

# Group visits guide 2019-20

**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**, the **Great Pagoda**, at Kew, **Queen Charlotte's Cottage**, and **Hillsborough Castle** and **Gardens**. 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.



**Tower of London** page 8



**Hampton Court Palace** page 14



**Banqueting House** page 20



**Kensington Palace** page 26



**Kew Palace** page 32



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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, information on our group ticketing options, 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](http://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.

## Fanfare

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

Email [groupsandtraveltrade@hrp.org.uk](mailto: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](mailto: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](http://www.hrp.org.uk)

## Website

Visit the dedicated group planning pages on the Historic Royal Palaces website, [www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade), for the latest information and help in planning your itineraries and online group booking.





# 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.

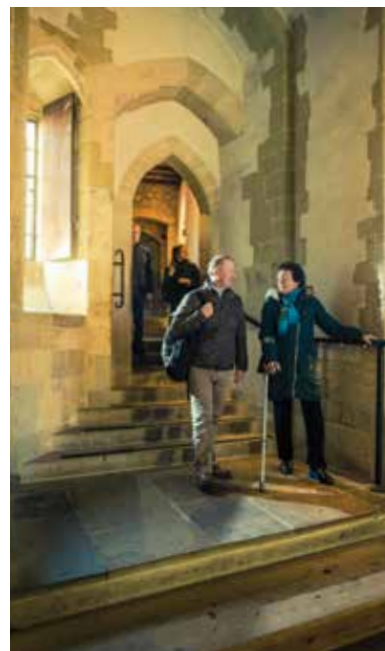
Royal Passes are exclusive to group organisers and Travel Trade clients and cannot be purchased at the palaces directly.

For details of pass prices contact [groupsandtraveltrade@hrp.org.uk](mailto: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 issues an e-ticket that, once printed, is 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.

Voucher scheme clients wishing to set up a B2B login should contact [groupsandtraveltrade@hrp.org.uk](mailto:groupsandtraveltrade@hrp.org.uk)

## Online Group Ticketing

Groups are now able to buy their tickets for the Tower of London, Hampton Court Palace and Banqueting House through a simplified online process via our website [www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade). This new method speeds up the booking procedure and offers 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.  
**£16.50 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  
tol@ampersandcatering.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.  
**£16.50 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 area perfect for groups of up to 25 people to enjoy a 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  
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.

## Kensington Palace

Situated on the Orangery lawns, overlooking the sunken garden, the Pavilion offers an alternative on-site catering space whilst the Orangery undergoes restoration and rebuilding work.

**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**  
A selection of sandwiches, an orange scented scone served with Cornish clotted cream and English strawberry jam and a selection of dainty pastries served with a range of loose-leaf teas and tisanes or coffee.  
**£19.95 per person**

**Lunch**  
Group lunch options are also available, please contact our caterers to discuss your requirements.

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

# Retail therapy



## Kew Palace

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

## Hillsborough Castle

The new self-service restaurant set within the Visitor Welcome centre will offer groups of 20 or more an opportunity to pre-book morning teas and traditional afternoon teas. Lunch bookings will also be possible depending on the time year.

**Morning Cream Tea**  
A choice of teas or coffee served with homemade scones, cream and jam.  
**£6.95 per person**

**Traditional Afternoon Tea**  
A choice of teas or coffee served with a selection of sandwiches, homemade scones with cream and jam and delightful pastries.  
**£17.50 per person**

**Lunch**  
Group lunch options are also available, please contact us to confirm availability and discuss your requirements.

**Contact details**  
Hillsborough Castle  
+44 (0)20 3166 6000  
groupsandtraveltrade@hrp.org.uk



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](http://www.historicroyalpalaces.com)**





# 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.



Key  
exhibition  
2019

## 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.



## Royal Beasts

Explore the tales of the many exotic animals kept at the Tower, from lions, tigers, to elephants and alligators, in the Royal Beasts exhibition at the Tower of London. Discover the polar bear who fished in the Thames for his lunch, the ostrich who ate nails and many other surprising stories. Experience the sights, sounds, and even smells of the animals through interactive displays and find out what happened when the royal beasts escaped...



