



HISTORIC ROYAL PALACES

GROUP VISITS GUIDE

2021-2022

SPACE TO STIR AND BE STIRRED

TOWER OF LONDON • HAMPTON COURT PALACE • BANQUETING HOUSE
KENSINGTON PALACE • KEW PALACE • HILLSBOROUGH CASTLE AND GARDENS



INTRODUCTION AND CONTENTS

We are a team of people who love and look after six of the most wonderful palaces in the world. We create space for spirits to stir and be stirred. We want everyone to feel welcome and accepted. We tell stories about the monarchs you know and the lives you don't. We let children explore and we set minds racing. We are a charity and your support gives the palaces a future, for everyone.

This Group Visits Guide is designed to give organisers of group travel and travel industry professionals 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 challenge 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 drama, devotion, secrets stories and royal intrigue at some of the greatest palaces ever built. Your visits will follow in the footsteps of the great, good, devious and dastardly, providing memories of a great day out, your customers will want to return again and again.

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|  | KEW PALACE THE ROYAL KITCHENS, THE GREAT PAGODA, QUEEN CHARLOTTE'S COTTAGE | PAGE 26 |
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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 content and images, which can be downloaded from hrp.org.uk/travel.trade.

Free admission
Free admission is given at all palaces to coach drivers and locally registered Blue Badge Guides. Groups that include members of Historic Royal Palaces will avail of the group price as long as there are 15 people in total. Full members of Association of Group Travel Organisers (AGTO) are eligible for free admission when bringing a group of at least 15 paying visitors.

Guiding in the palaces
Blue Badge and Accredited Guides can guide inside the Tower of London and Hampton Court Palace. No guiding is currently allowed inside Kensington Palace due to space restrictions however

Blue Badge Guides are given free admission to escort their clients. Palace Explainers will be on hand to answer any questions your clients may have.

For further information, please contact groupsandtraveltrade@hrp.org.uk

Fanfare
Published three times a year, Fanfare is our newsletter with news on forthcoming exhibitions, seasonal events and special tours to help you plan your excursions.

Quick-Blast!
News of last-minute offers and timely announcements of new exhibitions and events will be sent in our Quick-Blasts!

Sign up here for Fanfare and Quick-Blasts.

Added value
Group discounts apply to parties of 15 visitors or more and regular interpretation events are included in general admission.

Money saving catering vouchers and group menus are available in palace cafes.

Agency Voucher Scheme and account facilities for coach and tour operators upon application.

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 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 hrp.org.uk.

Website
Visit the dedicated group planning pages on the Historic Royal Palaces website, 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.

Online Group Ticketing

Groups Organisers, coach and tour operators can book their tickets for the Tower of London, Hampton Court Palace, Kensington Palace and Hillsborough Castle and Gardens via our website hrp.org.uk/travel-trade. Group rates apply to orders for 15 tickets or more, payment by credit card is required at time of booking. Tickets are sent with the confirmation email. Tickets must be printed and distributed to the group members in advance of arriving at the gate.

We are now accepting walk-up groups at the Tower of London and Hampton Court Palace although pre-booking is advised. Tickets for Kensington Palace and Hillsborough Castle and Gardens must be pre-booked

Agency Voucher Scheme and B2B portal

Members of the Historic Royal Palaces Agency Voucher Scheme must pre-book customers through the B2B portal. With a secure login, bookings can be made 24 hours a day, 7 days a week for the Tower of London, Hampton Court Palace, Kensington Palace and Hillsborough Castle and Gardens.

All palaces operate on a timed admission basis, so you must reserve a date and time slot in advance. Details of opening and closing times and time slots are detailed on the palace pages in this guide.

Once booked, tickets are sent with your confirmation email. For six or less visitors, tickets can be presented on a mobile device, for more than six visitors, tickets must be printed and distributed to group members prior to arriving at the gate.

All tickets are scanned at the point of entry, avoiding queuing to exchange vouchers for palace tickets and allowing more time for customers to enjoy the palaces.

Agency Voucher Scheme members can cancel bookings via the B2B portal up to the day of arrival. To amend a booking, please email groupsandtraveltrade@hrp.org.uk no later than one week before the planned visit date.

Please contact groupsandtraveltrade@hrp.org.uk for registration and User Manual details and criteria for joining the Agency Voucher scheme.

Royal Pass

One ticket to over 900 years of royal history!

This Travel Trade only, flexible combination ticket offers unbeatable value. The pass is valid for one year from the date of issue for one visit per valid palace, therefore giving the traveller flexibility to plan their own itinerary.

The Royal Pass gives the traveller entry to the Tower of London, Hampton Court Palace and Kensington Palace.

This pass is 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.



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!

