

# Essential Information

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# Checklist for teachers

## Before your visit

- COVID-19 VISITING SAFELY:** We hold the industry standard, 'We're Good to Go' for all our sites, ensuring we are following government and industry guidelines, with processes in place to maintain cleanliness and aid social distancing. We will be offering you a very warm welcome as always, and we have some new ways of doing things. But we're confident you're going to have a great time. Due to the changing nature of the current situation, we will send you the most up to date 'visiting safely' information 4 weeks before your visit date. You can find our current guidance [here](#). You can view our risk assessments [here](#).
- 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 Hampton Court Palace, allowing some extra time for travel delays and parking (if applicable). 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 planning visit using the complementary Teacher Planning Pass. You can find this at the bottom of your booking confirmation email. Please note that we are currently using timed entry slots to support social distancing within the Palace. On arrival you may be asked to wait until there is a slot available, particularly at peak times such as weekends.
- 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. We will send the most up to date health and safety information 4 weeks before you are due to visit.
- Ensure you are bringing the right number of adults to fulfil our ratios (see Guidance for group leaders on p5 / 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.
- Remind the group to wear appropriate clothes and footwear as a large part of your visit to the site will take place outside.
- In the days before your visit, check [here](#) for information of any route closures.

## On the day of your visit

- COVID-19:** Please only visit if you are feeling well. If any staff or students are exhibiting symptoms please contact us as soon as possible to rearrange your visit. Tel. 020 3166 6641 Please ensure that you are able to move around in small groups of 10 students, or less, to support social distancing.
- 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

## Essential information for your visit

(if applicable). You can find an 'on the day' information sheet for your accompanying adults [here](#).

- 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 (020 3166 6641).
- Group sizes - Despite being a palace, some spaces are not very big! Please visit the spaces in groups of 10 students and a minimum 1-2 accompanying adults.

## Before visiting the Palace

### Opening times

Please check ahead as times vary throughout the year. You can view our opening times [here](#).

We recommend allowing at least 3-4 hours for your visit.

### Getting to Hampton Court

#### Public Transport

The palace can be reached by many forms of public transport. Up to date public transport information can be obtained from [www.tfl.gov.uk](http://www.tfl.gov.uk) which also has a useful journey planner.

#### Coach Parking

Mini-buses (no larger than 12 seats and taking up no more than one car park space) can utilise the on-site car park for a fee of £1.60 per hour. Please note coaches are not permitted in the on-site car park.

Free coach and mini-bus parking is available on Hampton Court Green, situated a short walk from the main entrance to the Palace. For further information about how to get to the palace, please visit our website [here](#). Cars can also park on Hampton Court Green at a charge of £1.50 per hour.

Mini buses arriving with a blue badge can park on site for free. Please be sure to advise our team in advance for this to be arranged.

### Accessibility

#### Additional needs

Please let us know as soon as possible if any of your students have special needs and/or health or mobility difficulties. We can be contacted in advance of the visit on **020 3166 6646** or

#### Essential information for your visit

[hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@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.

## Visitors on the autistic spectrum

We have a guide for parents/carers of children and people on the autistic spectrum and those with related conditions. We hope it answers common questions and highlights any relevant issues. It can be found on our website [here](#).

## Wheelchair access

Whilst Hampton Court Palace welcomes all visitors, this historic building has places with difficult stairs and passageways, and wheelchair access can be limited. There is a lift in the palace which allows access to the first floor. Visitors need to be accompanied in the lift by a State Apartment Warder. Please speak to a member of staff should you need to use the lift.

The Clore Learning Centre is fully wheelchair accessible. If you are bringing a SEND group in a mini bus, please contact us to arrange parking.

We recommend that visitors bring their own wheelchairs, although there are a small number available on a first-come, first-served basis at the main entrance.

## Toilets

There are accessible toilets in and around the palace including one on the first floor. These are located in the following areas, but please ask a member of staff for directions; South Cloister (off Base Court), Fountain Court, The Georgian Story & the Clore Learning Centre.

## Lunchrooms

The Barrack Block and Base Court lunchrooms are located on the ground floor and are easily accessible.

The Buttery lunchroom is located on the first floor and accessible by lift. If you would like to speak to a member of our team about accessing this lunchroom please call **020 3166 6646** or email [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk)

## 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**. Many of the sessions are route based and move around the Palace, involving 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 [here](#).

# On the day

## On arrival

### Register - Collect Wristbands

### Essential information for your visit

Please first report to the Clore Learning Centre to collect your admission wristbands. These wristbands act as your tickets for the day *and you cannot enter the palace without them* so it is important that everyone in your group wear them throughout your visit. Each school group visiting that day 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.

Also at the Clore Learning Centre, the group leader will be asked to provide:

- Their name.
- Their mobile number whilst on-site and a second contact number.

Please keep your phone on at all times. Your contact details will be disposed of securely at the end of each day.

## Booked sessions

Please ensure that all adults accompanying your group know the session time and meeting place to ensure a prompt start, as our sessions cannot overrun.

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

For conservation reasons, food and drink are not permitted in any of our sessions.

### Travel delays

If you have booked a session and you are going to be late it is essential that you contact the Schools team at the Clore Learning Centre on **020 3166 6641** and provide an estimated time of arrival.