## 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.



## Bloody Tower

Explore the most infamous prison at the Tower of London and the intriguing stories that inspired the name 'Bloody Tower'. Discover the stories of the Princes in the Tower and Sir Walter Raleigh, a favourite of Elizabeth I, who spent 13 years as a prisoner during the reign of James I.



## 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.



## 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.





# 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 guidebooks and take advantage of bulk buying in advance.

## Recommended visit time

We suggest at least 3 hours

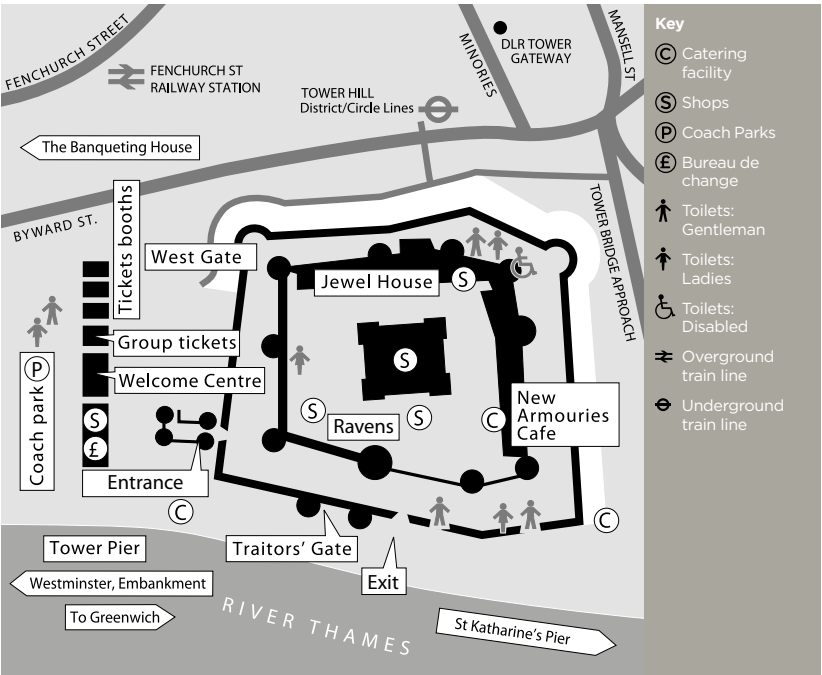
- White Tower including Line of Kings**  
40 minutes
- Crown Jewels**  
40 minutes

- Royal Beasts**  
20 minutes
- Medieval Palace**  
20 minutes
- Bloody Tower**  
15 minutes
- Fortress and battlements**  
40 minutes
- Yeoman Warder tour**  
45 minutes

## Admission prices

01 March 2019 – 29 February 2020

	Individual	Group Gate	Group Online
Adult	£27.50	£25.30	£23.47
Concession	£21.50	£19.80	£18.34
Child	£13.10	£12.00	£11.12
Family 2 adults	£69.90		
Family 1 adult	£49.40		



# 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 £61.50 inc VAT per group, availability varies season to season.



## Audio Guides

Groups of 15 or more can preorder our audio 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 £80 per person plus VAT, maximum 150, advanced payment required.

## 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 £35 per person plus VAT for a minimum of 20, maximum 50 people, advance payment required.

## Booking

Book your group online and save at [www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade). For any assistance with your booking requirements, please call +44 (0) 20 3166 6000 or email [booking.confirmations@hrp.org.uk](mailto:booking.confirmations@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 29 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](mailto:car.parks@cityoflondon.co.uk) (Prices correct at time of going to press).

## Group catering

Please see pages 6 and 7 for catering information.