TOWER OF LONDON

New Armouries Café

Option 1 - Morning tea or coffee before 11.00 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.
£10.50 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.
£17.95 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
+44 (0) 20 3166 6002
tol@ampersandcatering.co.uk

HAMPTON COURT PALACE

Tiltyard Café

Option 1 - Morning tea or coffee before 12.00 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.
£10.50 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.
£17.95 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
+44 (0) 20 3166 6972
hcp@ampersandcatering.co.uk

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 11.30
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.
£12.50 per person

Morning Cream Tea before 12.00
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
booking@kensingtonpalacepavilion.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.

KEW PALACE

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

HILLSBOROUGH CASTLE AND GARDENS

Groups of 20 or more can enjoy a range of catering offers in our new catering facilities located in the Welcome Centre. From morning coffee and tea, lunches and traditional afternoon teas, enhance your groups visit and enquire with our caterers.

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

RETAIL THERAPY



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, 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





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 ancient White Tower.

Explore all the roles this impressive fortress has had to play throughout the centuries – from medieval palace, armoury, to infamous prison and execution site.

MUST SEE ATTRACTIONS



Crown Jewels

The breath-taking world famous collection of fabulous finery and regalia – discover the gloriously ornate, intricately made Crown Jewels and learn how they have inspired acts of greed, violence and even spawned stories of evil curses.



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 exhibit, a display of royal armour, life-sized wooden horses and figures of kings throughout the centuries.



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.



MUST SEE ATTRACTIONS



Yeoman Warders

Yeoman Warders, better known as the Beefeaters, entertain all our visitors that come to the Tower throughout the year with their guided tours and immense knowledge of this ancient palace and fortress.



Bloody Tower

Explore the most infamous prison at the Tower of London and the intriguing tales 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.



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. 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...



PLAN YOUR VISIT

Top Tips

- Book your groups timeslot online via our website to secure their admission
- Walk-up groups are now accepted and tickets can be purchased at the Group Ticket Desk
- The Ceremony of the Word takes place outside 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.

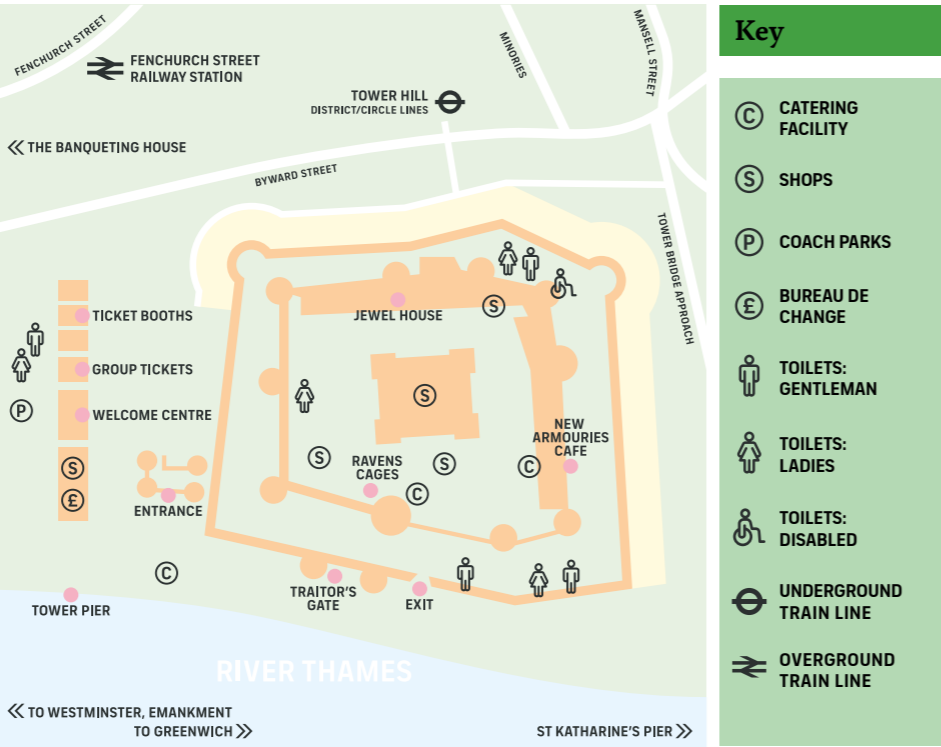
Recommended Visit Time We suggest at least 3 hours

| | | | |
|-----------------|--------|--------------------------|--------|
| Crown Jewels | 40 min | Bloody Tower | 15 min |
| Royal Beasts | 20 min | Fortress and battlements | 40 min |
| Medieval Palace | 20 min | Yeoman Warder tour | 45 min |

| | |
|-------------------------------------|--------|
| White Tower including Line of Kings | 40 min |
|-------------------------------------|--------|

