

Essential Information

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Keeping you safe on your visit

Welcome back to Hampton Court Palace

Health and safety - what to expect from us

- Reduced visitor capacities will allow for social distancing with all visitors pre-booking their timed entry tickets
- Audio guides are not available at the palace
- Please only visit if you are feeling well
- All visitors from age 11+ are required to wear face coverings in our indoor spaces at the palaces, unless exempt
- There are one-way routes and some parts of the palaces are closed or have restricted access to maintain social distancing

On arrival

- A royal welcome awaits you
- Timed entry for schools with one school bubble per slot allowing for social distancing and sole use of the Clore Learning Centre on arrival for sign in, and use of facilities

Within the palace walls

- Hygiene standards fit for a King or Queen with enhanced cleaning regimes
- Hand washing and hand sanitation facilities available
- Non-contact interactions with staff
- Planned one-way visitor routes with some areas unavailable
- Contactless till points and payments

A royal welcome and 5 star service

- Fully trained and confident team
- A safe, welcoming and memorable experience

We're Good to Go

We hold the Visit Britain industry standard, 'We're Good to Go' for our sites which means we follow government and industry guidelines for social distancing and cleanliness and have completed a [risk assessment](#).

FAQs

Need further help? More information on reopening can be found in our [Visitor FAQs](#).



Essential information for your visit

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 four weeks before your visit date.. You can find our current guidance [here](#). You can view our risk assessments [here](#). Please find our risks and hazards for schools 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 (sessions currently only available for A-level group).
- Check your entry time. You can find this on your confirmation email. Please ensure you arrive 15 minutes prior to your entry time to allow you to collect your school entry pass.
- 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 (A-Level groups only), 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 four 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 p8).
- Inform us of any changes to your group numbers in advance, as this will ensure we have the right details for your school entry pass.
- 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.

Essential information for your visit

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 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 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 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](#).

Essential information for your visit

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 Palace Host. 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 minibus, please contact us to arrange parking.

Due to COVID-19, we are currently unable to provide wheelchairs and mobility scooters safely. We recommend visitors bring their own wheelchairs.

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

Sessions

If you are an A-Level group and have booked a session and someone in your group has mobility difficulties please let us know in advance by calling **020 3166 6646** or email hamptoncourtlearning@hrp.org.uk. 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.

For further information on accessibility at the palace and to download a copy of the Access Guide, please visit our website [here](#)

On the day

Before you arrive at the palace

- 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 / 6646 or email hamptoncourtlearning@hrp.org.uk Please ensure that you are able to move around in small groups of 10 students, or less, to support social distancing.**
- Check your entry time, you can find this on your confirmation email and ensure you arrive 15 minutes prior to this time so that you have sufficient time to sign in at the Clore Learning Centre. If you arrive after your allocated entry time your group may have to wait until the next available time slot. Please note, there is no access to any part of the palace or gardens before your entry time.
- Make sure you have the telephone number to call if you are running late (020 3166 6641). If you arrive after your allocated entry time slot your group we cannot guarantee entry and/or you may need to wait until the next available time slot.
- 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 and ensure all members of your group over 16 are ready to complete any track and trace requirements as per government guidelines.
- 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 (A-Level groups only), please allow additional time for entering the site and making your way to the session meeting point
- Group sizes - Despite being a palace, some spaces are not very big and we are currently operating a one way system to accommodate social distancing. We require that you visit the spaces in groups of 10 students and a minimum 1-2 accompanying adults (please check our minimum supervision ratios on Pg. 7).
- Ensure all members of your group, unless exempt have the appropriate face coverings as per government guidance unless exempt.

Essential information for your visit

On arrival

Register - Collect your school entry pass

Make your way with your group to the Clore Learning Centre 15 minutes before your allocated entry time. You will be welcomed by a member of our team and be asked to sign your group in with us by providing a contact name and number and confirming the number of students and adults in your bubble. We will give you a school entry pass which you will need to show to our colleagues at the palace entrance at your entry time.

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

We have introduced safety measures to ensure we adhere to social distancing guidelines. Your bubble may be asked to wait outside if you arrive outside of your booked entry time.

Please note we cannot give refunds for late cancellations or non-arrivals.

NHS Test & Trace: In line with government guidance at the time of your visit we may request that all adults, and any students over 16, scan our official NHS QR code using the NHS COVID-19 app. Paper forms will be available at our school meeting points for those without smartphones.

Booked sessions

Please note that our session offer has changed, and we are currently only offering A-level 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.

We have put the following measures in place to make our sessions Covid safe.

- Sessions designed to allow distancing from other visitors.
- All props/touchpoints used in sessions cleaned between groups.
- Social distancing to be maintained between school visitors and session presenters.
- Students encouraged to wash hands before and after sessions.
- Sessions designed to minimise sharing of handling objects/resources.



