

Primary

Secondary

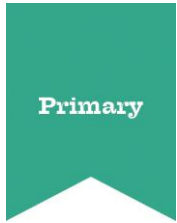
Essential information for your visit

This pack has been prepared to provide the Group Leader with all the information they will need to plan a successful trip to Kensington Palace.

Please read it carefully. Complete and return the school agreement form in good time, and share appropriate information with your accompanying adults and students where necessary.



Historic Royal Palaces
Kensington Palace



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Opening Times

Winter opening hours

1 November - 28 February
Monday-Sunday - 10.00-16.00
Last admission is 15.00

Summer opening hours

1 March - 31 October
Monday-Sunday - 10.00-18.00
Last admission is 17.00

Please note that individual routes within Kensington Palace will close 15 minutes before the close of Kensington Palace.

We recommend at least 90 minutes to 2 hours for your visit.

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Getting to Kensington Palace



Coach Parking

Unfortunately, we do not have a car park for school visitors at Kensington Palace. If you plan to arrive by coach, the drop off point is **Orme Square Gate** (as seen on map above). The group will then need to walk down Bayswater Road to **Black Lion Gate** (on map). From here, the group can safely walk down the **Broad Walk to the palace**. There is private coach parking available off Bayswater Road near the palace. Contact Euro Car parks **020 7563 3000** for prices and to book.

We can try and organise a minibus drop off and collection at the Orangery for Special Educational Needs groups with access issues. Please contact a member of the Schools team on **020 3166 6646** to book this in advance of your visit.

Public Transport

Kensington 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.



Queensway (Central)
High Street Kensington (Circle and District lines)



27, 70, 94 AND 390 to Bayswater Road
or 9, 10, 49, 52, 70 and 452 to
Kensington High Street

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Running late

Travel delays

We understand that there may be travel delays when traveling to Kensington Palace.

If you have booked a session, or have a timed entry slot for your self-led visit, and you are going to be late, it is essential that you contact the Schools team on **07917 585 182** and provide an estimated time of arrival.

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

If you are on a self-led visit, with no session booked, and are 15 minutes later than your allotted time slot, arriving late will mean waiting until there is a timeslot with space available for entry and may mean that the group is not able to enter as one. This may lead to filtering in over a few timeslots depending on the size of the group.

We recommend you arrive **20 minutes prior to your session** (if applicable) in order to have adequate time to have your bags checked at security, sign in, place items in lockers and collect your admission wristbands.

Please be aware that there is no re-entry into the palace once you have left, so school groups may not leave for lunch and then re-enter the palace.



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On Arrival

Entry to Kensington Palace

The Group Leader must make themselves known to members of staff at the front of the palace. You will go through our bag search area and will then meet a member of the Schools team who will register your group in the Clore Learning Centre Entrance. The Group Leader will be asked to;

- Confirm the name of their school
- Provide their name.
- Provide their mobile number whilst on-site, in case of emergencies.
- Sign out locker key/s and lunchroom swipe card/s (if applicable)

This information will be used to locate the Group Leader if any of your students are found in Kensington Palace unsupervised, or in the event of an emergency. Please keep your phone on at all times and check it regularly. Your contact details will be disposed of securely at the end of each day.

If you are on a self-led visit, (with no pre-booked session), you must arrive in time for your **allotted timed entry slot**. This can be found on your confirmation email.

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

Collect wristbands – these are your tickets!

At the Clore Learning Centre Entrance, all groups must collect admission wristbands. You should receive the same number of wristbands as per your latest confirmation email.



Historic
Royal Palaces

Learning &
Engagement Visitor

These wristbands are your tickets and should be worn at all times while in Kensington Palace by both your students and accompanying adults. Each school group visiting 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.

If you have booked a session

All sessions will begin in the Clore Learning Centre Entrance. Please ensure that your whole group knows the time and meeting place for your session to ensure a prompt start. Please refer to your accompanying Teacher Notes for further details. We recommend getting to your meeting point at least 5 minutes before your session is due to start.

Please be aware if you are **more than 15 minutes late** it may not be possible for the full session to take place.