Admission prices

| | Individual price – gate and online | | Group price | |
|-----------------|------------------------------------|---------|-------------|---------|
| | Off peak | Peak | Off peak | Peak |
| Adult | £28 .90 | £29 .90 | £26 .60 | £27 .50 |
| Concession | £23.20 | £24.00 | £21.30 | £21.90 |
| Child | £14.40 | £14.90 | £13.30 | £13.80 |
| Family 1 adult | £50.50 | £52.20 | n/a | n/a |
| Family 2 adults | £79.40 | £82.10 | n/a | n/a |



GUIDED TOURS AND DAYS OUT IDEAS

Give your groups an even more memorable visit by booking a guided tour or private visit

Morning meet and greet
Book a 15-minute welcome talk for your group. A Yeoman Warder will meet your group at the Ravens Cages for a 15 minute intro to the Tower and a photo opportunity. For information on availability and prices, please contact groupsandtraveltrade@hrp.org.uk.

Audio Guides
Groups of 15 or more can pre-order our audio guides at a discounted price of £3.50 per person. Guides can be booked by contacting towergroups@acoustiguide.co.uk and then collected at the entrance.



Private viewing of the Crown Jewels
Available in the morning from 08.15, experience the stunning regalia away from the crowds. Prices are £1,350 + VAT for up to 15 guests, additional guests are £90+ VAT per person with a maximum of 40 people. Advance payment required. For availability and bookings, contact events@hrp.org.uk.

Evening Tours
Experience the Tower in a different light. Meet your Yeoman Warder at 18.30 for an hour-long tour around the Fortress before experiencing the worlds longest running Military ceremony - the Ceremony of the Keys. Prices are £1,650+ VAT, for up to 15 guests, additional guests are £110+ VAT per person with a maximum capacity of 40 people.

Coach parking
A 24-hour coach park with 16 bays (height restriction 4.7m/15'50) 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

Opening times
1 May - 5 September 2021,
Daily: 09:00 - 17:30hrs
Last admission: 17.00hrs

8 September - 3 October 2021,
Wednesday - Sunday:
10.00 - 16.30hrs
Last admission: 15.30hrs

5 October - 22 October 2021
Tuesday - Sunday: 10.00 - 16.30hrs
Last admission: 15.30hrs

23 October - 31 October 2021
Daily: 09.00 - 16.30hrs
Last admission: 15.00hrs

2 November - 23 December 2021
Tuesday - Sunday: 10.00 - 16.30 hrs
Last admission: 15.30hrs

24-26 December and 1 January:
Closed

27 December - 31 December 2021
Daily: 09.00 - 16.30hrs
Last admission: 15.00hrs

Please refer to www.hrp.org.uk for details on when peak and off peak pricing applies

Booking
Book your time slot online hrp.org.uk/travel-trade. For assistance with your booking requirements, email booking.confirmations@hrp.org.uk.

Group catering
Please see pages 6 and 7 for catering information.



HAMPTON COURT PALACE

Hampton Court Palace is an awe-inspiring and flamboyant showcase of kingship. It's vast, endless vistas, courtyards, gardens and parkland, along with its magnificent State Apartments rival the great palaces of Europe; all designed to impress those that visit.

MUST SEE ATTRACTIONS



King William III State Apartments
A grand and lavishly laid out collection of State Apartments built by the new monarchs, William and Mary. Walk through the rooms of this elegant palace and imagine the beautifully dressed courtiers revelling in the politics and gossip of court life. Gaze out of the windows to the magnificent King’s Privy Garden.



Gold and Glory: Henry VIII and the French King
From 20 May – 5 September 2021
Discover the story behind the Grand European Summit between Henry VIII and François I in 1520, known as the Field of Cloth of Gold. Meet the organisers, courtiers and kings, and explore dazzling treasures from the Tudor and French courts including gold, weaponry and spectacular artworks from the Royal Collection.



Henry VIII’s Kitchens
Experience the Tudor Kitchens, 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.



MUST SEE ATTRACTIONS



Tulip Festival
Returning in 2022
In spring 2022, Hampton Court Palace will become a kaleidoscope of colours as thousands of tulips bloom throughout the gardens and the courtyards. A special trail will guide visitors around the stunning displays, revealing the history of the tulips, believed to date back to Mary II (1662-1694). Our expert gardening team will also be on hand to provide tips and information to keen gardeners during their visit. Included in admission.



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 the maze!



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 façade is a site not to be missed.



Georgian Kitchen Garden
See how the fruit, flowers and vegetables were planted, tended and harvested for the kings table in the 18th century in this enormous garden, full of produce.



