



HISTORIC ROYAL PALACES

# ESSENTIAL INFORMATION



# KENSINGTON PALACE

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

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## KEEPING YOU SAFE ON YOUR VISIT

### Welcome to Kensington 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
- Please only visit if you are feeling well
- We recommend all visitors from age 11+ to wear face coverings in our indoor spaces at the palaces, unless exempt.
- There are one-way routes and some parts of the palace are closed or have restricted access to maintain social distancing

#### On arrival

- A royal welcome awaits you
- Timed entry for schools with only one school bubble per day to ensure a safe and comfortable experience

#### Within the palace walls

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

#### A royal welcome and 5 star service

- Fully trained and confident team
- A warm, welcoming and safe 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](#).

## CHECKLIST FOR TEACHERS

- 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 recommendations, 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, you can find our current guidance [here](#). You can view our risk assessments [here](#). Please find our possible 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 (if applicable).
- Check your entry time, which can be found on your confirmation email. Please ensure you arrive on time to allow for your booked session to start on time.
- Carefully plan your journey to Kensington Palace, allowing some extra time for travel delays.
- Conduct an updated planning visit using the complimentary 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.
- Ensure you are bringing the right number of adults to fulfil our ratios (see Guidance for group leaders on p9).
- Inform us of any changes to your group numbers, this will ensure we have the right details for your Schools Entry Pass.
- Tell us about any accessibility needs so we can accommodate them as much as possible.
- In the days before your visit, check [here](#) for information of any route closures.

## BEFORE VISITING THE TOWER

### Opening times

#### Winter opening hours

1 November – 28 February

Wednesday–Sunday: 10.00–16.00

Last entry time slot is 14.30

#### Summer opening hours

1 March – 31 October

Wednesday–Sunday: 10.00–18.00

Last entry time slot is 16.30

Please note that individual routes within Kensington Palace will close 15 minutes before the close of Kensington Palace.

We recommend at least 90 minutes to 2 hours for your visit.

## GETTING TO KENSINGTON PALACE

### Coach parking

Unfortunately, we do not have a car park for school visitors at Kensington Palace.

If you plan to arrive by coach, the drop off point is Orme Square Gate (as seen on map). The group will then need to walk down Bayswater Road to Black Lion Gate (on map). From here, the group can safely walk down the Broad Walk to the palace.

There is private coach parking available off Bayswater Road near the palace. Contact Euro Car Parks 020 7563 3000 for prices and to book.

### Public Transport

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



**Queensway**  
(Central)

**High Street  
Kensington** (Circle  
and District lines)



27, 70, 94 AND 390 to  
Bayswater Road or 9,  
10, 49, 52, 70 and 452 to  
Kensington High Street

## ACCESSIBILITY

### Additional needs

Please let us know as soon as possible if any of your students have special educational needs and/or health or mobility difficulties. The team can be contacted on **020 3166 6646** or [kensingtonlearning@hrp.org.uk](mailto:kensingtonlearning@hrp.org.uk). We will make arrangements to maximise their enjoyment of the day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

### Wheelchair access

Kensington Palace has level access to all areas of the palace. Sessions will take place in the Clore Learning Centre or in our breakout spaces, which are all accessible by lift.

We have a limited number of wheelchairs available for visitors to borrow whilst on site, the use of which should be organised prior to your visit. We recommend, however, that visitors bring their own wheelchairs.

Unfortunately, the palace does not have a public hoist. If a member of your group requires the use of a hoist, we can try to organise space if given enough notice. We can also try to book a separate room for any medical needs. Please enquire with the Schools Team when you make your booking.

### Toilets

There is an accessible toilet located off the Stone Hall, which is available to all visitors.

### Lunchrooms

The lunchroom is on the ground floor.

During your visit, you may handle objects, props and spend time outside. We recommend regular hand washing throughout the day, and especially before eating.

### Sessions

If you have booked a session and someone in your group has mobility difficulties please let us know in advance by calling **020 3166 6646**. All learning spaces are accessible via a lift.

