



HISTORIC ROYAL PALACES

ESSENTIAL INFORMATION

TOWER OF LONDON

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

CONTENTS

Keeping you safe on your visit	3
Checklist for teachers	4
Before visiting the Tower	5
Opening times	5
Getting to the Tower	5
Accessibility	6
On the day	8
Before you arrive at the Tower	8
On arrival	9
Booked sessions	11
Guidance for group leaders	11
What's included?	13
Facilities	13
Further information	15
Health & Safety	16
Tower of London map	18

KEEPING YOU SAFE ON YOUR VISIT

Welcome to the Tower of London

Health and safety - what to expect from us

- Reduced visitor capacities will allow for social distancing with 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 Tower might be closed or have restricted access to maintain social distancing

On arrival

- A royal welcome awaits you at the Welcome Centre
- Timed entry for schools with a reduced number of schools per slot allowing for social distancing
- Your wristbands will be checked from a distance at the palace entrance

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

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](#).

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 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
- ☐ 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 wrist bands.
- ☐ Carefully plan your journey to the Tower of London, allowing some extra time for travel delays and parking (if applicable).
- ☐ Conduct an updated 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.
- ☐ Ensure you are bringing the right number of adults to fulfil our ratios (see Guidance for group leaders on p11).
- ☐ Inform us of any changes to your group numbers in advance, as this will ensure that we have the right amount of wristbands prepared.
- ☐ 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.

BEFORE VISITING THE TOWER

Opening times






Opening times vary throughout the year, please check ahead: www.hrp.org.uk/tower-of-london/visit/opening-and-closing-times

Please note that individual buildings within the Tower will close 30 minutes before the Tower closes. We recommend at least 2–3 hours for your visit.

GETTING TO THE TOWER

Public transport

The Tower 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.

				
Tower Hill (Circle and District lines)	15, 25, 42, 78, 100, D1 and RV1	Fenchurch street	London Bridge (15–20 minute walk)	Tower Gateway Bank
Bank (Central and Northern Line)			Cannon Street (15–20 minute walk)	
Monument (Circle and District lines)			Liverpool Street (20–25 minute walk)	

Coach parking

Coaches should drop groups off in the coach park off Lower Thames Street. There is a free drop-off period of 15 minutes and thereafter parking charges apply.

Tower Hill Coach and Car park
50 Lower Thames Street
London
EC3R 6DT

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. We can be contacted on 020 3166 6646 or towerlearning@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 autism spectrum

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

Wheelchair access

Whilst the Tower welcomes all visitors, this historic building has places with difficult stairs and passageways and wheelchair access is limited. The Jewel House, the Tower's Mint exhibition and the Lower Bowyer Tower are fully accessible. There is a lift between the ground floor and the basement of the White Tower – please speak to a member of staff to access this. We have a limited number of wheelchairs available for visitors to borrow whilst on site, use of these must be arranged prior to your visit. We recommend that visitors bring their own wheelchairs. Please consult our website [here](#) for up-to-date closures.

Toilets

Fully accessible toilets are located behind the Jewel House and next to the Cradle Tower. The building of the New Armouries Café has a Changing Places toilet facility and access to the toilet is via radar key. (A key can be obtained from café staff, to be returned after use).

Lunchrooms

The Lower Bowyer Tower lunchroom and the Fusilier's Lunchroom are two separate accessible lunchrooms which may be available for booking in advance – please enquire at the point of booking. In case of rain, there is potential for a student in a wheelchair plus a friend and a carer to picnic in the New Armouries café. If you would like to use this facility, we must be informed in advance so that arrangements can be made.

The Cradle Tower Lunchroom is located up some steep, narrow steps on the first floor with no other means of access. It is therefore unsuitable for visitors with mobility issues. If you have been allocated this room and you have students who cannot manage stairs, please let us know.

Sessions

If you have booked a session and someone in your group has mobility difficulties, please let us know in advance by calling **020 3166 6646**. Many of the sessions are route based and move around the Tower, involving the use of stairs. If we know in advance then adaptations to the session and route can be made. A lift is available for sessions taking place in the Learning Centre.

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 Tower

- ☐ 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 by emailing towerlearning@hrp.org.uk. 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 (07815 721 540).
- ☐ 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). You can find an 'on the day' information sheet for your accompanying adults [here](#).
- ☐ Share your emergency contact numbers with all accompanying adults and brief them about the supervision requirements.
- ☐ Have your contact 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 Tower 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 – Collect your wristbands

All group leaders must go to the Welcome Centre on Tower Hill upon arrival. Please note there is limited space within the Welcome Centre so all students must wait outside whilst the group leader registers at the Schools Desk. We advise that groups arrive 15 minutes prior to their entry time to ensure you have time to sign in and collect your wristbands here. These act as your entry tickets and should be worn at all times by both students and adults. You cannot access the Tower without them.



The Schools Desk will be staffed by a member of the schools team Wednesday to Friday at your scheduled arrival time.

At the Welcome Centre, the group leader will be asked to provide:

- Their name
- Their mobile number whilst on-site
- A second contact number

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

Please be aware that we cannot give any refunds if you arrive with a smaller group than expected.

NHS Test & Trace: In line with government advice we recommend 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 may be required to have a bag search before they enter the Tower of London. 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. Please see our website for more information.

We ask that teachers 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.
- Only bring what you need. If required, the Schools & Communities team will provide all necessary equipment such as clipboards, pencils and drawing materials.
- If you are bringing work for your students to complete in the palace, please use pencils and not pens.

BOOKED SESSIONS

We ask that your group arrive at the allocated meeting point within the Tower a few minutes before the start of your session. Please refer to your accompanying Teacher Notes for further details.