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Bag searches

Each member of your group will be required to have a bag search before they enter Kensington Palace. Bag searches are necessary in order to ensure all our visitors are protected whilst they are on site. All searches are carried out by professionals trained to identify offending articles.

We ask that Group Leaders undertake the following guidelines to make the process as smooth and quick as possible:

- Arrive in plenty of time.
- Be patient - the process can take time.
- Ask all students to take the process seriously.
- Follow all instructions given by Security staff.
- Brief students not to bring things such as scissors, compasses, metal cutlery or sharp metallic implements.
- Only bring what you need. If required for your session, our team will provide equipment such as clipboards, pencils and drawing materials.
- Prohibited items are weapons, fireworks, smoke bombs, pepper spray, any article that is illegal to possess under UK law.



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What's included

The subsidised schools rate includes:

- Access to the general visitor route. This includes access to all public exhibitions. See below for further details.
- Access to History and Intro Bite talks delivered by the Explainer team, which groups are welcome to join, but please bear in mind these are not aimed or designed for school groups.

The subsidised school rate does not include:

- Use of an audio guide - we do not have audio guides at Kensington Palace.
- Re-entry into Kensington Palace: Once school groups have left, they cannot re-enter later in the day.

Unforeseen closures

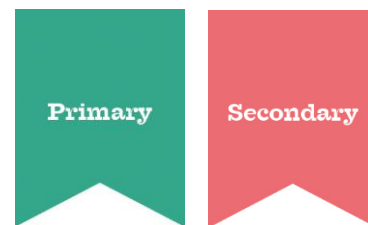
At times, we may have to close areas of Kensington Palace at short notice. You will be informed as soon as possible if this will have a major impact on your visit, otherwise please check our website for the most up-to-date information.

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



Essential information for your visit

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What to see and do

Victoria Revealed (Will be closing at the beginning of 2019 for a new Victoria exhibition opening in May 2019)

- Kensington Palace is the birthplace and childhood home of Queen Victoria. Victoria was prepared for royal life under the 'Kensington System', a strict educational regime designed by her mother and equerry John Conroy.
- **History where it happened:** In 1819 Queen Victoria was born in the North Drawing room. In 1836, she met her cousin Prince Albert on the Stone Stairs for the first time. In 1837, she became Queen and held her first Privy Council meeting in the Red Saloon.

The King's State Apartments

- The glittering court of George II and Queen Caroline burst onto the scene in 1727 at Kensington Palace. The era of music, fashion and the arts is brought to life in the splendid King's State Apartments.
- Explore the sumptuously restored apartments, enjoy Georgian music and see exquisite examples of real Georgian court clothing.
- **History where it happened:** Kensington Palace was home to musical performances and balls – all the greats performed here: Farinelli, Handel and Strada del Po. However, Kensington was not just for entertaining. In the Council Chamber, politicians made important national decisions, for example the Seven Years War was debated here.

The Queen's State Apartments

- Discover the tragic story of the Stuart dynasty in this poignant presentation of the intimate apartments created for Mary II.
- **History where it happened:** Mary and William created Kensington Palace. They relocated from Whitehall and bought the Earl of Nottingham's house, then west of London, to transform it from a mansion into a palace. Mary II was keenly interested in architecture and directed the Kensington building project, designed by Sir Christopher Wren. In 1694 Queen Mary died of smallpox in her bedchamber at the palace and William was inconsolable. In 1702 William died here at Kensington, after falling from his horse at Hampton Court.

Pigott Gallery – current exhibition “Diana: Her Fashion Story” (Will be closing at the beginning of 2019 for a new Victoria exhibition opening in May 2019)

- Trace the evolution of the Princess's style, from the demure, romantic outfits of her first public appearances, to the glamour, elegance and confidence of her later life. Don't miss an extraordinary collection of garments, including the iconic velvet gown, famously worn at the White House when the Princess danced with John Travolta.
- This exhibition is incredibly popular and at peak times we anticipate a high volume of visitors, so please do allow for queuing time.

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What we expect from you

As well as being an award-winning visitor site, Kensington Palace is home to many members of the Royal Family who live on site. Taken together, these factors create an environment that is very different to that of a school.

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

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.