## ON THE DAY

### On 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 using our telephone number: **020 3166 6646**. Please ensure that you are able to move around in small, supervised 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. If you arrive after your allocated entry time your group may have to wait until the next available time slot.
- Make sure you have the telephone number to call if you are running late (**07917 585 182**).
- Ensure that all accompanying adults are briefed, have a printed-out map of the site, and a timetable for the day.
- Share your emergency contact numbers with all accompanying adults and brief them about the supervision requirements.
- Have your contact numbers ready to share with a member of staff upon arrival.
- Group sizes – Despite being a palace, some spaces are not very big! We require that you explore the Palace with groups of 10 students and a minimum 1-2 accompanying adults.
- We encourage all members of your group, unless exempt to wear a face covering whilst inside buildings as per the government advice.

## ON ARRIVAL

### Register

All group leaders must make themselves known to members of staff at the front of the palace. You may have to queue for a short period to then go through to the bag search area. A member of the Schools team will meet you and register your group in the Clore Learning Centre.

In the Clore Learning Centre, the group leader will also be asked to provide:

- Their name
- Their mobile number whilst on-site, in case of emergencies

This information will be used to locate the group leader if any of your students are found in Kensington Palace unsupervised, or in the event of an emergency. Please keep your phone on at all times and check it regularly. Your contact details will be disposed of securely at the end of each day. You will also be provided with a locker key for your group to securely store their coats and bags if they're available. Keys should be returned to a member of staff at the end of your visit.

Please note that due to strict capacities, re-entry cannot be guaranteed.

**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.

### Bag searches

Each member of your group will be required to have a bag search before they enter Kensington Palace. Bag searches are necessary in order to ensure all our visitors are protected whilst they are on site. All searches are carried out by professionals trained to identify offending articles. With this in mind, please encourage your students to only bring what's necessary i.e. lunch. If required for your session, our team will provide equipment such as clipboards, pencils and drawing materials.

We ask that group leaders undertake the following guidelines to make the process as smooth and quick as possible:

- Arrive in plenty of time.
- Be patient – the process can take time.
- Ask all students to take the process seriously.
- Follow all instructions given by Security staff.
- Brief students not to bring things such as scissors, compasses, metal cutlery or sharp metallic implements.
- Prohibited items are weapons, fireworks, smoke bombs, pepper spray, any article that is illegal to possess under UK law.



## Collect your School Entry Pass

At the Clore Learning Centre entrance, your group will be given a School Entry Pass. The group leader will also be asked to provide:

- Their name.
- Their mobile number whilst on-site, in case of emergencies.

This information will be used to locate the group leader if any of your students are found in Kensington Palace unsupervised, or in the event of an emergency. Please keep your phone on at all times and check it regularly. Your contact details will be disposed of securely at the end of each day. You will also be provided with a locker key for your group to securely store their coats and bags. Keys should be returned to a member of staff at the end of your visit.

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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

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

Please read our Possible Risks and Hazards document [here](#) for further information.

## Travel delays

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

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

## **GUIDANCE FOR GROUP LEADERS**

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

Our ratios are as follows:

- Key Stage 1 = 1:5 (ages 4 -7)
- Key Stages 2, 3 & 4 = 1:5 (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 school groups to explore the Palace in small supervised groups of around ten students plus accompanying adults, as some of the rooms are small and are unsuitable for large groups of people.

### **Lost students**

If a student or students have strayed from their assigned adult, please approach a member of staff who will be able to help you. They will need to know a description of the student/s concerned, the name of your school/college and the colour of your admission wristband to help locate them.

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

Please keep your mobile phone on and check it regularly.

## WHAT'S INCLUDED?

The subsidised schools rate includes\*:

- Access to the general visitor route. This includes access to all public exhibitions.
- Access to talks and tours delivered by the Explainer team (if running). Please bear in mind these are not aimed at or designed for school groups. If you do not wish to take part in any of the talks, please ask your group to be mindful of noise if in the same room.

\*Please be aware that we occasionally close parts of the Palace for reasons such as conservation and maintenance. Please check our website for current closures.

The subsidised schools rate does not include:

- Use of the café or Kensington Palace Pavilion tea room as a lunchroom

## FACILITIES

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

### Toilets

There are six male, six female and one accessible toilet located off the Stone Hall, which is available to all visitors. There are also toilets in the café, just beyond the gift shop, outside of the ticketed barrier of Kensington Palace.

### Lunchroom

There is one lunchroom at Kensington Palace that will be available for key stage 1 and 2 school groups. 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 will be provided.

Students are welcome to picnic outside the palace in Kensington Gardens, however we cannot guarantee re-entry due to strict capacities. Please plan your visit accordingly. Please make sure that all litter is put in bins.

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

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).