PLAN YOUR VISIT

Top Tips

- Book your groups timeslot online via our website to secure their admission
- Walk-up groups are now accepted and tickets can be purchased from the admissions desk upon arrival
- 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
- Hampton Court Station is just half an hour from London Waterloo Station 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 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 min | Queen's State Apartments | 30 min |
| Henry VIII's Kitchens | 40 min | The Gardens | 1 hr |
| William III's Apartments | 40 min | The Maze | it depends... |
| Gold and Glory: Henry VIII and the French King | 30 min | | |

Admission prices

19 May 2021 - 28 February 2022

| | Individual price – gate and online | Group price |
|-----------------|------------------------------------|-------------|
| Adult | £25.30 | £23.30 |
| Concession | £20.20 | £18.60 |
| Child | £12.60 | £11.60 |
| Family 1 adult | £44.20 | n/a |
| Family 2 adults | £69.50 | n/a |



Key

- Ⓢ CATERING FACILITY
- Ⓢ SHOPS
- Ⓟ COACH PARKS
- ♂ TOILETS: GENTLEMAN
- ♀ TOILETS: LADIES
- ♿ TOILETS: DISABLED
- 🚆 OVERGROUND TRAIN LINE

GUIDED TOURS AND DAYS OUT IDEAS

Give your groups an even more memorable visit by booking a guided tour or private visit

Palace Accredited Guides

These bespoke tours can be tailored to your groups individual interests. Our guides can cover anything from ghost stories and salacious gossip of the Tudor and Georgian Courts, the origins of the Baroque Palace, to the imprisonment of Charles I in the Tudor Apartments. Tours start from £132. Please contact groupsandtraveltrade@hrp.org.uk.

Morning Tours

Experience the delights of Hampton Court Palace without the usual crowds. Choose a theme from History Where It Happened, Glorious Gardens or Magnificent Artwork, all led by our expert guides. After your tour, you will have the opportunity to enjoy breakfast in a private apartment before discovering more about the palace. Your one-hour experience will take place between 09.00-10.00, at £650 + VAT for up to 10 guests. Tours available Monday-Friday exc bank holidays.

Evening Tours

View the majestic splendour of Hampton Court Palace in a different light as dusk starts to set. Choose from A Touch of History, Ghost Tours, Art at the Palace or Salacious Gossip. Your after-hours experience will take place between 18.30-20.00 in the Summer and 17.00-19.00 in the Winter at £2,000+VAT for up to 30 guests.



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. Please email groupsandtraveltrade@hrp.org.uk for further information.

Opening times

31 March - 5 September 2021,
23 October to 31 October 2021
Daily: 10.00 – 17.30hrs
Last admission: 16.00hrs

8 September- 22 October 2021,
Weds-Sun: 10.00 - 17.30hrs
Last admission: 16.00hrs

1 November- 17 December 2021
Weds-Sun: 10.00 - 16.00hrs
Last admission: 14.30hrs

18 December - 23 December 2021,
27 December 2021 - 2 January 2022
Daily: 10.00 - 16.00hrs
Last admission: 15.00hrs

24-26 December: Closed

Booking

Book your time slot online www.hrp.org.uk/travel-trade. For assistance with your booking requirements, email booking.confirmations@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 Rail Station (Prices correct at time of going to press).

Group catering

Please see pages 6 and 7 for catering information.



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 of Princess Margaret, Diana Princess of Wales, and is currently home to the Duke and Duchess of Cambridge and their family. A visit reveals the surprising stories of many of the palace's inhabitants over the centuries.

MUST SEE ATTRACTIONS



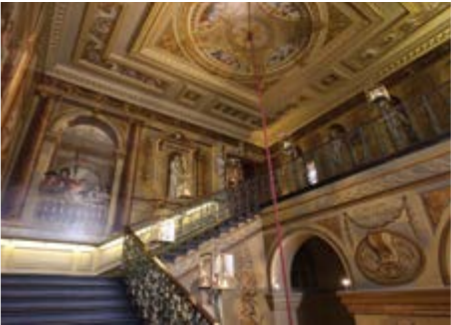
Royal Style in the Making
3 June 2021 – 2 January 2022
Set in the newly conserved historic Orangery, this exhibition will explore the unique relationship between fashion designer and royal client. Visitors will get a sneak peek into the rarefied world of the atelier, unpicking how some of Britain’s finest designers rose to the challenge of creating clothing destined for the world stage. The iconic wedding dress and 25-foot train of Diana, Princess of Wales will be one of the many star items on display.

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Life Through A Royal Lens
3 March – 16 October 2022
This exhibition will explore the impact of Queen Victoria and Prince Albert’s patronage of photography during its infancy and showcases never before seen private photos taken by members of the Royal Family including works by fashion photographer and husband to Princess Margaret, Lord Snowdon.