# 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



## Henry VIII's Kitchens

Hampton Court Palace's newly re-presented Tudor Kitchens, recreate the well-oiled machine that powered Henry VIII's magnificent court. Immerse yourself in a bygone era with grand displays of food, authentic smells, the heat of the fireplaces, and the sounds of the busy kitchen staff.



## 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.



## 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.



## 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.



## Queen's Apartments

Climb the Queen's Staircase to discover the impressively decorated grand State Apartments originally built for Queen Mary II, redecorated by Queen Anne and occupied by George II and Queen Caroline as regents, the last monarchs to live at Hampton Court Palace.



## Cumberland Art Gallery

Formerly an apartment belonging to the Duke of Cumberland the '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.



## Mantegna's Triumphs of Caesar

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



## 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.



## 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.



## Georgian Kitchen Garden

See how the fruit, flowers and vegetables were planted, tended and harvested for the king's table in the 18th century in this enormous garden, full of produce.



## 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!



## 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 tiltyard 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!





# 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](http://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.

## 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

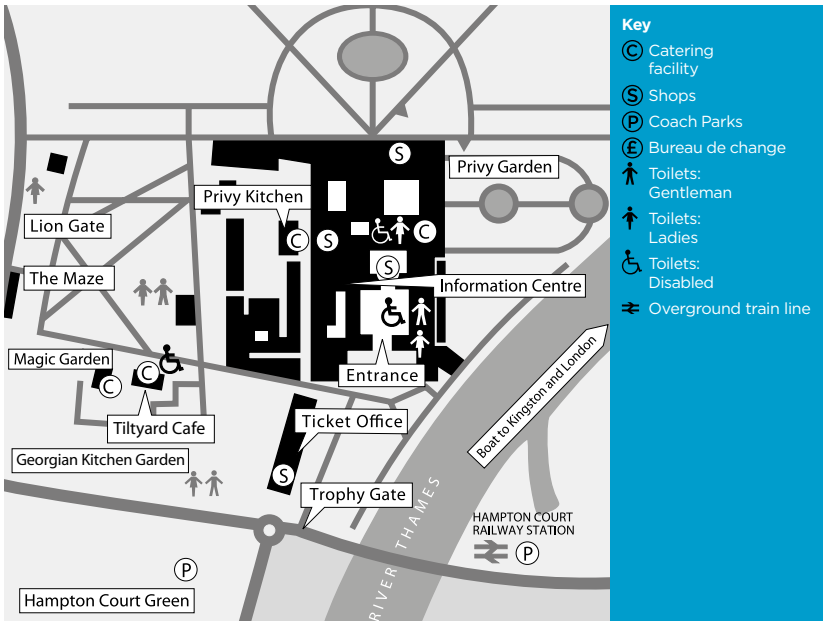
**The Gardens** 1 hour

**The Maze** It depends.....

## Admission prices

01 March 2019 – 29 February 2020

	Individual	Group Gate	Group Online
Adult	£23.70	£21.80	£20.24
Concession	£18.90	£17.40	£16.15
Child	£11.90	£10.95	£10.17
Family 2 adults	£59.10		
Family 1 adult	£42.10		



# 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.

## 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. £132 inc VAT per group plus admission, 35 people per warder.

## Rooftop Tours

Be captivated by history with this privileged view of the palace and gardens – and see if you can spot London's Shard building in the distance. Explore the history of the palace from the roof. £1000 plus VAT per group (maximum 30 people), including private guide and your choice of breakfast, light lunch or afternoon tea in a private apartment.

## Audio Guides

Available free of charge, digital audio 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

Book your group online and save at [www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade). For any assistance with your booking requirements, please call +44 (0) 20 3166 6000 or email [bookings@hrp.org.uk](mailto:bookings@hrp.org.uk).

