Chapel is Tudor and remains one of the most spectacular sights at Hampton Court Palace.

Teachers are asked not to give talks to their groups in the Chapel. Chapel Royal Stewards are usually on hand to answer questions.

This remains an active place of worship and we would ask you and your students to respect this by not taking photographs and by behaving in an appropriate manner in and around the Chapel area. Unfortunately visitors in costume are not allowed entry into the Chapel.



Essential information for your visit

HRP Teacher Resources

Young Henry VIII's Story

This exhibition explores the stereotypes that have over-shadowed the true characters and stories of Henry VIII, Cardinal Wolsey, and Katherine of Aragon. Historic paintings and audio visual displays will help you discover the "real" Henry VIII. The exhibition is housed in the Wolsey rooms – which are thought to be some of Thomas Wolsey's private lodgings during the 1520s. Many original features survive in these rooms, including the ceiling with Renaissance motifs and the linenfold panelling on the walls.

William III's Apartments

William III's Apartments are possibly the finest set of baroque apartments in the world. Built for King William III (1689 – 1702) by Sir Christopher Wren, they are presented and furnished as visitors to Hampton Court would have known them in 1700. The apartments are a complete set of both public and private rooms, their layout reflecting the social and political hierarchies prevalent at the time.

The Georgian Story

These rooms were designed by Sir Christopher Wren for Queen Mary II (wife of King William III) however they were incomplete at the time of her death in 1694. Many of the greatest artists and designers of the time contributed to the interiors including William Kent, Sir John Vanbrugh and James Thornhill.

These apartments are now home to the Georgian Story which tells the history of the house of Hanover and the Georgian Kings and Queens.

The Cumberland Art Gallery

Discover magnificent artworks from the Royal Collection in the new Cumberland Art Gallery. The gallery occupies a newly restored suite of rooms designed by William Kent for a Georgian prince. After two years of meticulous research, Kent's Cumberland Suite has been returned as closely as possible to his original scheme.

Mantegna's Triumphs of Caesar

Created in northern Italy by the artist Andrea Mantegna for the Gonzaga family probably between 1485 and 1506, the paintings were purchased by King Charles I and brought to England in 1630. The series of nine paintings, show an imaginary triumphal procession arriving in ancient Rome, complete with captured jewels, women and elephants. They are considered to be some of the most important Italian Renaissance paintings in the world. If you wish to view these paintings, please check the opening times at the Information Centre on the day of your visit.

Base Court

Base Court was originally built by Thomas Wolsey. It is a statement of huge wealth and status, as all the rooms around this courtyard were lodgings for guests – which gives us some idea of the scale of Wolsey's household.

Clock Court

Clock Court is the centre of the palace. To the north is Henry VIII's Great Hall and to the south a colonnade designed by Wren that leads to William III's Apartments. The astronomical clock shows the time, month, date, sign of the zodiac, phase of the moon, and the times the moon crosses the meridian – the latter being useful for travel as it provided details of the tide affecting journeys by river.

There are a number of other courtyards that are open to the public. Do feel free to explore them all, they offer interesting glimpses into life at the palace.

Essential information for your visit

What to see and do in the Gardens

The gardens surrounding Hampton Court Palace are vast and varied in style.

Chapel Court Garden

This is a fantastic recreated Tudor garden, based on Henry VIII's privy gardens at Whitehall Palace. The plants here (including herbs and flowers) would all have been available in 16th century England and the central path is guarded by a row of King's beasts.

The Privy Garden

This area has been reconstructed as it was in 1702, when William III was on the throne. This was a very private area and very few people other than the King would have ever gained admittance. The Privy Garden represents a formal style of gardening and uses a lot of symmetry.

The Great Vine

One of Hampton Court's most famous features, the Great Vine was planted in 1768 by the celebrated landscape gardener Lancelot "Capability" Brown. It continues to produce a good crop every year.

The Royal Tennis Courts

Not to be confused with Lawn Tennis, Real Tennis goes back centuries. It was enjoyed by Henry VIII, Charles I, William III and Prince Albert among others and is still played here today. *(Open summer months only and may be closed at short notice for tennis events).*

The Maze and Magic Garden

The Maze and Magic Garden are not included in your subsidised schools rate. For more information on these areas please visit our website or call **0844 482 7777**.