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MUST SEE ATTRACTIONS



Palace Gardens
The beautifully transformed gardens reconnect the building with the landscape of Kensington Gardens providing picturesque walks and fantastic vistas.

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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.

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

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Victorian Tiaras
Gaze at the glittering suite of gems specially commissioned for Victoria by her beloved Albert. The display includes the magnificent diamond and emerald diadem, emerald necklace, earrings and brooch.

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PLAN YOUR VISIT

Top Tips

- Book your groups timeslot online via our website to secure their admission
- Allow 15-20 minutes for your group to walk through Kensington Gardens from the coach park on Bayswater Road to ensure they arrive on time for their timed admission
- For those with access requirements please email the Contact Centre to make arrangements booking.confirmations@hrp.org.uk
- 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: A royal childhood | 30 min | Kings State Apartments | 30 min |
| Life through a royal lens | 30 min | Queens State Apartments | 20 min |
| Royal style in the making | 30 min | Palace Gardens | 30 min |

Admission prices 02 June – 30 September 2021

| | Individual price – gate and online | Group price |
|-----------------|------------------------------------|-------------|
| Adult | £23 .00 | £21.20 |
| Concession | £18.40 | £17.00 |
| Child | £11.50 | £10.60 |
| Family 1 adult | £40.20 | n/a |
| Family 2 adults | £63.20 | n/a |

Admission prices 1 October – 2 January 2022

| | Individual price – gate and online | Group price |
|-----------------|------------------------------------|-------------|
| Adult | £19 .50 | £18.00 |
| Concession | £15.60 | £14.40 |
| Child | £9.70 | £9.00 |
| Family 1 adult | £34.00 | n/a |
| Family 2 adults | £53.50 | n/a |



Key

CATERING FACILITY

SHOPS

COACH PARKS

BUREAU DE CHANGE

TOILETS: GENTLEMAN

TOILETS: LADIES

TOILETS: DISABLED

UNDERGROUND TRAIN LINE

GUIDED TOURS AND DAYS OUT IDEAS



Give your groups an even more memorable visit by booking a guided tour or private visit

Early Morning Tours
Join one of our Palace Host Guides at 09.00 for a fascinating guided tour of the State Apartments and the Victoria: A royal childhood exhibition an hour before the palace officially opens. After the tour, discover more of the palace at leisure as it opens to the public from 10.00. This unique experience costs £650 plus VAT for up to 10 guests, thereafter £65 per person plus VAT maximum 60 per tour.



- Opening times**
7 June - 30 September 2021
Wednesday-Sunday:
10.00-18.00hrs
Last admission: 16.30hrs

1 October -31 October 2021
Wednesday-Sunday:
10.00-18.00hrs
Last admission: 16.00hrs

1 November 2021 - 1 March 2022
Wednesday-Sunday:
10.00-16.00hrs
Last admission: 14.30hrs

24-26 December: Closed
- Booking**
Book your time slot online hrp.org.uk/travel-trade.
For assistance with your booking requirements, 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.

Pay and display or pay by phone. Prices correct at the time of going to press. Contact Euro Carparks 020 7563 3000.

Please allow 10-15 minutes for groups to walk through Kensington Gardens to the palace entrance.
- Group catering**
Please see pages 6 and 7 for catering information.



KEW PALACE

THE ROYAL KITCHENS, QUEEN CHARLOTTE'S COTTAGE AND THE GREAT PAGODA

Explore the royal landscape at Kew. The intimate palace brings to life the joys and sorrows of George III and his family. Discover the eating habits of the royal household in the Royal Kitchens and where they enjoyed family outings and tea at Queen Charlotte's Cottage. Lastly the Great Pagoda, designed by William Chambers for the royal family in the 18th century, the 163ft tall building was so exotic that a suspicious public were unconvinced it would remain standing.

MUST SEE ATTRACTIONS



Kew Palace
Enter the intimate world of 18th century royalty. Over three floors, meet George III and his family in the very rooms they inhabited. Explore the Queen’s Boudoir where Queen Charlotte would spend hours at needlework, spinning and knotting. Learn what some guests had to say about the King’s hospitality in The King’s Dining Room and discover Princess Elizabeth and Queen Charlotte’s bedrooms.



Royal Kitchens
Situating in an adjacent building, so as not to pollute the palace with cooking smells, discover the ingredients and methods used to prepare food for the royal table. Stroll through the kitchen garden where the produce is still grown using the Georgian methods.