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 that is behind a rope.
- Please do not eat or drink anywhere inside the palace apart from in the designated lunchroom.
- If you are bringing work for your students to complete in the palace, please use pencils and not pens. Please also provide your own clipboards to lean on.
- If your students are bringing packed lunches, please encourage them to use suitable containers to minimize the chance of leaks and spills. Lockers are available on a first-come, first-served basis and we recommend leaving lunches here.

Your students must be supervised at all times

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

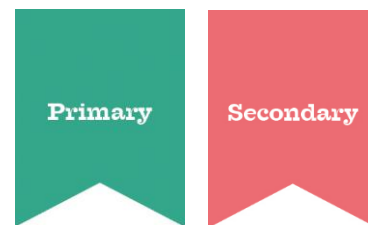
We interpret supervision to mean that accompanying adults will remain in the physical presence of the group of students for which they are responsible at all times. No students should be allowed to move around the palace without an adult with them. This includes students engaged in worksheet exercises.

Your group will need a minimum of one accompanying adult per fifteen students aged 16-18 years, one accompanying adult per ten students aged 7-15 years and one adult per five children aged 0-6 years. 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. Many of Kensington's rooms are small and are unsuitable for large groups of people. By following these guidelines, you will help all other school groups and general visitors to have an enjoyable visit, help maintain the conservation of the palace, and will assist staff to provide a better customer service experience for everyone.

Essential information for your visit

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

The combination of enthusiastic students 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 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 Business Reception. 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.

Inappropriate behaviour

Kensington Palace has thousands of students' visit a year and almost all of these visits pass without incident. However, a small number of incidents do occur with school groups, which could spoil your visit and that of other visitors. Most inappropriate behaviour has occurred when students were left unsupervised, which is why we insist students are supervised at all times during your visit.

Inappropriate behaviour includes but is not limited to:

- Fighting
- Straying into secure areas off the visitor route
- Running around the visitor route
- Shoplifting
- Heckling staff members
- Littering
- Taking photographs in places where it is forbidden
- Smoking
- Any actions that have a detrimental effect on any other visitor's enjoyment at Kensington.

If an incident occurs then a member of staff, typically a uniformed Explainer, will isolate the student/s involved. If the group leader is not present, the member of staff will contact them using the details provided on entry, and will be asked to meet their unsupervised students. Our staff members are instructed to leave all disciplinary matters related to such incidents with the group leader.

However, our staff can exclude students if they feel their behaviour is having a detrimental effect on other visitors' enjoyment of Kensington Palace. If this occurs, a member of staff will contact you with further details using the contact information provided at the Clore Learning Centre.

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Two vertical banners, one green and one red, with a pointed bottom. The green banner contains the word 'Primary' and the red banner contains the word 'Secondary'.

Primary

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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 the 'what we expect from you' section above.

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 **07917 585 182** 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 at your timed entry allotted time slot, which can be found on your confirmation email. If you are worried you will miss your timed entry slot please inform us as soon as possible on **07917 585 182** and we will try to organise alternative arrangements for you.

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

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Facilities

Toilets

There are six male, six female and one accessible toilet located off the Stone Hall which is available to all visitors. We also have two unisex toilets and one accessible toilet by Mr Hester's lunchroom, which is off the visitor route and requires a swipe card for access. There are also toilets in the café, just beyond the gift shop, outside of the ticketed barrier of Kensington Palace. Please remember that groups will not be re-admitted once they have left via the shop and café.

Lunchroom and lockers

We only have one lunchroom at Kensington Palace (capacity 35 pupils and accompanying adults), so we are unable to offer all our school groups a lunchroom. Priority is given to younger students (Key Stage 1 & 2).

Students are welcome to picnic on any benches in the garden. We recommend doing this either before or after your visit. Once the group has left the palace they will be unable to re-enter. In the event of bad weather, we do not have an alternative area to shelter.

Unfortunately, school groups are not able to use the café as this area is reserved for members of the public purchasing food and drink.

There are locker facilities at Kensington for students to leave their bags and coats, which are available on a first-come, first-served basis. During busy periods, we prioritise younger students (Key Stage 1 & 2).