**Bags**

There are locker facilities at Kensington Palace for students to leave their bags and coats, which are available for groups taking part in school sessions on a first-come, first-served basis.

**Shopping**

Please feel free to visit our shop at Kensington Palace, situated as you leave the palace, opposite the Clore Learning Centre entrance.

## FURTHER INFORMATION

### Teacher Resources

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

### Our staff

Members of staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of the palace. Where appropriate – particularly where closer contact with 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.

### Costumes

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

### Smoking

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

### Photography and Sketching

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

- Photography should be for personal, non-commercial use only.
- Access behind ropes or other barriers is strictly prohibited.
- The use of tripods inside the building **is not permitted** unless arrangements have been made in advance with our Conservation team (to protect the floors from the tripod base so that it does not cause damage).
- Selfie sticks are **not allowed** to be used inside the palace for conservation and visitor experience reasons.
- Tripods and selfie sticks may be used in external areas (i.e. gardens) as long as access for other visitors is not compromised.
- Commercial photography, filming or sketching **is not** permitted unless authorised in advance.

Historic Royal Palaces is a safeguarding aware organisation and takes its responsibility to protect children and vulnerable people seriously. We may sometimes ask therefore that visitors refrain from filming or photographing 'other visitors, and expect any adults in your group to do the same if they feel it necessary. If you have concerns about photography of your group, please speak to a member of Front of House staff.

### **Eating & Drinking**

Food and drink is not permitted anywhere in the palace, except in designated eating spaces.

### **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](#).

## **HEALTH & SAFETY INFORMATION**

We carry out risk assessments on all our learning spaces and the activities which take place within them, our assessments have all been reviewed in light of COVID-19.

To support groups leaders with writing their own visit risk assessment our Possible 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 every day to answer queries. If you wish to speak to a member of the schools' team about planning your visit, please contact us in advance.

### **Supervision**

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

### **Safeguarding children, young people and vulnerable adults**

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

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

## **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 occurring. Individuals are responsible for any equipment they bring into the palace and its grounds. At the beginning of any session, a member of staff from Historic Royal Palaces may issue instructions. It is important that the group leader/all accompanying adults listen to and follow these instructions.

## **Clothing**

Please make sure that your group is suitably dressed for the day's activities. A large part of all visits to Kensington Place may be spent in spaces with little or no heating. Please make sure that your group is wearing suitable footwear and is equipped with wet weather clothes and/or protection from the sun.

## **Insurance**

Historic Royal Palaces has public liability insurance. Details are available on request.

## **Accidents/First Aid**

Although we have First Aiders and procedures in place, we expect school groups to provide their own first aid and administer care in the first instance. If there is an accident during your visit, please find the nearest member of staff who will be able to help. Should an ambulance be required, please contact a member of staff as the call needs to come from our security team.

## **In case of evacuation**

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



# WELCOME TO KENSINGTON PALACE

We hope you enjoy your visit to this wonderful building, which has been a royal home since 1689.

The palace is divided into two halves – public rooms including the Queen’s and King’s State Apartments, which you can visit and uncover the public and private stories of the young royal families that have lived here, and a separate, private side where members of the Royal Family live today.

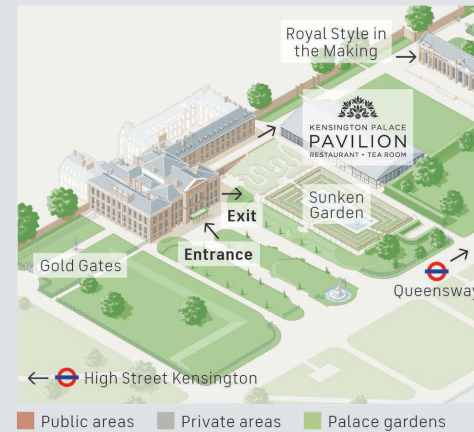
We are operating a one-way route taking you through Victoria: A Royal Childhood, The State Apartments and finishing in the Royal Style in the Making exhibition.

Don’t miss the beautiful Sunken Garden, featuring the statue of Diana, Princess of Wales, unveiled in July 2021.