MUST SEE ATTRACTIONS



The Great Pagoda at Kew
The Great Pagoda, recently restored to its 18th century grandeur, is open to those brave enough to take its 253 steps to the top! As you climb, learn why the Pagoda was built and how the royal family used this unique building in the 18th century. Enjoy spectacular views of modern London and look out for the 80 specially designed rooftop dragons. An additional ticket is required to climb to the top. Opening subject to government guidelines.



Queen Charlotte’s cottage
Situating 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.



George: The Mind Behind the Myth
From 4 June - 26 September 2021 2020 marked 200 years since the death of George III. George grew up at Kew Palace, but later in his life, it became a place of incarceration and torment during his periods of mental illness. Through objects and interpretation in the palace rooms, explore George III’s illness, treatment and public attitudes to how we think and talk about mental illness today.



PLAN YOUR VISIT

Top Tips

- Pre-book your group admission timeslot for Kew Palace when booking Kew Gardens as the palace can get very busy
- Don't forget to visit Queen Charlotte's Cottage nestled in the bluebell woods
- Pay a visit to the Great Pagoda and marvel at the beautifully carved dragons, which return to adorn the rooves for the first time since 1784.

Recommended Visit Time At least 4 hours including Kew Gardens

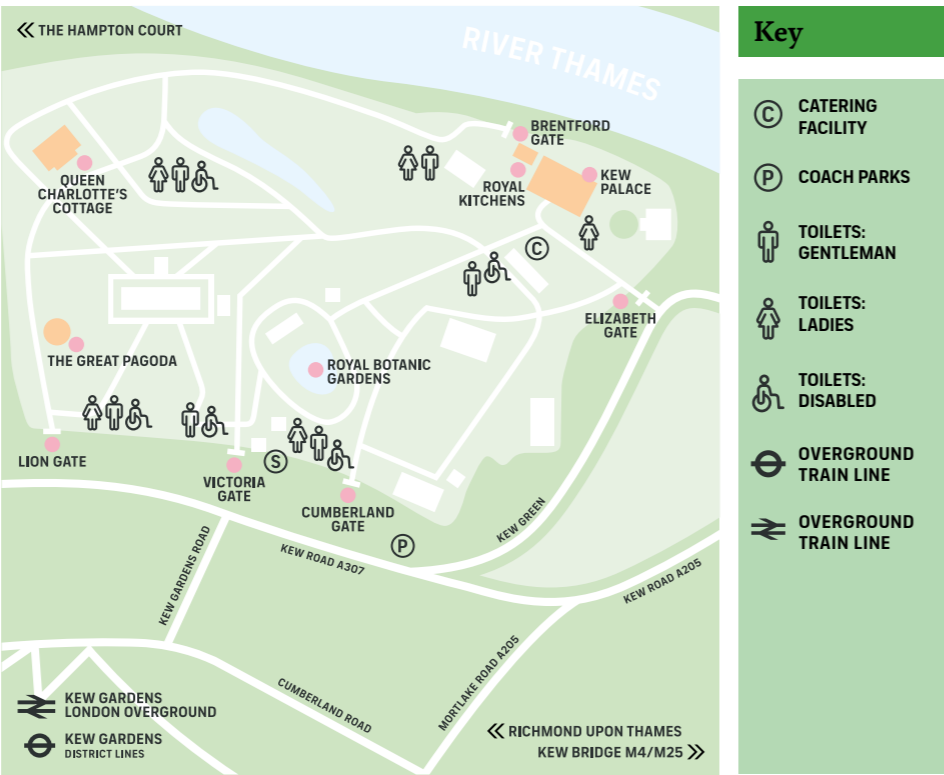
| | | | |
|--|--------|---------------------------|--------|
| Palace | 1 hr | The Great Pagoda | 30 min |
| Kew Gardens | 2 hrs | Royal Kitchens and Garden | 30 min |
| Queen Charlotte's cottage (summer weekends only) | 30 min | | |

Admission prices

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 or contact groups@kew.org.uk for prices and bookings.

The Great Pagoda

Group visits to the Great Pagoda must be pre-booked. Email groupsandtraveltrade@hrp.org.uk for more information



GUIDED TOURS AND DAYS OUT IDEAS



Give your groups an even more memorable visit by booking a guided tour or private visit

Exclusive morning and evening tours of Kew Palace

Discover this intimate royal family home that hosted both the happy and sad times of King George III and his family with one of our expert guides. Morning tours (09.00-10.00) are £650+VAT for up to 15 people, thereafter £65+VAT per person. Evening tours (18.00-19.00) are £450+VAT for 15 people, thereafter £30+VAT per person. Contact events@hrp.org.uk for availability.

Palace and kitchens tours
Enhance your group visit to Kew Palace and enjoy an intimate daytime tour that includes the palace and Royal Kitchens with our costumed palace experts, £10 per person.