Shopping

Please feel free to visit our shop at Kensington Palace, situated opposite the Clore Learning Centre Entrance, before the café. We would advise going in small groups and briefing your students that shoplifting will not be tolerated and could result in your group being removed from the site. Please be aware that we no longer allow re-entry into the palace, so school groups may not leave and then go back into the palace.



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Accessibility

Additional needs and wheelchair access

Please let us know as soon as possible if any of your students have special educational needs and/or health or mobility difficulties. The team can be contacted on **020 3166 6646** or kensingtonlearning@hrp.org.uk.

Kensington Palace is accessible to all, with level access to all areas of the palace and a lift to all floors. The Clore Learning Centre is based on the ground floor of the palace and has accessible toilets, teaching spaces and a lunchroom. Sessions will take place in the Clore Learning Centre or in our breakout spaces, which are all accessible by lift. We can try to organise a minibus drop off and collection at the Orangery for SEND groups with access needs. Please call the Schools Team on **020 3166 6646** to book this in advance of your visit.

Unfortunately the palace does not have a public hoist. If a member of your group requires the use of a hoist, we can try to organise space if given enough notice. We can also try to book a separate room for any medical needs, please enquire with the Schools Team when you make your booking.

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 kensingtonlearning@hrp.org.uk

Mr Hester's Lunchroom

We only have one lunchroom at Kensington Palace, Mr Hester's Lunchroom. With only one lunchroom, we must prioritise Key Stage 1 and 2 groups as best we can. The lunchroom is accessible via a swipe card, which you will be given when you register and which must be returned to Business Reception when you leave. The capacity for the lunchroom is 35 pupils and accompanying adults.

Sessions

If you have booked a session and someone in your group has mobility difficulties please let us know in advance by calling **020 3166 6646**. Some of the sessions are route based, move around the palace, and involve the use of stairs. If we know in advance then adaptations to the session and route can be made.

To obtain a copy of the **Access Guide** please download a copy from our website.

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Further information

Teacher Resources

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

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 Kensington 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 at Kensington Palace.

Food and Drink

Food and drink is not allowed within the palace. You can eat and drink in Mr Hester's lunchroom if you have it booked, or outside in the gardens. Please note however that once schools groups leave the palace they will be unable to re-enter.

Photography and Sketching

- Photography **is permitted** in all areas of the palace, but flash photography and filming is **not** allowed.
- Photography 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 does not cause damage).
- Selfie sticks are **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. gardens) as long as access for other visitors is not compromised.
- You are welcome to sketch around the palace, however please be aware of other visitors and ensure no routes or doorways are blocked. Also, be sure to use a pencil, not pen, due to conservation.
- Commercial photography, filming or sketching **is not** permitted unless authorised in advance.
- Photography/filming in and of temporary exhibitions is prohibited.

Historic Royal Palaces is a safeguarding aware organisation and takes its responsibility to protect children and vulnerable people seriously. We may sometimes ask therefore that visitors refrain from filming or photographing other visitors. If you have concerns about photography of your group, please speak to a member of Front of House Staff.

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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. As a result, it would be helpful if the carriage of bags could be kept to a minimum, with only small bags being carried where necessary.

In the unlikely event that an incident should occur, it may be necessary to close, or evacuate, part, or all, of the 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.

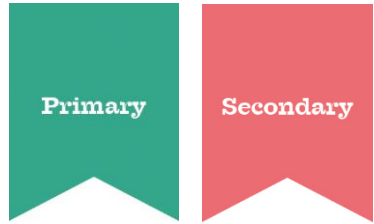
Further information

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.