What we expect from you

We find it helpful for all group leaders to know our expectations for student behaviour while visiting the Tower. It also helps our staff know how best to help you during your visit and ensures that the many school groups that visit the Tower do not distract other visitors.

Please share the following information with all your accompanying adults to help them feel confident about leading a group while they are visiting. You may also want to discuss certain issues related to your visit with your students prior to the day.

The palace and the objects it contains are very precious and unique. Please note the following ways you can help us to preserve the palace:

- Please do not touch anything which is behind a rope.
- Please do not eat or drink anywhere inside the palace apart from in the designated lunchrooms.
- If you are bringing work for your students to complete in the palace, please use pencils and not pens.
- If your students are bringing packed lunches, do encourage them to use suitable containers to minimize the chance of leaks and spills.

Your students must be supervised at all times

You are responsible for the health and safety of your students during your visit, whether on a self-led visit, participating in a session on a palace route, in a shop, during lunch, or at any other location around the palace.

We interpret supervision to mean that accompanying adults will remain in the physical presence of the group of students for which they are responsible at all times. No students should be allowed to move around the palace and gardens without an adult with them.

Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 and one adult per five children aged 0-6. We retain the right to refuse entry to groups without a sufficient number of accompanying adults

We encourage all schools to look around the palace in small accompanied groups and not stay together as a class.

By following these guidelines, you will help all other learning groups and general visitors to have an enjoyable visit, and will assist staff to provide a better customer service experience for everyone.

SecondaryPrimary

What will happen if my student/s is/are separated from their accompanying adult?

The combination of enthusiastic young learners and a busy visitor site may result in students becoming separated from their accompanying adult.

If a student or students have strayed from their assigned adult please approach a member of staff who will be able to help you. They will need to know a description of the student/s concerned, the name of your school/college and the colour of your admission sticker/wristband to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, and their adult cannot be easily found, they will ask your student/s to accompany them to an easily accessible location on the route. Your student/s will be asked to provide their name/s, the name of their school and their Group Leader.

Our staff will then use the details you supplied on entry to contact you, providing details of where you can meet your student/s. Please keep your mobile phone on and check it regularly, remembering that the number used to contact you will not show up as one of your contacts.

Terms & Conditions

Once your visit is booked, it is fully subject to these terms and conditions.

As the person making the booking, it is your responsibility to ensure that your finance team have received the invoice, and that it is paid on time in accordance with the payment terms. .

In the unlikely event that your invoice is not paid by your payment due date, we will contact you 42 days (6 weeks) prior to your visit date to organise immediate payment of the outstanding balance.

Your deadline for cancelling or amending your booking is 42 days (6 weeks) prior to your visit date. If you need to make any amendments to your booking, or need to cancel for any reason, you must let us know in writing before this date. If you inform us of a cancellation after this date you will still be charged for your visit as per your latest invoice and will not be refunded for any payment that has been made.

If you need to add extra students or adults please let us know before your amendment deadline date, as mentioned above. You may be charged the general group admission rate for any additions made after this date.

If you need to reduce the number of people on your booking you must let us know prior to your 6 week amendment deadline. If you let us know after this deadline you will still be charged for the full invoice as per the numbers you originally provided us with.

Students must be supervised at all times according to our supervision ratios. You are responsible for ensuring that all adults in your group are aware of the supervision requirements. Please refer to our Essential Information packs for more information.

Our staff reserve the right to refuse entry to groups who do not meet these ratios, with no possibility of a refund.

- Key Stage 1 = 1:5 (ages 4 -7)
- Key Stages 2, 3 & 4 = 1:10 (ages 7-15)
- Key Stage 5 and up = 1:15 (16 +)

If you are late on the day of your visit you must call us on 07815 721 540 to confirm your estimated time of arrival. We will then discuss your options with you.

If you have booked a session: Due to the number of sessions that presenters deliver during the day please be aware that if you are between 15 and 30 minutes late you will receive a shortened session. Groups who are more than 30 minutes late will forfeit their session.

If you are booked for a self-led visit: You must arrive prior to 15:00. We do not do timed admission so you can arrive at any point before 15:00 on the date of your visit. Unfortunately if you arrive after 15:00 we cannot guarantee you entry to the site, and you may forfeit your tickets, without a refund.

