

Essential Information

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Checklist for teachers

Before your visit

- ☐ Read our full Terms and Conditions [here](#) and ensure that full payment has been made.
- ☐ Read this pack and any Teacher Notes that accompany your booked session (if applicable)
- ☐ Carefully plan your journey to Kensington Palace, allowing some extra time for travel delays. If you have booked a session, please allow additional time for entering the site and making your way to the session meeting point.
- ☐ Conduct a preliminary visit using the complementary voucher at the bottom of your booking confirmation email.
- ☐ Create your own risk assessment for the visit. We have listed some possible risks and hazards on our website [here](#), which may help with your planning.
- ☐ Ensure you are bringing the right number of adults to fulfil our ratios (see Guidance for group leaders on p6).
- ☐ 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 needs so we can accommodate them as much as possible.
- ☐ In the days before your visit, check [here](#) for information of any route closures.

On the day of your visit

- ☐ Ensure that all accompanying adults are briefed, 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 and brief them about the supervision requirements.
- ☐ Have your contact number ready to share with a member of staff at the Schools Desk on arrival.
- ☐ Make sure you have the telephone number to call if you are running late (07917 585 182).
- ☐ Group sizes - Despite being a palace, some spaces are not very big! We recommend you explore with groups of 10 students and a minimum 1-2 accompanying adults.

Essential information for your visit

Before visiting the palace

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.

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 to organise a minibus drop off and collection at the Orangery for SEND 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

Essential information for your visit

Accessibility

Additional needs

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. 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

Kensington Palace is accessible to all, with level access to all areas of the palace. The Clore Learning Centre is based on the ground floor of the palace and has accessible toilets, teaching spaces and 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.

Toilets

There is one accessible toilet located off the Stone Hall, which is available to all visitors. We also have one accessible toilet by the lunchroom, which is off the visitor route and requires a swipe card for access.

Lunchrooms

There is one fully accessible lunchroom at Kensington Palace (capacity 35 pupils and accompanying adults), located on the ground floor within the Learning Centre. Priority is given to younger students (Key Stage 1 & 2) during busy periods.

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. All learning spaces are accessible via a lift.

On the day

On arrival

Register

All group leaders must make themselves known to members of staff at the front of the palace. You will go through the bag search area and will then meet a member of the Schools team who will register your group in the Clore Learning Centre entrance.

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.

Essential information for your visit

The 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 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.

The group leader will also be asked to provide:

- Their name.
- 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.

You will also be provided with a locker key and swipe card to access the lunchroom, if applicable. A member of staff will show the group leader/s where the lunchroom can be located, as well as how to access the rest of the palace.

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.

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.

Booked sessions

We ask that your group arrive at the allocated meeting point a few minutes before the start of your session. Please refer to your accompanying Teacher Notes for further details.

We recommend that you allow at least fifteen minutes from arriving at the palace, to take into account going through the bag search, putting away bags and coats in lockers and for putting on wristbands. If you are more than 15 minutes late, it may not be possible for the full session to take place

Essential information for your visit

Travel delays

We understand that you may experience delays when travelling to Kensington Palace. If you have booked a session and you are going to be late it is essential that you contact the Schools Team on **07917 585 182** to provide an estimated time of arrival.

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

Guidance for group leaders

Teachers should brief their students to follow instructions and signage, and to stay with their accompanying adult **at all times**, including lunchtime, in the shop and during sessions. This ensures that staff/students ratios are adhered to as per the Terms and Conditions of your visit.

Our ratios are as follows:

- 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 +)

Our staff reserve the right to refuse entry to groups who do not meet these ratios as they are a Health and Safety requirement.

Please be sure to break up your students into smaller groups when exploring the palace routes as some of the rooms are small and are unsuitable for large groups of people.

Lost students

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.

Please ensure that your students know to approach a member of staff if they get separated from the group. The staff member will stay with the student and will use information given by them (for example their school name) to contact the lead teacher on their emergency contact number.

Please keep your mobile phone on and check it regularly.



Essential information for your visit

What's included

The subsidised schools rate includes:

- Access to the general visitor route. This includes access to all public exhibitions.
- Access to talks delivered by the Explainer team (if running). Please bear in mind these are not aimed at or designed for school groups.
- Access to any live interpretation that may be running on the day

The subsidised schools rate does not include:

- Use of an audio guide – we do not have audio guides at Kensington Palace.
- Use of the café or Kensington Palace Pavilion tea room as a lunchroom

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 the 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.