Summer Opening times

Kew Palace
04 June - 26 September 2021
Daily: 11.00 (Last entry 16.00)

The Royal Kitchens and Queen Charlotte's Cottage will be open on selected days throughout the year. Please speak to a member of staff at Kew Palace for more information.

The Great Pagoda is open for pre-booked tours.

Winter Opening times
27 January - 03 June)

Kew Palace, the Kitchens, Queen Charlotte's Cottag and The Great Pagoda are closed for the winter season.

Kew Gardens closures will affect your visit. Please check garden closures before your visit on the Royal Botanic Gardens Kew website.

Booking
To pre-book your joint visit to Kew Gardens and Kew Palace and Royal Kitchens contact groups@kew.org or call +44 (0) 20 8332 5648.

Coach parking
Please visit www.kew.org for details of pick-up and drop off or email groups@kew.org.

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



HILLSBOROUGH CASTLE AND GARDENS

Hillsborough Castle and Gardens is the spectacular official residence of the Royal Family in Northern Ireland. Explore the stunningly renovated State Rooms, including the grand Throne Room and Red Room where key political figures and royalty alike have gathered, then venture outside to discover the delights of the 100-acre gardens, whatever the season.

MUST SEE ATTRACTIONS



Castle tour
Discover stories of celebration, entertainment, diplomacy and negotiation as our expert Explainers take you on 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 Staircase Hall.



MUST SEE ATTRACTIONS





The Walled Garden
The Walled Garden dates to the 18th Century and is a large, four-acre site historically used to produce fruit, vegetables and flowers for the house. Restored and re-presented, explore this beautiful working and productive garden, complete with dipping pond, crop rotations, seasonal produce served in the café and potting sheds. Herbaceous borders and an apple orchard can also be seen.



The Weston Pavilion
The Weston Pavilion has all the services you will require on arriving or departing the attraction. Ticketing facilities, toilets, a chance to relax in the Hillsborough Castle Café and an opportunity to partake in some retail therapy in the shop.

The Gardens
Wander at leisure through the historic gardens, which were developed from the 1760’s 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.



PLAN YOUR VISIT

Top Tips

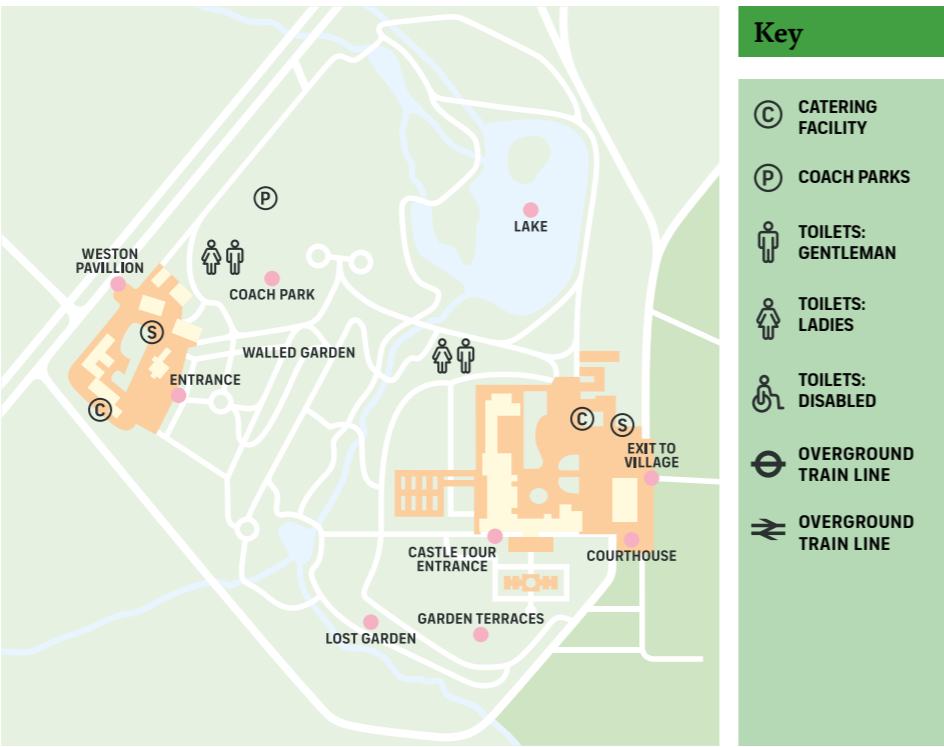
- Book your groups Castle tour timeslot online via our website to secure their admission. Group sizes are restricted to 25 people per tour
- Arrive 45 minutes before your Castle tour timeslot to ensure you don't miss your tour
- Our new Coach Park is located close to the Weston Pavilion where you'll 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, Hillsborough is a convenient stop off for your itinerary.

