

For teachers and accompanying adults for your visit to Kensington Palace

Group leader: Please read this document and ensure that every adult has a copy. We have created this document to assist you on the day of your visit.

Accompanying adults: Please ensure you read all the information below. If you have any questions, please speak to a member of staff.

- ❖ Group sizes - Despite being a palace, some spaces are not very big! We recommend that you explore with groups of 10 pupils and a minimum 1-2 accompanying adults.
- ❖ Busy areas - When visiting certain areas you may be asked by members of staff to wait for other groups to move along if the area is particularly busy. If this happens, you may want to decide to continue your visit in another area of the palace first.
- ❖ Supervision - At all times throughout your visit, your group must be supervised according to our supervision ratios, which are 1:5 for pupils aged 0-7 years, 1:10 for pupils aged 7-16 years and 1:15 for students aged 16-18 years. **This includes during workshops, lunchtimes and any free time you allow for your group.**

Please ensure that no-one goes into roped off areas, and remind everyone in your group that the paintings and objects inside the palace are real – please do not touch them.

- ❖ Talks – You are welcome to listen to one of our Intro or History Bites talks, but please bear in mind these are not designed for school audiences. If you do not wish to stay for a talk, please quietly move to the next room and be mindful of other visitors wishing to listen to the talks.
- ❖ Sessions - If you have a booked session, please note the following:
 - Accompanying adults may not leave the session once it has started. The adult supervision ratio explained above needs to be in place at all times during your visit.
 - No food or drink is allowed in the learning spaces or on visitor routes in the palace.
- ❖ First aid and emergencies – If you require first aid, please speak to a uniformed member of staff. If you are in the lunchroom and require first aid, please use the exit nearest the lunchroom and take the corridor to your right, towards Stone Hall, where there will always be a member of staff positioned. In case of evacuation or emergency, please respond to the directions given by members of staff.
- ❖ Lockers and lunch room – There are lockers and a lunch room available on a first-come, first-served basis. If these are available, the group leader will be given locker keys and a swipe card to access the lunchroom, which must be returned at the end of your visit to Business Reception – next to the Clore Learning Centre Entrance.
- ❖ **Exiting the palace** – You must exit via the café. Once you have exited, you cannot re-enter the palace, which includes exiting to have lunch outside. This is due to our timed tickets and security system. The shop can be accessed on your way out of the palace, and we recommend leaving this to the end of your visit.

We hope you enjoy your visit with us today!

Useful Numbers

KP Clore mobile phone – 07917 585 182

Group Leader's Number - _____