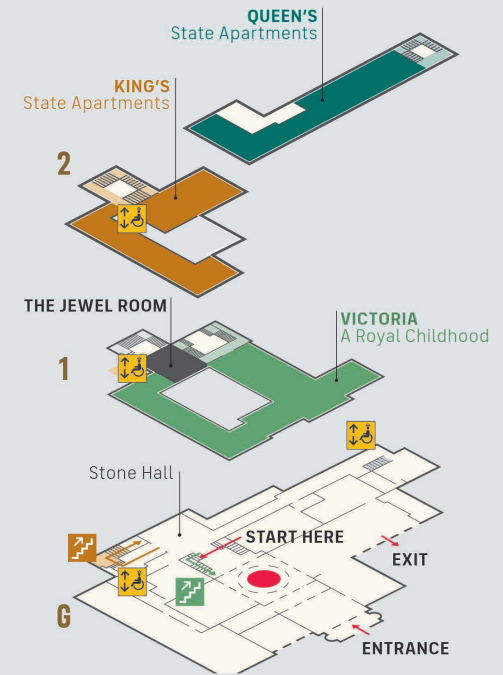
ROYAL STYLE *in the making*  
Exhibition in partnership with GARRARD

# THE PALACE AND GARDENS



# DISCOVER 300 YEARS OF ROYAL HISTORY

All routes are located on the upper floors and marked with different colours as shown on the drawing opposite. Our Royal Style in the Making exhibition is located in the Queen Anne Orangery as indicated on the map above.



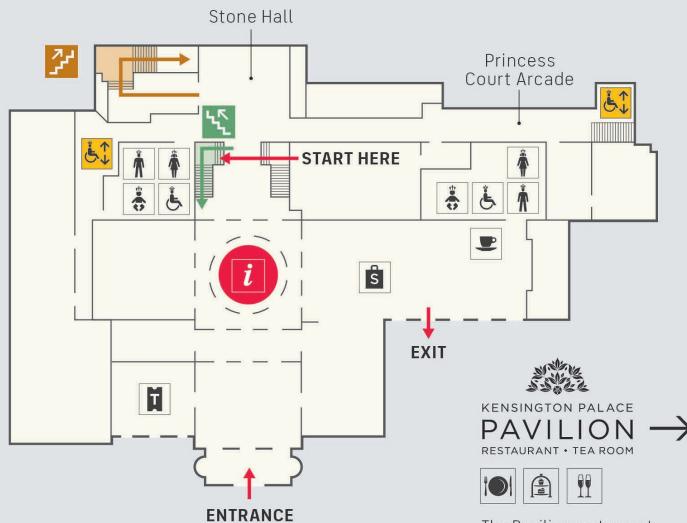
# YOUR ROUTE STARTS UP THE STONE STAIRS TO THE JEWEL ROOM

### MAP KEY

- Tickets
- The Hub
- Shop
- Male toilet
- Female toilet
- Accessible toilet
- Baby change
- Stairs
- Lift
- Palace Café

### Stairs to

- VICTORIA A Royal Childhood
- THE JEWEL ROOM
- KING'S State Apartments
- QUEEN'S State Apartments



KENSINGTON PALACE PAVILION RESTAURANT • TEA ROOM  
The Pavilion restaurant and tea room is open for delicious breakfasts, light lunches and elegant teas.

# PLEASE REMEMBER

### PLEASE DO

- Take photographs but no flash, video, 3D or panoramic photography/filming
- Use bicycle racks outside the palace

### PLEASE DO NOT

- Touch objects or artworks on display
- Eat or drink in the palace
- Use selfie sticks or tripods in the palace

### OPENING TIMES

Summer (1 March – 31 October)

10:00-18:00 (last entry 17:00)

Winter (1 November – 28 February)

10:00-16:00 (last entry 15:00)

### ACCESSIBILITY

For all access needs please speak to one of our Palace Hosts.

# ACCESS ALL ERAS WITH MEMBERSHIP

Prices start from £59. Upgrade your ticket on site, join at [hrp.org.uk/membership](http://hrp.org.uk/membership) or scan the QR code



# PLEASE HELP US

Historic Royal Palaces is a registered charity. We generate all our own funds, and the pandemic has had a devastating impact on our finances.

You can help us to care for the palaces by joining as a member or making a donation.

Text **PALACE** to **70085** to donate £5 and help us to keep the spirit of Kensington Palace alive

Texts cost £5 plus one standard rate message

- kensingtonpalace
- @hrp\_palaces
- historicroyalpalaces
- #kensingtonpalace

VISIT OUR WEBSITE FOR MORE INFORMATION  
[HRP.ORG.UK](http://HRP.ORG.UK)