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Map

Welcome to Kensington Palace

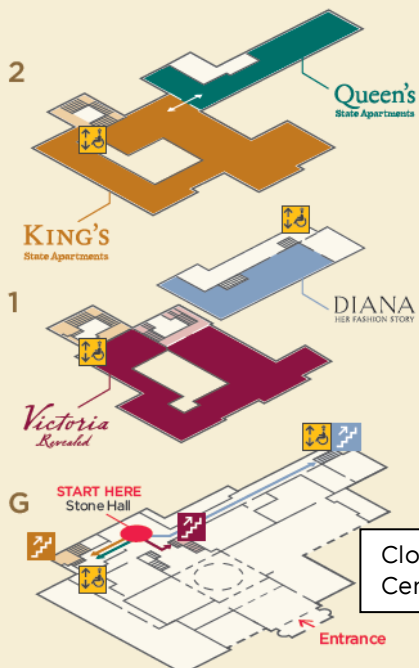
We hope you enjoy your visit to this wonderful building, which has been a royal home since 1689. The palace is divided into two halves - public rooms including the State Apartments, which you can visit, and a separate, private side where members of the Royal Family live today. Don't miss the palace gardens including the beautiful Sunken Garden.

The palace & gardens



Discover 300 years of royal history

Explore our magnificent State Apartments and fascinating exhibitions. All routes are located on the upper floors and marked with different colours as shown on the drawing below.

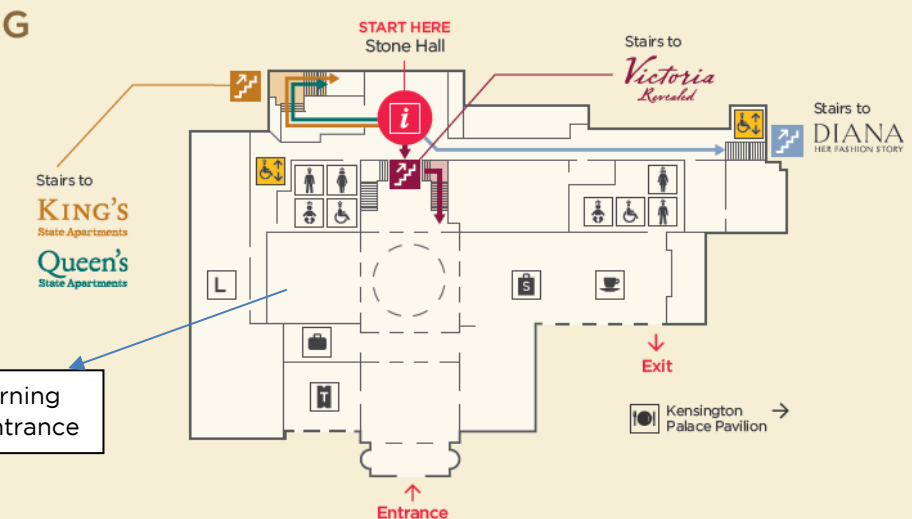


Start your journey from the Stone Hall

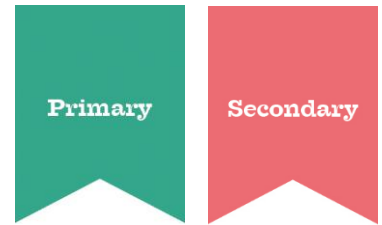
From the Stone Hall, start your journey by visiting Diana Her Fashion Story on the first floor. Then take the King's Staircase to see the King's and Queen's State Apartments, or follow the signs to Victoria Revealed. Please see the floor plan below and detailed route plans on the reverse side of this leaflet. In each area of the palace you will find our Explainers. Please ask them any questions you may have about the history of the palace and its stories.

Map key

- Tickets
- Stone Hall
- Shop
- Palace Café
- Guest reception
- Clare Learning Centre
- Kensington Palace Pavilion
- Male toilet
- Female toilet
- Accessible toilet
- Baby change
- Stairs
- Lift



Essential information for your visit



Health and Safety Information

We carry out risk assessments on all of our activities and we have assessed the risks associated with visiting Kensington Palace as very low but please remember that the site is open to the public and consider this when planning your visit.

Supervision

Your students must be supervised at all times. We interpret supervision to mean that at all times accompanying adults will remain in the physical presence of the group of students for which they are responsible. No students should be allowed to move around Kensington Palace without an adult with them. This includes when students are completing worksheets or other activities.

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 years and one adult per five children aged 0-6 years. **We retain the right to refuse entry to groups without a sufficient number of accompanying adults.**

Please be sure to break up your students into smaller groups when entering the different Kensington visitor routes as many rooms are small and are unsuitable for large groups of people.

