

United Queendom FAQs

Before buying tickets

What is it?

This is a unique after-hours immersive experience at Kensington Palace which has been created with award-winning immersive theatre company, Les Enfants Terribles.

United Queendom will invite audiences to discover more about the role of women at Georgian court, how they navigated their lives, exerted influence and achieved more than their contemporary historians would have acknowledged. Audiences will explore this through two key royal women who lived at Kensington Palace: Queen Caroline and Henrietta Howard.

I've never seen immersive theatre. What can I expect?

Whilst we don't want to spoil the show, we can say that this is an immersive experience so come prepared to walk around, stand throughout the performance and interact with cast and audience members alike.

What are the dates?

28 February - 01 March (previews) and then 02, 06 - 09, 13 - 16, 20 - 23, 27 - 30 March 2020 (Friday to Monday)

What are the timings of the show?

19:00, 19:30, 20:00

How much is a ticket?

Preview tickets (28 Feb – 01 March) are **£35**.

Main show tickets (02 – 30 March) are **£45** on Sundays and Mondays and **£49** on Fridays and Saturdays.

What does my ticket include?

Your ticket includes entry to the performance and a drink. If you have any allergies please contact info@hrp.org.uk.

I have lost / forgotten to bring my tickets. Can I get in with confirmation email?

Yes you can! Try to keep hold of your confirmation email, but we will have all booking names on record and it is always helpful to keep record of your booking confirmation number.

How many can I book?

1-8 tickets

Are there age restrictions?

The show is suitable for 16+ years but anyone under 18 years must be accompanied by an adult. The show will focus on the relationship between husband, wife and mistress so may



include some sexual content, innuendo and profanities. Also there is a 15 minute walk through Kensington Gardens which is quite dark. We will have staff on hand to direct but we want to ensure that under 18 years have suitable adult guardians with them. There is a drink included in the ticket so under 18 years may need to receive a marker so we know to give them the non-alcoholic alternative. All under 18 years must be accompanied by a paying adult and it is at your discretion if you choose to book. If you have any further queries, please contact info@hrp.org.uk.

What concessions are available?

Under 30 years tickets are available for **£35** for Mondays and Sundays, **£39** for Fridays and Saturdays. HRP Member tickets are available for previews on 28 February, 29 February and 01 March. There is not an Under 30's concession for the preview performances.

Are there any school or group discounts available?

Unfortunately, we do not do any group discounts. But school groups and corporate groups are welcome to attend – see **age restrictions** above.

Can I attend if I am pregnant?

Yes, the show is suitable if you are pregnant, though please be aware that the show is 90 minutes long and you are required to stand for the majority of this with no access to toilet facilities.

Do you do shows during the day?

No, the performances are after the palace is closed which makes for a very special and unique experience.

Does my ticket give me access to Kensington Palace and vice versa?

United Queendom is an after-hours event at Kensington Palace and subject to a separate ticket. This needs to be booked separately to general admission tickets, though a combined discount is available to purchase.

Are you offering free carer tickets?

Yes. Please select the carer option at booking.

Who can I contact for more information?

For more detailed information, please contact info@hrp.org.uk.

After buying tickets

How do I get my tickets delivered?

We will post the tickets to your home address. You will also receive a confirmation email with full details.

Do I need to print my ticket?

You will have a physical ticket sent to you but if you haven't received it or booked close to the event date, you can present your confirmation email.

How will I know where to go?



Directions and meeting point will be emailed to you once your purchase is complete. You will need to meet 15 minutes before the show time printed on the ticket at Queensway Underground Station where staff will guide you towards a specific entrance to Kensington Palace.

Ticketing Conditions

What if I am late?

Due to the immersive nature and timings of the show we are unable to admit latecomers and we cannot guarantee we can fit you into the next entry. No refunds are available for latecomers and we recommend you arrive 15 minutes before your entry show time.

Refund policy?

We cannot offer refunds for this event.

On the night

How long does it take?

The show will last approximately 90 minutes with no interval.

Can I stay for longer/Is there a time limit?

You can only stay in the Palace for your timed show but there is a bar in the Kensington Pavilion.

Will there be a queue?

As the show is timed entry, there may be a queue at the point of admission. Each performance has a limited number of tickets so any queue should be relatively small.

Can I take pictures?

No photography or filming is permitted during the performance.

Can I buy tickets on the night?