Please note we cannot give refunds for late cancellations or non-arrivals

Facilities

Toilets

There are toilets located in the Clore Learning Centre which groups are welcome to use when they arrive and sign in. Disabled toilets and baby changing facilities are also situated here.

There are public toilets inside the palace located in Base Court and Fountain Court and in the Gardens by the Kitchen Garden and in the Wilderness.

Lunchrooms and bags

For conservation reasons, it is very important not to eat or drink anywhere in the palace apart from in the designated lunchrooms.

Key Stage 1 & 2 groups

- **If you have booked a session:** Your allocated lunchroom time and location is listed on your confirmation email.
- **If you are booked for a self-led visit:** We will endeavour to book you a lunchroom. However this is dependent on availability. Lunchrooms for self-led visits will be allocated automatically in the week prior to your visit. If we are able to offer you a lunchroom we will email you with details of your allocation a few days before your visit. If you do not hear from us then we do not have an available lunchroom to offer you.

Key Stage 3 and above groups

- Unfortunately we are unable to pre-book lunchrooms for key stage 3 and above groups. We prioritise younger students because of their age.

For all groups:

If you have not been automatically assigned a lunchroom you are welcome to picnic in the gardens around the Tiltyard Café. Please do not leave any litter. Alternatively please ask at the Clore Learning Centre when you sign in on the day of your visit in case of any on the day lunchroom cancellations.

If you are using the lunchroom please arrive and depart on time, noting that you have been allocated 20 minutes. Please leave the lunchroom as you would like to find it – bins are provided in all rooms.

There are toilets adjacent to each set of lunchrooms, except the Barrack Block lunchrooms, from which it is a short walk to the toilets at the Clore Learning Centre.

We are unable to provide any cloakroom facilities for groups. All coats, bags, lunches and belongings must remain with your group at all times.

Shopping

There are two large gifts shops suitable for groups to visit. The Palace Shop is located by the Welcome Centre and the Henry Shop is in Base Court.

Accessibility

SecondaryPrimary

Additional needs

Please let us know as soon as possible if any of your students have special needs and/or health or mobility difficulties. We can be contacted on **020 3166 6646** or hamptoncourtlearning@hrp.org.uk. We will make arrangements to maximise their enjoyment of the day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

Wheelchair access

There is a lift in the palace which allows access to the first floor. Visitors need to be accompanied in the lift by a State Apartment Warder.

The Clore Learning Centre is fully wheelchair accessible. If you are bringing a SEND group in a mini bus, please contact us to arrange parking.

We recommend that visitors bring their own wheelchairs although there are a small number available on a first come first served basis at the main entrance.

Please call **020 3166 6646** and speak to one of the team if you have booked a session and will need to use the lift to gain access to the first floor.

Toilets

There are accessible toilets in and around the palace including one on the first floor. These are located in the following areas but please ask a member of staff for directions; South Cloister (off Base Court), Fountain Court, The Georgian Story & the Clore Learning Centre.

Visitors on the autism spectrum

We have a guide for parents/carers of children and people on the autistic spectrum and related conditions. We hope it answers common questions and highlights any relevant issues. It can be found on our website or we can email it to you if you email us at hamptoncourtlearning@hrp.org.uk

Lunchrooms

The Barrack Block and Base Court lunchrooms are located on the ground floor and are easily accessible.

The Buttery lunchroom is located on the first floor and accessible by lift. If you would like to speak to a member of our team about accessing this lunchroom please call **020 3166 6646** or email hamptoncourtlearning@hrp.org.uk

To obtain a copy of the Access Guide please download a copy from our website, www.hrp.org.uk.

Further information

Teacher Resources

Please see our website for further teacher resources. If you have booked a learning workshop, you will find your teachers notes for the sessions on our website. We have included direct links to all resources on your emailed booking confirmation.

Our staff

Our staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of the palace.

Please treat our staff with courtesy and professional respect, remembering that they are responsible for ensuring a good experience for all our visitors.