Essential information for your visit

Please read our Risk & Hazards document [here](#) for further information.

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 /6646** 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.

Group Leaders 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 +)

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 require all schools to look around the palace in small supervised groups and not stay together as a class.

Please note that the Gold and Glory exhibition cannot accommodate large groups. Due to the nature of the space, and social distancing requirements, you will need to queue to visit this exhibition. You should break down into smaller groups of no more than 10 people. We understand this may not be suitable for our younger visitors and encourage you to consider this when planning your visit.

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 spill

Lost students

Essential information for your visit

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 and the name of your school/college.

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 Group Leader on their emergency contact number.

Please keep your mobile phone on and check it regularly in case of emergencies.

What's included?

The subsidised schools rate includes*:

- Entry to the palace
- Entry to the formal gardens
- Use of a Digital Video Guide (availability is dependent on COVID-19 restrictions at time of visit)

The subsidised schools rate does not include:

- Entry to the Maze (currently closed)
- Entry to the Magic Garden (open during the summer season)

**Please note that areas of the palace can close at short notice for reasons such as maintenance and conservation and not all areas are currently open as a result of restrictions due to COVID-19.. Please check our website in the days before your visit [here](#) for information of any route closures.*

Facilities

In keeping with COVID-19 regulations there are enhanced cleaning regimes in place across our site and hand sanitising stations are available.

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.

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. Please note some of our toilets may be closed for cleaning or maintenance reasons.

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.

COVID-19: due to the enhanced cleaning requirements at this time lunchroom availability is limited.

Lunchrooms will be cleaned at the beginning and end of each day. Your school will be the only group allocated this room on the day of your visit. If your school operates in smaller social bubbles, please adhere to your own capacity limits and social distancing. Cleaning products are provided should you wish to carry out any additional cleaning.

Essential information for your visit

Key Stage 1 & 2 groups

- We will endeavour to book you a lunchroom, however this is dependent on availability. If we are able to offer you a lunchroom we will email you with details of your allocation four weeks before your visit.

Key Stage 3 and above groups

- Unfortunately we are unable to pre-book lunchrooms for Key Stage 3 and above groups.

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.

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).

Due to social distancing and Covid-19 safety regulations it is important you adhere to your allocated lunchroom time. Please arrive and depart on time, noting that you have been allocated 20 minutes.

Due to the enhanced cleaning regimes in place you might be asked to wait a short time before entering the room. You are responsible for managing your group within the lunchroom, including maintaining social distancing. 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 Undercroft Shop is located in Base Court inside the Palace.

Further information

Teacher Resources

Please see our website for further teacher resources [here](#). If you have booked a session (currently only applicable for A-Level groups), you will receive your Teacher Notes via email four weeks prior to your visit; 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 might encounter staff in both costume and wearing uniforms. Where appropriate – particularly where closer contact with members of the public is required – our staff will be issued with PPE, or may be working behind screens, for their protection and to protect our visitors.

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 within them, our assessments have all been reviewed in light of COVID-19.

Please remember the site is open to the public and other visiting school groups, please consider this when planning your visit.

To support groups leaders with writing their own visit risk assessment our Potential Risks and Hazards document 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 onsite everyday or at weekends to answer queries. If you wish to speak to a member of the schools team about planning your visit please contact us in advance.

Essential information for your visit

Supervision

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. 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. This includes wearing the appropriate face coverings, unless exempt. We expect teachers to enforce the government guidelines as appropriate within their group.