## Coach parking

Coach parking is available free of charge for 8 coaches on Hampton Court Green or at a cost of £25 per day on weekdays, £15 per day on weekends and Bank Holidays at the coach park next to Hampton Court Railway Station. (Prices correct at time of going to press).

## Group catering

Please see pages 6 and 7 for catering information.



# 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.

## 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).

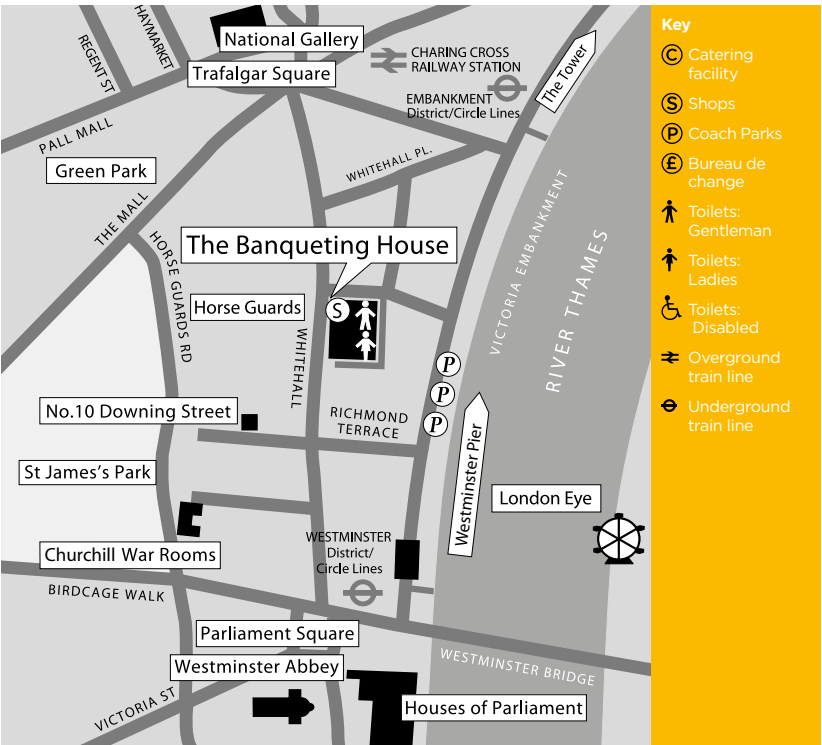
Closed 24, 25 and 26 December, 01 January and all Thursdays throughout the year.

**Check afternoon opening at [www.hrp.org.uk/BanquetingHouse/planyourvisit/openingtimes](http://www.hrp.org.uk/BanquetingHouse/planyourvisit/openingtimes)**

## Admission prices

**01 March 2019 – 29 February 2020**

	Individual	Group Gate	Group Online
Adult	£7.00	£6.45	£5.99
Concession	£6.00	£5.50	£5.13
Child	Free	Free	Free



# 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

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 last approximately 1 hour, availability and rates on request.

## 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

Book your group online and save at [www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade). For any assistance with your booking requirements, please call +44 (0) 20 3166 6000 or email [booking.confirmations@hrp.org.uk](mailto: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. (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 and Duke and Duchess of Sussex. The recently renovated visitor routes reveal the surprising stories of many of the palace's inhabitants over the centuries.





# Must see attractions



## Victoria – A royal childhood

**Opens 24 May 2019**

In the very rooms that Queen Victoria grew up in, discover a surprisingly playful, creative and inventive child that grew into the women who would one day rule over the largest empire the world had ever known.



## Victorian Tiaras

**From 24 May 2019**

Returning is the glittering suite of gems specially commissioned for Victoria by her beloved Albert, set to be part of Victoria – A royal childhood at Kensington Palace. The display includes the magnificent diamond and emerald diadem, emerald necklace, earrings and brooch.