Smoking

Smoking is not permitted in any buildings in Hampton Court Palace

Photography and Sketching

- Photography and/or filming **is** permitted in all areas of the palace **with the exception** of the Chapel Royal, Royal Pew and Cumberland Art Gallery.
- No photography/filming is allowed in the Chapel Royal and Royal Pew. This includes no photography of Henry VIII's State Crown, which is displayed in the Royal Pew.
- No photography/filming is allowed in the Cumberland Art Gallery.
- Photography/filming should be for personal, non-commercial use only.
- Access behind ropes or other barriers is strictly prohibited.
- The use of tripods inside the building **is not** permitted unless arrangements have been made in advance with our conservation team (to protect the floors from the tripod base so that it doesn't cause damage).
- Selfie sticks are also **not** allowed to be used inside the palace for the same conservation and visitor experience reasons.
- Tripods and selfie sticks may be used in external areas (i.e. courtyards and gardens) as long as access for other visitors is not going to be compromised.
- The frequent use of flash is discouraged as it disrupts the enjoyment of the palace for other visitors.
- Commercial photography, filming or sketching **is not** permitted unless authorised in advance.
- Photography/filming in and of temporary exhibitions is prohibited.

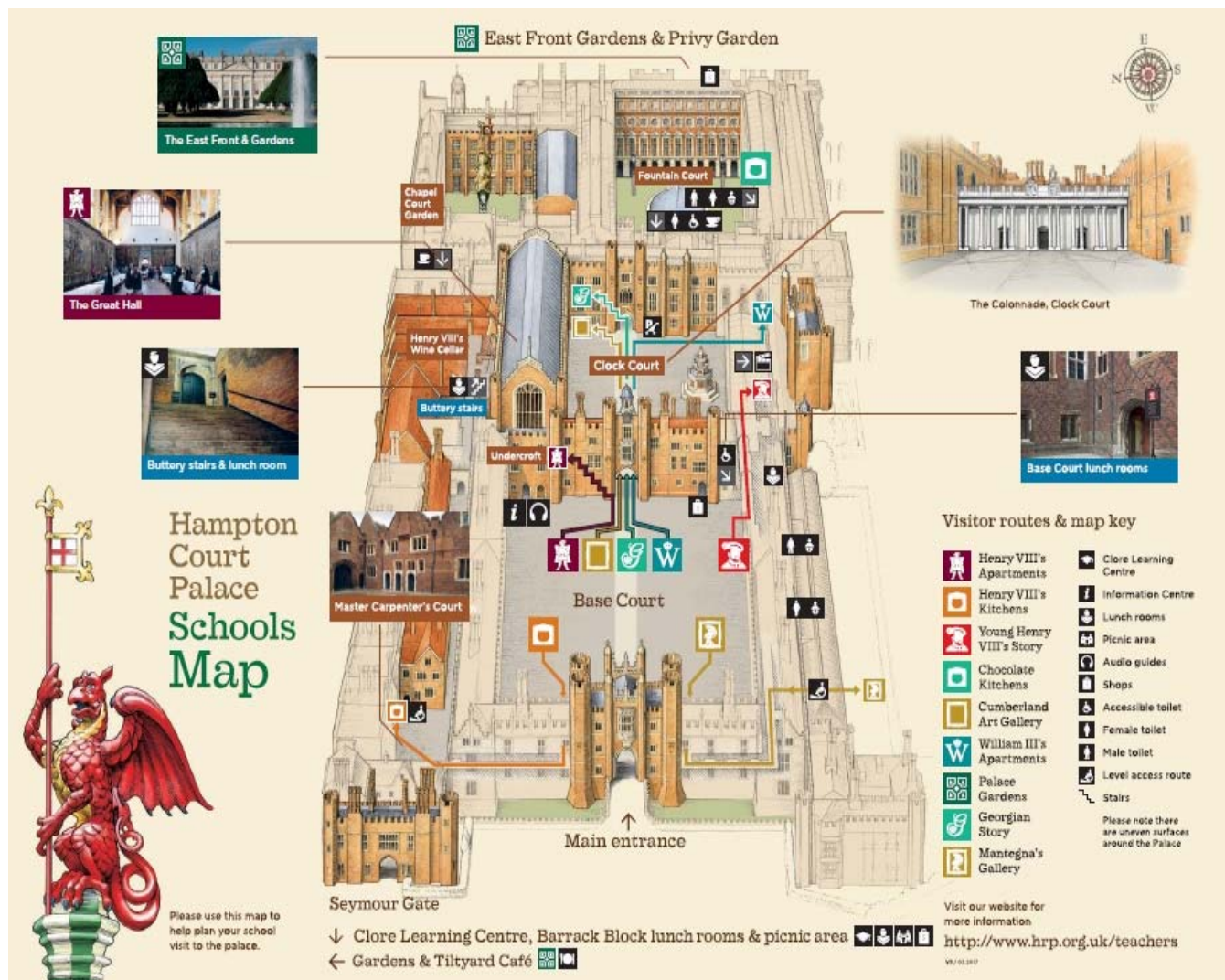
Eating & Drinking

Please do not eat or drink in any of the historic areas and buildings.