Lost Child

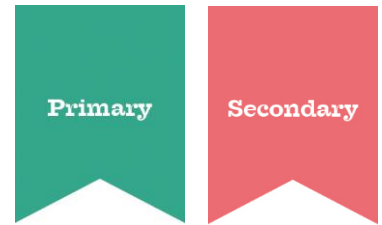
If a student/s has strayed from their assigned adult please approach a member of staff as soon as you notice and they will be able to help you. They will need to know a description of the student/s concerned, the name of your school and the colour of your admission wristband to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member we will use the contact 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.

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 occurring. Individuals are responsible for any equipment they bring into the palace and its grounds. At the beginning of your any session, a member of staff from Historic Royal Palaces may issue instructions. It is important that the group leader/all accompanying adults listen to and follow these instructions.

Essential information for your visit



Clothing

Please make sure that your group is suitably dressed for the day's activities. A large part of all visits to Kensington Place may be spent in spaces with little or no heating. Please make sure that your group is wearing suitable footwear and is equipped with wet weather clothes and/or protection from the sun.

Insurance

Historic Royal Palaces has public liability insurance. Details are available on request.

Accidents/First Aid

If there is an accident or near accident during your visit, please find the nearest member of staff who will be able to help you. A record will be made of any accident that occurs.

If you are in the lunchroom and require first aid, please exit through the door closest to the lunchroom and take the corridor to your right. You will find a uniformed member of staff who can radio for assistance.

If there is a first aider within your school group, please still request first aid from a member of staff so that we can have it on record.

In case of evacuation

Please respond to the directions given by our members of staff.

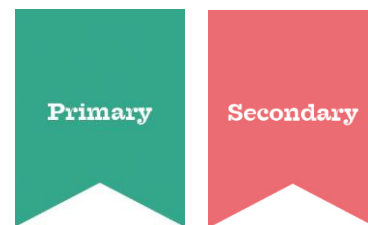
Safeguarding children, young people and vulnerable adults

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 under <https://www.hrp.org.uk/about-us/policies/safeguarding-policies-and-procedures/>

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

Essential information for your visit

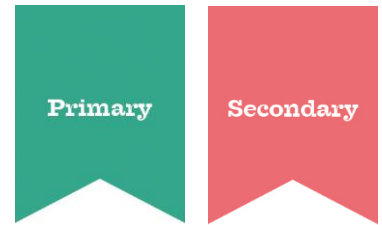
HRP Teacher Resources



Possible Risks and Hazards

Hazards	Controls	Risk Level
Slip, trips and falls whilst walking over uneven ground within the palace and grounds, e.g. floor coverings, cobbles, flagstones, grass.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Slips, trips and falls whilst walking up or down steps which may be smooth, uneven, unevenly spaced or visually difficult to see.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Trapping fingers in doors, e.g. toilet cubicle door, entry and exit to Apartments.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Walking into other people whilst not looking in direction of travel.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Collision with cyclists moving in gardens, on Broad walk and other parts of the Palace.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. Signs requesting cyclists to take care.	Very low
Collision with motor vehicles delivering to Kensington Palace.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. Speed limit signs. Presence of security wardens to maintain speed adherence.	Very low
Drowning in water containing features, e.g. Sunken Garden, Round Pond.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. No swimming signs. Presence of lifebuoys where appropriate	Very low
Stings and bites from insects.	Introductory talk at start of activity. Adequate supervision of group by responsible adults.	Very low
Contact with work equipment, e.g.	Introductory talk at start of activity. Adequate supervision of group by responsible adults. Keys not left in mobile equipment. Tools not left unattended.	Very low

Essential information for your visit



School Agreement Form

Please complete this form and return it by 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 Kensington 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 email to:

Email: kensingtonlearning@hrp.org.uk

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

Essential information for your visit

HRP Teacher Resources

PrimarySecondary

A Checklist for Teachers

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

- Carefully plan your journey to Kensington 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 complimentary 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, at least 6 weeks prior to your visit. 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 ensure that the visit is as accessible as possible for the whole group.
- Remind the group to wear appropriate clothes and footwear, as a large part of your visit to the palace 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 (07917585182).

Essential information for your visit

HRP Teacher Resources