Unfortunately, we do not have an onsite box office so you must pre-book your tickets online. It is recommended you book early to avoid disappointment.

What should I wear?

United Queendom will involve walking and often standing for the majority of the performance – so sensible and comfortable clothing is recommended. You will be mingling with the 18th century court, so feel free to dress to impress. Costumes are encouraged but not compulsory.

Can I bring food/water?

Unfortunately, we do not permit any food or drink in the performance and all must be consumed in Kensington Palace Pavilion.

How long before the show should I arrive?



Please arrive no later than 15 minutes before your allotted show time. Unfortunately, if you miss your performance time we cannot guarantee that we can fit you into another performance and no refunds will be given.

Can I smoke / vape?

Smoking and vaping are strictly prohibited in the Pavilion and in Kensington Palace.

Will I be split up from my group during the performance?

Potentially yes, but you will know early on if you will be in a different group to your party. We encourage people to go on their own journey and have different experiences but if this is a serious issue please contact a member of Front of House on the night. You will be reunited at the end of the performance though, we promise!

Will I be able to leave the performance at any point?

There will be measures in place should you wish to leave the performance at any point or require assistance, though you will not be permitted to re-join the performance under any circumstances.

How dark will it be? E.g. trip hazards

The lighting levels will vary throughout the palace as this is a theatrical experience. Please also be aware that it is an historic building with uneven floors so do take care as you move around the palace.

Is there strobe lighting?

Flashing lights are used in the show but no strobe lighting.

I suffer from claustrophobia. Is this suitable?

Customers who suffer from claustrophobia need to note that there could be one or two triggering moments but they are mild and the majority of scenes will have plenty of space. We are unable to offer refunds for anyone who suffers from this during the performance but please note that there are things in place to ensure you can exit at any time.

Access/Facilities

How do I get to the palace after hours?

Access for this event is from Bayswater Road only. There will be staff on position at Queensway tube station and Orme Square Gate to guide you towards the Palace and Pavilion.

Is there a set meeting point?

The initial meeting point is outside Queensway tube station but there will be staff to direct you from Orme Square Gate (by the NCP car park).

Is the show accessible?

We endeavour to make this show accessible to all. Please see more details about general access information at Kensington Palace [here](#). As this is an immersive show, we advise you to email info@hrp.org.uk to discuss any access requirements prior to booking. Any



access equipment must be booked 48 hours prior to the performance date by emailing info@hrp.org.uk.

Do you provide wheelchairs / walking aids and can they be pre-booked?

There are a limited number of wheelchairs and walking aids at the palace. Please contact info@hrp.org.uk at least 48 hours in advance to arrange use.

Is there disabled parking available?

There is limited parking available – please contact info@hrp.org.uk at least 48hrs before to arrange parking.

Is there a drop off available for disabled guests/people with mobility issues?

Yes, pre-arranged cars or taxis can enter via Orme Square Gate and drive down Jubilee Walk, dropping off at the Orangery Gate. The Wiggly Walk can then be used to enter the Palace. Arrangements for this must be made in advance so please send requirements to info@hrp.org.uk

Are there cloakrooms, toilets and other facilities?

The performance starts and ends at Kensington Palace Pavilion which has a cloakroom, bar and toilet facilities.

Do I have to check my bags and coats into the cloakroom?

The cloakroom is compulsory for any oversized bags or coats. This is so you can make the most of your experience as you will be walking around throughout the performance.

HRP Members

Is it free/is there a discount for members?

Yes during the previews (28 February, 29 February and 01 March)

Can I upgrade my ticket to a membership?

If you have a ticket for daytime entry to palace, that can be upgraded. Tickets for United Queendom are separate from the daytime offer and cannot be used as part of an upgrade to membership.

Getting there

Nearest Underground/Overground?

Queensway tube station (Central Line) or Bayswater (Circle/District Line)

Nearest bus stops?

Routes 70, 94 and 148 stop along Bayswater Road

Nearest taxi rank?

There are usually taxis outside Hilton London Hyde Park on Bayswater Road

Best place for taxi to drop me?

Orme Square Gate on Bayswater Road



After the show

Where do I leave feedback? E.g. Positive/negative/complaints

Please send any feedback to info@hrp.org.uk

Where will I be leaving from?

Exit from the event is via Jubilee Walk up to Orme Square gate, onto Bayswater Road.
There will be staff on hand to direct you.