Secondary

Primary

Map



Essential information for your visit

HRP Teacher Resources

Health & Safety Information

The risks associated with visiting Hampton Court Palace have been assessed as very low. Please do remember though, that the palace and the grounds are open to the public and there are potential hazards from vehicles, plants, and animals.

A summary of the possible risks and hazards can be found on the next page. These are suggestions only and should in no way replace your own risk assessment, which you should make in advance of your visit.

Supervision

We require that all learning groups are supervised at all times whilst on site. Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 and one adult per five children aged 0-6. We retain the right to refuse entry to groups without a sufficient number of accompanying adults. Please ensure that all adults accompanying your trip understand that they are responsible for the behaviour of the students in their care.

Objects and equipment

Any equipment provided by Historic Royal Palaces has been risk assessed and is deemed to represent a very low risk of an accident happening. Individuals are responsible for any equipment they bring into the palace or grounds.

If you are having a session, your presenter may issue safety instructions at the start of the session. It is important that all students and adults listen and follow these instructions.

Clothing

Please ensure that all members of your group are suitably dressed for their visit. A large part of a visit to Hampton Court Palace may be spent outside or in rooms with no heating. Students will need warm and wet weather clothing and / or sun protection if appropriate. We strongly recommend that you bring a spare set of clothes in case of illness, "accidents" etc.

Insurance

Historic Royal Palaces has public liability insurance for £10 million. Details are available on request.

Safeguarding

Safeguarding children, young people and vulnerable adults: Our aim is to help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built. This welcome to 'everyone' includes children, young people and vulnerable adults. We want their experience of engaging with our palaces and their stories to be meaningful, enjoyable and safe. Our full safeguarding policies and procedures are available [here](#).

Reporting: If a safeguarding incident occurs while you are on site please report this immediately to a member of HRP staff.

Possible Risks and Hazards

Hazards	Controls
Slips, trips and falls whilst walking on uneven surfaces and on historic steps within the palace and its grounds.	Wear sensible shoes. Walk at reasonable pace. Avoid running on historic surfaces. Adequate supervision of group by responsible adults.
Falls from height, for example stretching over the moat bridge at palace entrance, climbing on trees, playing in formal garden.	Hazard warning signs in place. Provision of edge protection where appropriate. Adequate supervision of group by responsible adults.
Drowning in water-containing features, for example Fountain Court, the Long Water, the Great Fountain.	Hazard warning signs in place. Presence of life throws where appropriate. Some water features protected by barriers. Adequate supervision of group by responsible adults.
Burns from touching hot surfaces, for example, light bulbs, candles in the Chapel, open fire in Henry VIII's kitchens.	Guards provided where necessary. Warders present to oversee activity. Adequate supervision of group by responsible adults.
Diseases from touching deer, dog or geese faeces within the palace grounds.	Washroom facilities provided. Wash hands prior to eating. Adequate supervision of group by responsible adults.
Collision with vehicles and cyclists along main drive and within grounds.	Speed limits in place. Hazard warning signs in place. Presence of security warders to maintain speed adherence. Adequate supervision of group by responsible adults.
Contact with work equipment.	Keys not left in mobile equipment. Tools not left unattended. Unauthorised areas locked shut. Adequate supervision of group by responsible adults.
Injuries from planned educational activities.	Risk assessment of activity carried out by HRP. Introductory talk at start of activity.
Contact with candles in the Chapel Royal	Adequate supervision of group by responsible person Children with long hair to be tied back while lighting a candle

Security Information

The safety and security of Historic Royal Palaces' staff and visitors is always of the utmost importance.

As with many public venues Historic Royal Palaces uses a range security measures to help minimise the possibility of terrorist, or other criminal activity taking place, and these measures also include procedures to deal with incidents should they actually happen.