## Victoria – Woman and crown

**Key  
exhibition  
2019**

**Opens 24 may 2019**

Continue the story in our temporary exhibition in the Piggot Galleries that explores Victoria's public and private image, her role as Queen, Wife and Mother. This intriguing story reveals how her 9 children and 42 Grandchildren extended her influence across Europe and the Empire.



## King's 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.



## Queen's State Apartments

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



## 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 throughout the summer months for pre-booked groups.





# 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.
- ✓ Enhance your group visit and include refreshments in The Pavilion. Delicious brunches, lunches and afternoon teas can be arranged for pre-booked groups.
- ✓ 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.

## Recommended visit time

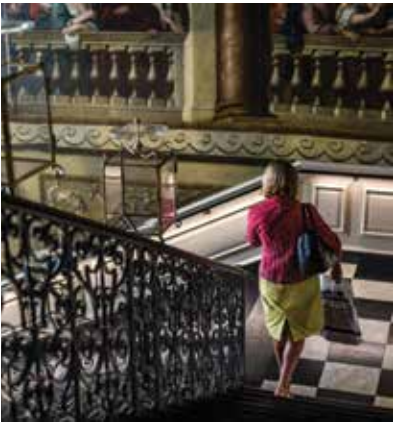
We suggest 2 hours

**Victoria exhibitions**  
1 hour

**Kings State Apartments**  
30 minutes

**Queens State Apartments**  
20 minutes

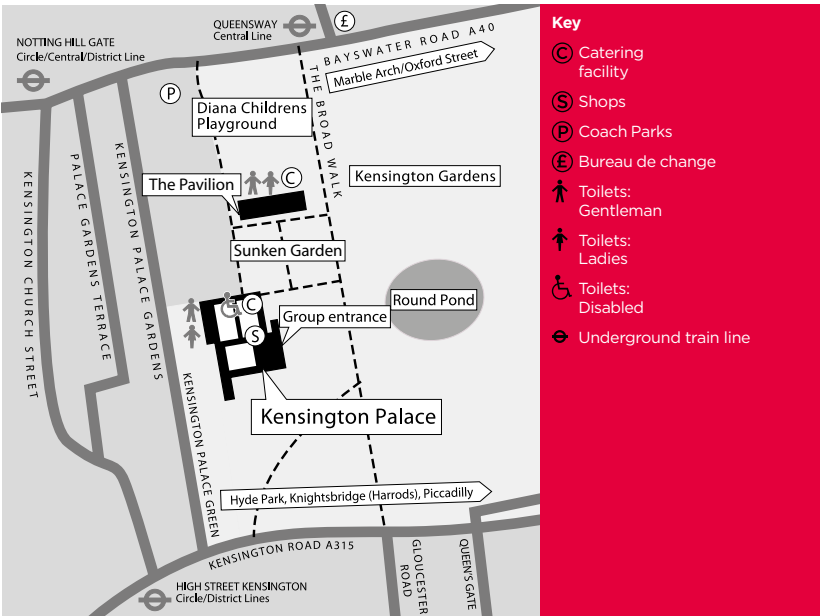
**Palace Gardens**  
30 minutes



## Admission prices

01 March 2019 – 29 February 2020

	Individual	Group gate	Group online
Adult	£19.50	£17.95	£16.63
Concession	£15.50	£14.25	£13.21
Child	£9.70	£8.90	£8.27
Family 2 adults	£48.80		
Family 1 adult	£36.20		



# 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 29 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 £38 for up to 12 hours, 12-24 hours £48, £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.

## Group catering

Please see pages 6 and 7 for catering information.



## Private 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. This unique experience costs £500 plus VAT for up to 10 guests, thereafter £50 per person plus VAT, maximum 30 per tour.

## Garden History Tours

Led by our enthusiastic and highly trained volunteers, these tours bring a host of intriguing and surprising stories of the gardens to life. Available at no additional cost to palace admission, the tours take place from May to September on Tuesdays, Thursdays and Saturdays at 12.00hrs and 14.00hrs, subject to availability of volunteers on the day.