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

## Guidance for group leaders

Please bear in mind that Hampton Court Palace can be a very busy palace and we ask that all of our visitors are respectful to each other and staff whilst on site.

Teachers should brief their students to follow instructions and signage, and to stay with their accompanying adult **at all times**, including lunchtime, in the shops 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:

- Early Years 1:4 (free adult places up to 1:2)
- 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 +)

### Essential information for your visit



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

We encourage all schools to look around the palace in small accompanied groups and not stay together as a class.

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 which is behind a rope.
- Please do not eat or drink anywhere inside the palace apart from the designated lunchrooms.
- If you are bringing work for your group to complete in the palace, please use pencils and not pens.
- If your students are bringing packed lunches, do encourage them to use suitable containers to minimize the chance of leaks and spills.

## 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.

## What's included?

### The subsidised schools rate includes:

- Entry to the palace
- Entry to the formal gardens
- Use of a Digital Video Guide

### The subsidised schools rate does not include:

- Entry to the Maze
- Entry to the Magic garden

Tickets for the Maze can be purchased at the main ticket office.

Combined Magic Garden/Maze tickets are available to purchase for Foundation and Key Stage 1 school groups only and must be pre-booked by telephone: +44 (0) 33 3320 6000.

## Facilities

### Toilets

There are toilets located in the Clore Learning Centre which groups are welcome to use when they arrive and sign in. Accessible toilets and baby changing facilities (changing unit holds up to 25kg) are also situated here.

### Essential information for your visit

There are public toilets inside the palace located in Base Court and Fountain Court and in the gardens by the Kitchen Garden and in the Wilderness.

## Lunchrooms

For conservation reasons, it is very important not to eat or drink anywhere in the palace apart from in the designated lunchrooms or gardens. We recommend the Tiltyard garden for picnics, as there are many benches and a lawn area.

### Key Stage 1 & 2 groups

- We will endeavour to book you a lunchroom, however this is dependent on availability. Lunchrooms for self-led visits will be allocated automatically in the week prior to your visit. If we are able to offer you a lunchroom we will email you with details of your allocation a few days before your visit.

### Key Stage 3 and above groups

- Unfortunately we are unable to pre-book lunchrooms for Key Stage 3 and above groups. We prioritise younger students because of their age.

### For all groups:

If you have not been assigned a lunchroom you are welcome to picnic in the gardens around the Tiltyard Café or on the grass at the front of the palace. Please do not leave any litter. Alternatively please ask at the Clore Learning Centre when you sign in on the day of your visit in case of any on the day lunchroom cancellations.

During your visit, you might handle objects, props, and spend time outside. We recommend regular hand washing throughout the day and especially before eating and after your session (if applicable)

If you are using the lunchroom please arrive and depart on time, noting that you have been allocated 20 minutes. Please leave the lunchroom as you would like to find it – bins are provided in all rooms.

## Bags

We are unable to provide any cloakroom facilities for groups. All coats, bags, lunches and belongings must remain with your group at all times.

## Shopping

The Palace Shop is located opposite the Clore Learning Centre.

# 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

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 the palace. You are also likely to encounter staff in both costume and wearing uniforms.

## Smoking

### Essential information for your visit

Smoking, including e-cigarettes, is not permitted in or near any buildings in Hampton Court Palace.

## Photography and Sketching

- Photography and/or filming **is** permitted in all areas of the palace **with the exception** of the Chapel Royal, Royal Pew, Cumberland Art Gallery and temporary exhibitions.
- Photography/filming 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.
- Selfie sticks are also **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. courtyards and gardens) as long as access for other visitors is not going to be compromised.
- The frequent use of flash is discouraged as it disrupts the enjoyment of the palace for other visitors.
- 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

Please do not eat or drink in any of the historic areas and buildings.

## 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](#).

Historic Royal Palaces reserves the right to conduct bag searches at any time in the event that a heightened level of security is required. All searches will be carried out by professionals trained to identify offending articles.

## Health & Safety information

We carry out risk assessments on all of our learning spaces and the activities which take place in them. Please remember 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 Teacher Planning Pass (contained in your confirmation email) to plan and assess your visit for your group. Please note that the school's team are not available to answer queries at weekends.

## Supervision

### Essential information for your visit

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

## **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 happening. Individuals are responsible for any equipment they bring into the palace or grounds.

If you are having a session, your presenter may issue safety instructions at the start of the session. It is important that all students and adults listen and follow these instructions.

## **Clothing**

Please ensure that all members of your group are suitably dressed for their visit. A large part of a visit to Hampton Court Palace may be spent outside or in rooms with no heating. Students will need warm and wet weather clothing and / or sun protection if appropriate. We strongly recommend that you bring a spare set of clothes in case of illness, "accidents" etc.

## **Insurance**

Historic Royal Palaces has public liability insurance. Details can be provided 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. First aid will be available and a record will be made of any accident that occurs.

## **In case of evacuation**

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

## **Safeguarding**

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.

# Hampton Court Map

The schools map is currently being updated – please use the general palace map during this time  
[https://www.hrp.org.uk/media/2595/297\\_hcp-visitor-mapv2.pdf](https://www.hrp.org.uk/media/2595/297_hcp-visitor-mapv2.pdf)