Security reviews

The security in place across our estate is subject to continuous review, and we are assisted in that task by the Metropolitan Police Service and the National Counter Terrorism Security Office.

Our security team receive regular briefings from the police and security services and are in regular contact with a number of agencies who are able to provide advice and guidance about how we can enhance our security.

Our staff are regularly briefed on security matters.

Security procedures

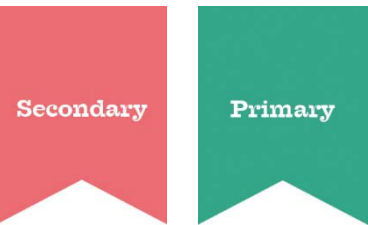
Historic Royal Palaces' reserves the right to conduct bag searches as a 'condition of entry' to all of its sites. Although your group may not be required to have their searched, it would be helpful if the carriage of bags could be kept to a minimum, with only small bags being carried where necessary. We are unable to provide any cloakroom facilities for groups. All coats, bags, lunches and belongings must remain with your group at all times.

In the unlikely event that an incident should occur it may be necessary to close, or evacuate, part, or all, of a site. If this occurs you may be directed by staff to leave by certain routes, or prevented from leaving via certain routes, or from leaving the site entirely, if it is considered to be in your best interests.

Further information

Whilst we work hard to protect everybody who visits or works at Historic Royal Palaces, we are acutely aware that the measures we have in place can only help to mitigate against the likelihood of an attack rather than completely remove the threat.

The UK Government and security services have created a range of information material, including short videos, publicising their public advice to 'Run, Hide, Tell' in the event of a firearms or weapons attack. The following link, <https://www.youtube.com/channel/UC7MzQwBCMi4o3b2wZXbx0Ew> will take you to one of the 'Run, Hide Tell' videos, and if you or anyone in your party have not already seen the film, we would highly recommend it to you.



School Agreement Form

Please complete this form and return it by post or email (see below for details) to the Schools team in advance of your visit.

Name of School:

Date of Visit:

Name of Group Leader:.....

Booking Reference Number:.....

I, the undersigned, having capacity to sign on behalf of the visiting school, accept the following two clauses:

- 1. I have read, understood and agree with the information and conditions given in the “Essential information for your visit” information pack.
- 2. The visiting school/group has appropriate insurance to cover their visit to Hampton Court Palace

Signature:.....

Date:

Print Name:.....

Position in School:

To find out more about how we collect and use personal data, please see Historic Royal Palaces’ [Privacy policy](#)

Please return this form in advance of your visit by post or email to:

Operations Team - Administration Office
Schools and Communities, Public Engagement
The Clore Learning Centre (based at)
Hampton Court Palace
Surrey
KT8 9AU

Email: hamptoncourtlearning@hrp.org.uk

A Checklist for Teachers

Before your visit, please work through the checklist below, to ensure that everything is ready for your visit to Hampton Court Palace.

- Carefully plan your journey to Hampton Court Palace, allowing some extra time for travel delays and parking (if applicable).
- Read the Essential Information pack and Teacher Notes for your session (if applicable).
- Conduct a preliminary visit using the complementary voucher for two teachers at the bottom of your booking confirmation email. This will help you plan a timetable for the visit and ensure you are familiar with the site before coming with your group.
- Do a risk assessment for the visit. We have listed some possible risks and hazards in the Essential Information pack to assist you with this.
- Sign and return the School Agreement form in the Essential Information pack.
- Ensure you are bringing the right number of adults to fulfil our ratios.
- Inform us of any changes to your group numbers, this will ensure we have the right number of admission wristbands ready for you on arrival.
- Tell us about any accessibility issues so we can accommodate them as much as possible.
- Remind the group to wear appropriate clothes and footwear as a large part of your visit to the will take place outside.
- Ensure that all accompanying adults have a printed out map of the site, a timetable for the day and any directions they need to the session meeting points or lunchroom (if applicable).
- Share your emergency contact numbers with all accompanying adults.
- In the days before your visit, check the Historic Royal Palaces website for news of any last minute closures.
- Have your contact number ready to share with a member of staff upon registration at the Schools Desk on arrival.
- Make sure you have the telephone number to call if you are running late on the day of the visit (020 3166 6641).

Essential information for your visit