# 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



## 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.



## 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 unrestored rooms of other princesses from that era, including original features.



## 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.



Key  
exhibition  
2019

## Life cast of George III

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



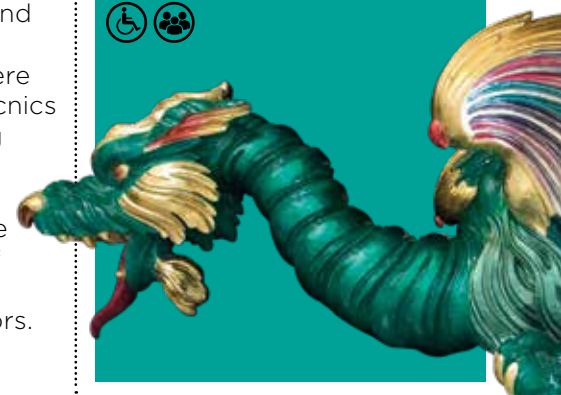
## Queen Charlotte's cottage

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.



## The Great Pagoda at Kew

The Great Pagoda within Kew Gardens is open for those brave enough to take its 253 steps to the top! Enjoy spectacular views of London and look out for the 80 specially designed rooftop dragons.





# 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.
- ✓ Pay a visit to the newly restored Great Pagoda and marvel at the beautiful carved dragons, which return to adorn the rooves for the first time since 1784.

## Recommended visit time

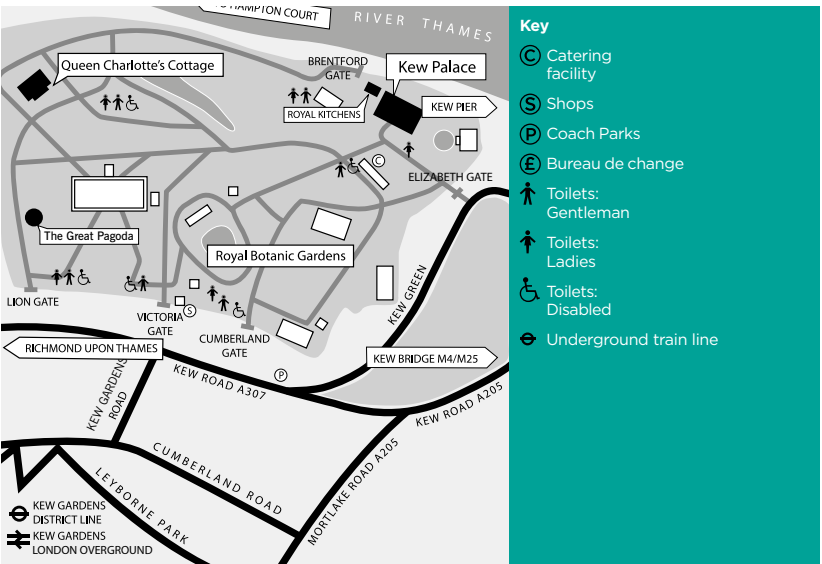
- 4 hours
- Palace**  
1 hour
- Royal kitchens**  
40 mins
- Queen Charlotte's cottage**  
30 mins  
(summer weekends only)
- Kew Gardens**  
2 hours
- The Great Pagoda**  
30 mins



## Admission prices

**01 March 2019 – 29 February 2020**  
Kew Palace, the Royal Kitchens and Queen Charlotte's Cottage are included during opening season in admission to Kew Gardens. Please visit [www.kew.org](http://www.kew.org) or contact [groups@kew.org](mailto:groups@kew.org) for prices and bookings.