Castle Tour and Garden admission price 02 June – 31 August 2021

| | Individual price | Group price |
|-----------------|------------------|-------------|
| Adult | £14.20 | £13.10 |
| Concession | £11.30 | £10.40 |
| Child | £7.10 | £6.50 |
| Family 1 adult | £24.80 | n/a |
| Family 2 adults | £39.00 | n/a |

Gardens only admission 01 April 2021 - 28 February 2022

| | Individual price | Group price |
|-----------------|------------------|-------------|
| Adult | £9.90 | £9.20 |
| Concession | £7.90 | £7.30 |
| Child | £4.90 | £4.60 |
| Family 1 adult | £14.80 | n/a |
| Family 2 adults | £24.70 | n/a |



GUIDED TOURS AND DAYS OUT IDEAS



Group bookings
For assistance with your group booking requirements, email booking.confirmations@hrp.org.uk

Coach parking
The coach park has direct access from the A1 dual carriageway. There are 12 coach parking spaces free of charge on a first come first served basis for castle and garden visitors.

Access from Weston Pavilion to Castle
A pleasant stroll through the gardens takes approximately 20 minutes from the Weston Pavilion to the Castle itself. For visitors who require mobility assistance or for those who are time restricted please contact booking.confirmations@hrp.org.uk prior to your visit for more information. The castle itself is fully wheelchair accessible.

Private Evening Tour
Discover stories of celebration, entertainment, diplomacy and negotiation as our expert Explainers guide you and your clients through an exclusive tour of Hillsborough Castle's rich history and stunning state rooms. Tours take place between 18.00-18.45 and cost £600+VAT for up to 25 guests. Additional guests are £18+VAT per person. Maximum group size is 50 guests.



Recommended visit time
2 hours
Guided Castle tour
45 minutes

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

Opening times
01 June - 30 September 2022
(closed 25 September 2022)
Wednesday – Sunday: 10.30 - 18.00hrs – Castle admission by 15 minute time slots

Gardens only admission
5 August 2021 - 02 January 2022
Wednesday – Sunday: 10.00 - 16.00hrs – Castle admission by 30 minute time slots
24-26 December: Closed

Group bookings taken daily according to availability



BANQUETING HOUSE

This revolutionary building was created for court entertainments where a dazzling company of courtiers attended the exuberant masques and danced and drank beneath the magnificent Rubens-painted ceiling. But spare a thought for Charles I, who in 1649, was beheaded on a scaffold outside to the 'dismal, universal groan' of the crowd.

The Banqueting House is closed for visits in 2021 but remains available for private events, gala dinners and receptions.

Banqueting House is the perfect backdrop for any event. Host a grand dinner and reception for up to 400 guests or impress your suppliers by hiring the venue for a conference.

To enquire for your next event please contact
events@hrp.org.uk for further information.

GET SOCIAL WITH US

Historic Royal Palaces has 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 works 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 and Instagram, join our LinkedIn group or watch our videos on Youtube.



Contact details

Buy tickets for 15 or more people

T: +44 (0) 333 320 6000

E: booking.confirmations@hrp.org.uk

Book your groups online at www.hrp.org.uk/travel-trade

Find out more about the palaces

www.hrp.org.uk

Ask the Travel Trade Team

T: +44 (0) 20 3166 6311

E: groupsandtraveltrade@hrp.org.uk

Images of the palaces

www.hrp.org.uk/travel-trade

Souvenirs and shopping

T: +44 (0) 20 3166 6848

E: shop@hrp.org.uk

www.historicroyalpalaces.com

Corporate gifts

T: +44 (0) 20 3166 6857

E: corpgifts@hrp.org.uk

Parties and events

T: +44 (0) 20 3166 6399

E: events@hrp.org.uk

www.hrp.org.uk/hireavenue

TERMS AND CONDITIONS

Pricing validity is from 01 March 2021 to 28 February 2022. 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 person's 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 exercised in the compilation of this manual, HRP or any individual palace cannot be held liable for any information that is inaccurate or subsequently changed.

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HISTORIC ROYAL PALACES

WWW.HRP.ORG.UK



TOWER OF LONDON



HAMPTON COURT PALACE



KENSINGTON PALACE



BANQUETING HOUSE



KEW PALACE



**HILLSBOROUGH CASTLE
AND GARDENS**

SPACE TO STIR AND BE STIRRED

TOWER OF LONDON • HAMPTON COURT PALACE • BANQUETING HOUSE
KENSINGTON PALACE • KEW PALACE • HILLSBOROUGH CASTLE AND GARDENS