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

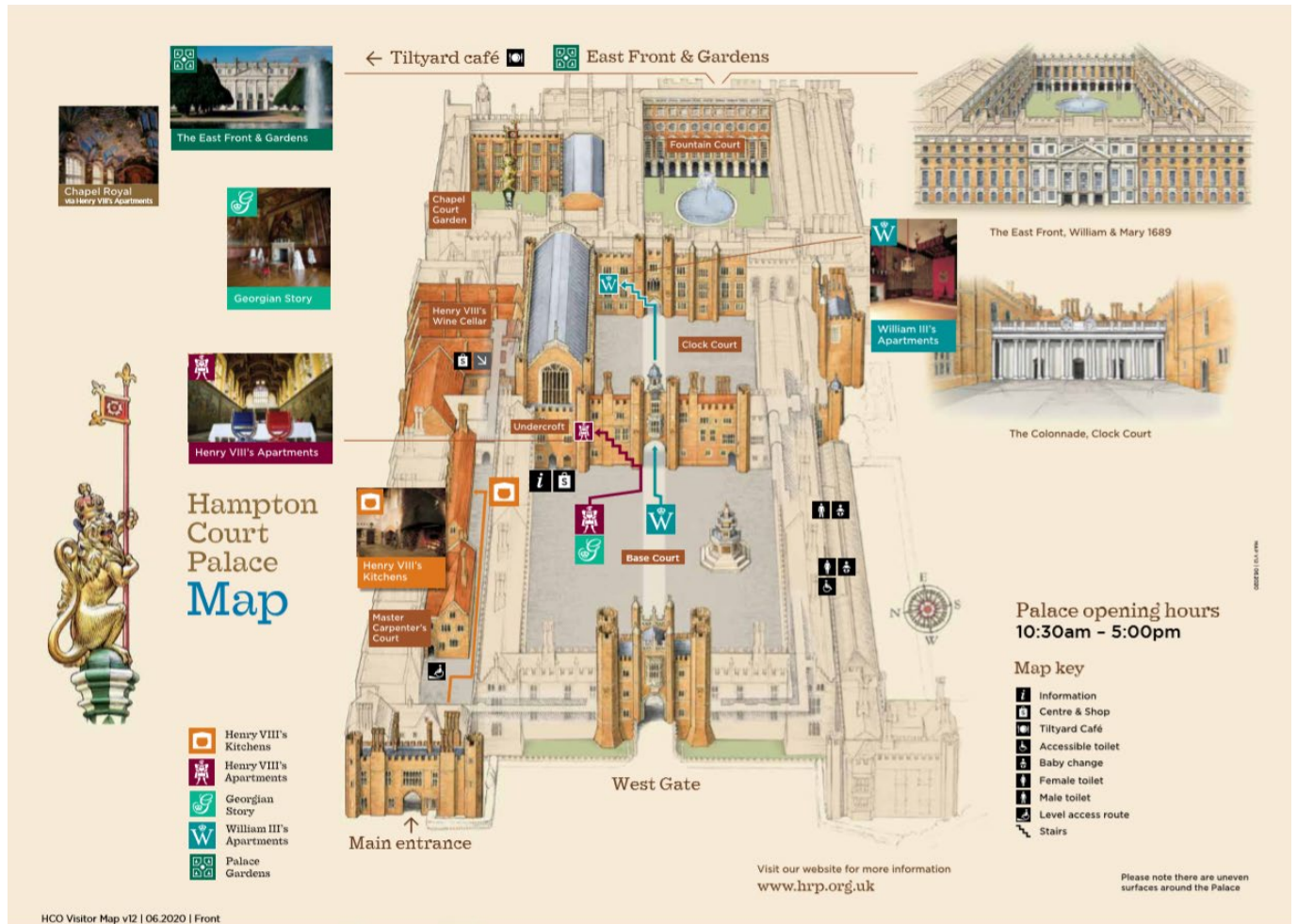
We want everyone to engage with our palaces and their stories. As our audiences include children, young people and vulnerable adults, we have created Safeguarding policies to ensure that all of our visitors can access our sites enjoyably and safely. Our policies and procedures are available [here](#).

Reporting: If a safeguarding incident occurs while you are on site please report this immediately to a member of HRP staff.

Essential information for your visit

Hampton Court Map

The schools map is currently being updated – please use the general palace map during this time



Essential information for your visit

Henry VIII's Kitchens
(1509-1547)

Serving Place →
Great Kitchen
Start your visit in Henry VIII's Kitchens

Henry VIII's Apartments
(1509-1547)

Chapel Royal
No photography of Henry VIII's Crown
Great Watching Chamber
Great Hall

Georgian Story
(1714-1737)

Public Dining Room
State Bed
Queen's Gallery
Exit
Queen's Guard Chamber

William III's Apartments
(1689-1702)

King's Guard Chamber
to Clock Court
King's Staircase
Communication Gallery
Queen's Staircase up to first floor
Start from Clock Court

Please help us

As an independent charity that generates all our own funds, we are facing unprecedented challenges in the face of the Coronavirus. We have lost the vast majority of our income, and we face serious challenges ahead. If, like us, you love the palaces and believe in what we do, we welcome any support you are able to give us to sustain the charity through this difficult period. Joining our community of members or making a donation is an investment in their future – so visitors can continue to enjoy them for centuries to come.

Thank you.

You can also donate by Text:
Text TUDOR to 70085 to donate £5
Texts cost £5 plus one standard rate message

hrp.org.uk

Historic Royal Palaces is a charity registered with the Charity Commission for England and Wales (No. 1068852).

Your safety is important

The safety of our staff and visitors is our primary concern. Please respect social distancing at all times, and make use of the handwashing and hand sanitising facilities. We hope you have a safe and enjoyable visit.

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 📱 [@hrp_palaces](#)
 🏰 [historicroyalpalaces](#)
 #hamptoncourtpalace

GOLD AND GLORY
HENRY VIII & THE FRENCH KING

A new exhibition reuniting dazzling Tudor treasures for the first time in centuries

Opening 1 April 2021

HCO Visitor Map v12 | 06.2020 | Reverse

Essential information for your visit