**Great Pagoda**  
**04 April 2019 – 29 September 2019**  
Adult: £4.50, Child: £3.00



# 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 daytime tours are available at the palace 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**  
**4 April – 29 September 2019**  
Daily 10.30 – 17.30hrs,  
last admission 17.00hrs

**The Royal Kitchens**  
**4 April – 29 September 2019**  
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**  
**4 April – 29 September 2019**  
Daily 10.30 – 17.30hrs,  
last admission 17.00hrs

**Kew Gardens**  
Open daily from 10.00.  
Please check [www.kew.org](http://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](mailto: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.

## Group catering

Groups can arrange refreshments with the caterers at Kew Gardens by calling +44 (0) 20 8332 5186.





# Hillsborough Castle

New for 2019 – Hillsborough Castle and Gardens, the official residence of the Royal Family in Northern Ireland, will fully open from April 2019 following an investment of £16m in exquisite new visitor facilities, beautifully restored and refreshed interiors and glorious gardens to explore year round.





# Must see attractions



## Castle tour

Discover stories of celebration, entertainment, diplomacy, and negotiation as our expert Explainers guide you through a 45-minute tour of Hillsborough Castle's fascinating history and stunning State Rooms.



## State Rooms

During your castle tour you will be introduced to all the State Rooms that make up this elegant Georgian home; including the grand Throne Room, relaxing State Drawing Room, Lady Grey's Study, State Dining Room, Red Room and Stair Hall.



## Hillsborough Castle Gardens

Wander at leisure through the historic gardens, which were developed from the 1760s onwards. Explore intriguing contrasts between ornate formal gardens, woodland and meadows. Keep an eye out for specimen trees and rare plants as you explore the grounds.



## The Walled Garden

The Walled Garden dates back to the 18th Century and is a large, four-acre site historically used to produce fruit, vegetables and flowers for the house. Restored and represented explore this beautiful working and productive garden, complete with dipping pond, crop rotations, seasonal produce, potting sheds, herbaceous borders and an apple orchard.





# Plan your visit...

## Top tips

- ✓ All Castle Tours must be pre-booked, contact booking. [confirmations@hrp.org.uk](mailto:confirmations@hrp.org.uk) to secure your group tour.
- ✓ Our new Coach Park is located close to the new Welcome Centre where you'll find toilets, ticketing and a café and shop. Ensure you allow enough time in your itinerary for your group to enjoy this area too.
- ✓ Just 30 minutes from Belfast or an hour and a half from Dublin on the main road between the two cities, include Hillsborough as a convenient stop-off on your itinerary.



## Admission prices

### Castle Tour (including Garden admission)

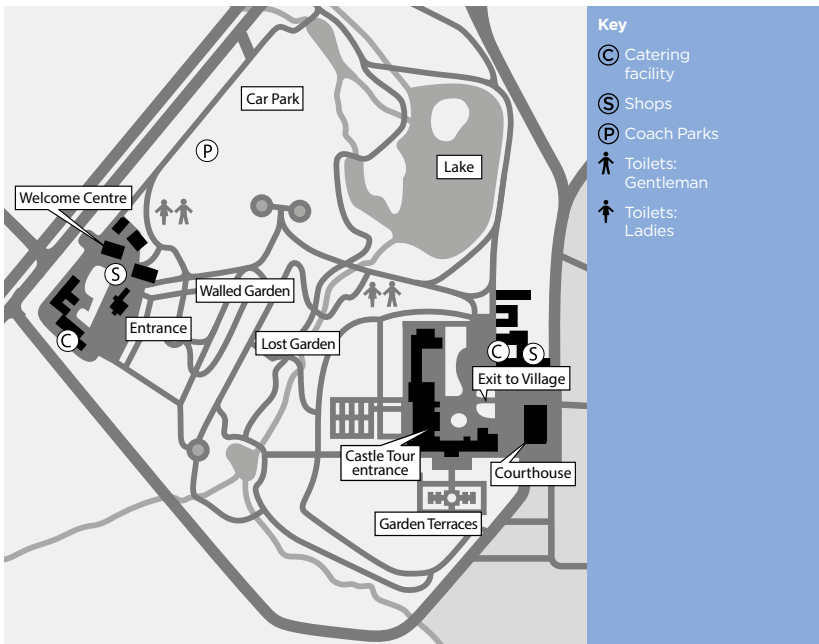
01 March 2019 – 29 February 2020

	Individual	Group gate	Group online
Adult	£12.70	£11.70	£10.83
Concession	£10.20	£9.40	£8.65
Child	£6.35	£5.85	£5.42
Family 2 adults	£31.80		
Family 1 adult	£22.20		