Lunchroom

There is one lunchroom at Kensington Palace (capacity 35 pupils and accompanying adults), located on the ground floor within the Learning Centre. Priority is given to younger students (Key Stage 1 & 2) during busy periods, so we are unable to offer all our school groups a lunchroom.

Students are welcome to picnic Kensington Gardens. Please make sure that all litter is put in bins.

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

Bags

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 as you leave the palace, opposite the Clore Learning Centre entrance.



Essential information for your visit

Further information

Teacher resources

Please see our website for further teacher resources [here](#). If you have booked a session, you will find your Teacher Notes for the session attached to your booking confirmation email; these are also available on our website under [School Sessions](#).

Our staff

Members of 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. You are also likely to encounter staff in historic costume.

Costumes

If you have booked a session, your presenter may be wearing a historic costume. Occasionally, there will be live interpretation, the acting out of scenes, for the palace visitors, which is carried out in period costume. We encourage visitors to interact with these presenters, where appropriate, and ask them questions about their costumes and character.

Smoking

Smoking, including e-cigarettes, is not permitted in, or close to, the palace buildings.

Photography and filming

Photography **is permitted** in all areas of the palace, but flash photography and filming is **not** allowed. A few things to remember are:

- 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.
- Commercial photography, filming or sketching **is not** permitted unless authorised in advance.

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.

Eating & Drinking

Food and drink is not permitted anywhere in the palace, except in the lunchroom.

Security information

The safety and security of Historic Royal Palaces' staff and visitors is always of the utmost importance. Our security policies can be found on our website [here](#).

Essential information for your visit

Health and safety information

We carry out risk assessments on all of our activities. Please remember that the site is open to the public and consider this when planning your visit.

An example of potential risks and hazards can be found [here](#).

This document is designed to support you to create your own risk assessment for your trip. We recommend that you take advantage of your preliminary visit vouchers (contained in your confirmation email) to plan and assess your visit for your group.

Supervision

We require that all learning groups are supervised at all times. Please ensure that all adults accompanying your trip understand that they are responsible for the behaviour of their students.

Safeguarding children, young people and vulnerable adults

We want everyone to engage with our palaces and their stories. As our audiences include children, young people and vulnerable adults, we have created Safeguarding policies to ensure that all of our visitors can access our sites enjoyably and safely. Our 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.

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 Tower and its grounds. At the beginning of 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.

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

In case of evacuation

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



Essential information for your visit

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

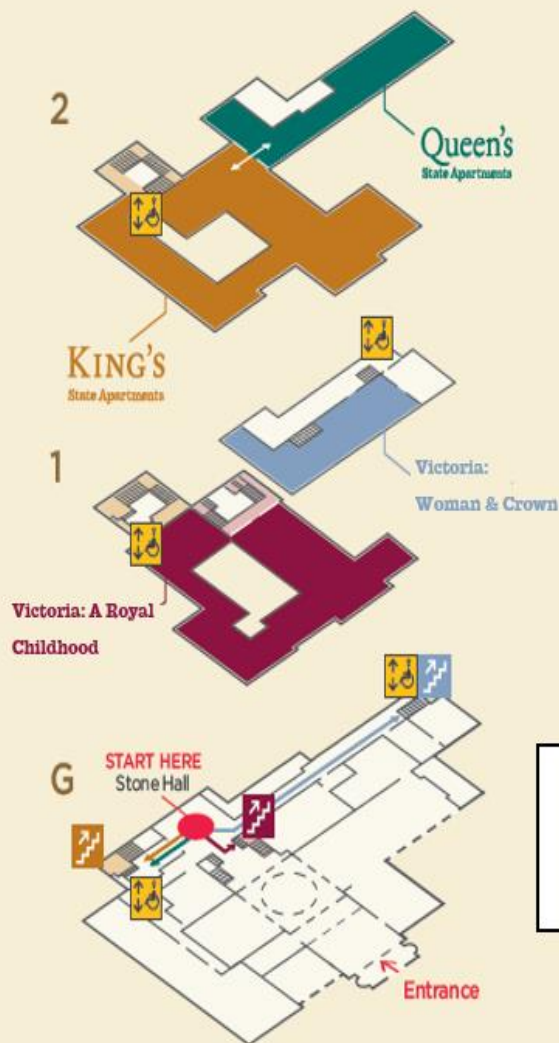


Public areas Private areas Palace gardens

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

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