### Gardens only admission

01 March 2019 – 29 February 2020

	Individual	Group gate	Group online
Adult	£8.90	£8.20	£7.60
Concession	£7.10	£6.50	£5.98
Child	£4.45	£4.10	£3.80
Family 2 adults	£15.60		
Family 1 adult	£22.30		



## Recommended visit time

2 hours

### Guided Castle tour

45 minutes

### Garden visit

1 hour, but there's lots to explore, stay as long as you like!

## Opening times

### Pre-booked group Castle tours

1 March 2019 – 29 February 2020

Available daily on request

### Public guided tours

April 2019 – September 2019

10.00 – 16.00hrs

### October 2019 – February 2020

Wednesday – Sunday

10.00 – 15.00hrs (on the hour)

### Gardens Admission

March – September 2019

09.30 – 17.00hrs

### October 2019 – February 2020

09.30hrs – 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)20 3166 6000 or email booking. [confirmations@hrp.org.uk](mailto:confirmations@hrp.org.uk)

## Coach Parking

The new coach park has direct from access from the A1 dual carriageway ensuring that access to Hillsborough Castle and Gardens is as easy as possible for group and coach operators. There are 12 coach parking spaces free of charge on a first come first served basis for castle and gardens visitors.

## Access from Welcome Centre to Castle

For our visitors who require mobility assistance or for those who are time restricted, a three-carriage people-mover with hydraulic wheelchair access will ensure visitors can travel quickly and easily between the upper and lower end of the estate, with a journey time of approximately five minutes. The castle itself is fully wheelchair accessible.



# 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](mailto:booking.confirmations@hrp.org.uk)  
Book your groups online and save at [www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade)

### Find out more about the palaces

[www.hrp.org.uk](http://www.hrp.org.uk)

### Ask the Travel Trade Team

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

### Images of the palaces

[www.hrp.org.uk/travel-trade](http://www.hrp.org.uk/travel-trade)

### Souvenirs and shopping

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

### Corporate gifts:

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

### Parties and events

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

## Terms and conditions

Pricing validity is from 01 March 2019 to 29 February 2020. 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. Young persons 16-18 years may obtain concessionary admission. Senior citizens (65 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

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**Historic Royal Palaces  
Tower of London**



**Historic Royal Palaces  
Hampton Court Palace**



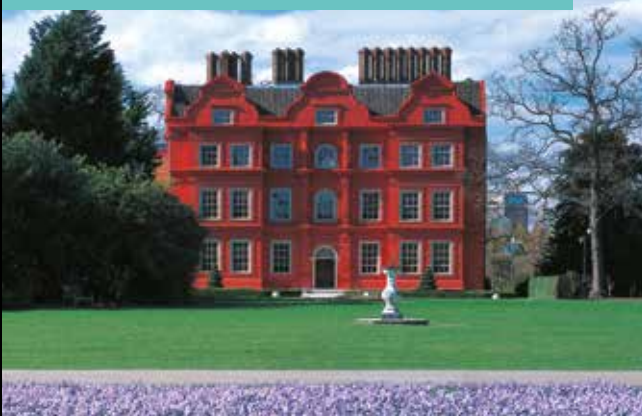
**Historic Royal Palaces  
Kensington Palace**



**Historic Royal Palaces  
Banqueting House**



**Historic Royal Palaces  
Kew Palace**



**Historic Royal Palaces  
Hillsborough Castle**