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.

Please read our Risk & Hazards document [here](#) for further information on safety measures during our sessions.

We recommend that you allow at least 15 minutes for walking from the Welcome Centre, through the entrance and to your session meeting point. If you are more than 15 minutes late, it may not be possible for the full session to take place.

Travel delays

We understand that you may experience delays when travelling to the Tower of London.

If you are going to be late it is essential that you contact the Schools Team on **07815 721 540** 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

Please bear in mind that the Tower is a military fortress guarded by serving members of the armed forces. It is also home to Yeoman Warders and their families, and we ask that all of our visitors are respectful to each other and staff whilst on site.

Teachers should brief their students to follow instructions and signage, and to stay with their accompanying adult **at all times**, including lunch time, 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:

- 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 school groups to explore the Tower of London and its individual buildings in small supervised groups. Many of the Tower's buildings are small and are unsuitable for large groups of people. This includes both the White Tower and Jewel House.

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 and the name of your school/college to help locate them.

Please ensure that your students know to approach a member of staff such as a Yeoman Warder 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 at all times and check it regularly in case of emergencies.

WHAT'S INCLUDED?

The subsidised schools rate includes*:

- Access to the general visitor route, including the Jewel House.
- Access to the White Tower and Royal Armouries displays.
- Access to the Fusilier Museum.

The subsidised schools rate does not include:

- Access to Yeoman Warder tours - these tours are not aimed at students and are not designed to accommodate the large number of schools that visit us.
- Access to the Chapel Royal of St. Peter ad Vincula.
- Use of a Digital Video Guide.
- Use of the New Armouries café as a lunchroom.

*Please note that areas can close at short notice for reasons such as maintenance and conservation. Please check our website in the days before your visit [here](#) for information of any route closures.

FACILITIES

Toilets

Groups should use the main toilets in the Brick Tower, behind the Jewel House, or near the Cradle Tower. Accessible toilets and baby changing facilities are also situated here. Changing Places facilities are available in the New Armouries Café. Please note that some of our toilets may be closed for cleaning or maintenance reasons.

There are public toilets in the coach park behind the Welcome Centre. This is useful for groups before entering or after leaving the Tower but there is an additional charge for using these facilities.

Lunchrooms

Unfortunately, we are unable to offer all our groups a lunchroom and priority is given to younger students (Key Stage 1 & 2). If you have been allocated a lunchroom, you will receive notification and directions two weeks before your visit. Please arrive and depart on time, noting that each lunch slot is only 20 minutes. Due to the enhanced cleaning regimes in place you might be asked to wait before entering the room. You are responsible for managing your group within the lunchroom. Please leave the lunchroom as you would like to find it – bins and cleaning products are provided in all rooms. 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 you have not been assigned a lunchroom, you are welcome to picnic away from other visitors on any benches that are available around the visitor route or in the moat (if open) and there are plenty of bins across the site for litter. Please follow the advice of the Yeoman Warder should they ask you to relocate somewhere else to ensure social distancing. In the event of bad weather, there are sheltered areas in the deep-set archways opposite the Raven Shop.

If using the moat, please be aware that the Yeoman Warder tours might start from this area at certain times so please ensure there is plenty of space available for the tours and that you are considerate about noise.

We ask that school groups don't use the New Armouries Café or the tables and chairs near the Raven Shop as these are reserved for members of the public purchasing food and drink.

Bags

There are no locker or cloakroom facilities at the Tower of London. All coats, bags and lunches must remain with your group at all times.

Shopping

We recommend that school groups use the Tower Shop which is at the exit after their visit.

The White Tower, Beefeater and Jewel House shops are not suitable for groups of more than 10 due to their small size. When visiting any of our shops we would advise going in small groups with the accompanying adult.

FURTHER INFORMATION

Teacher resources

Please see our website for further teacher resources [here](#). If you have booked a session you will receive your Teacher Notes along with your booking confirmation. 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 Tower. You might also 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.

Costumes

Live interpretation, the acting out of scenes for the Tower visitors, occurs occasionally and is carried out in period costume. We encourage visitors to interact with these presenters, where appropriate, and ask them questions about their costumes and characters.

Uniforms

All those in contemporary military uniform, most notably the sentries outside the Jewel House and Queen's House, are professional soldiers and not actors. These soldiers are focused on their duties as sentries, which is why visitors should not distract them. As professionals, these service members deserve our respect and are trained to respond as active members of the armed forces.

The Yeoman Warders are also military professionals. Each has retired from the British Armed Forces as a senior non-commissioned officer with at least 22 years of service, and holds the Long Service and Good Conduct medals. Each has vast knowledge of the Tower and will be pleased to answer your questions.

Secure areas

The Tower of London is a unique community. As well as being a visitor attraction, it is home to many members of staff and their families. It is also a military fortress. As a result, certain parts of the Tower will remain off-limits to general visitors, as these are the areas which contain the private residences for members of staff and their families. We ask that you keep to the visitor route and respect the privacy of our residents.

Ravens

The ravens are one of the many traditions of the Tower, which fascinate our visitors. These large wild birds are looked after by the Ravenmaster who feeds them regularly and ensures their welfare. Please do not feed the ravens or interact with them in any way, as their behaviour can be unpredictable.

Please ask your students to keep food away from the ravens and also to avoid leaving litter and scraps of food around. This will help ensure that the ravens' diet is maintained and that we do not attract pigeons or other rodents to the site.

Smoking

Smoking, including e-cigarettes, is not permitted in any buildings at the Tower of London.

Photography and filming

Visitors are welcome to take photographs within most areas of the Tower. Photographic equipment (such as tripods) and selfie sticks should not be used inside the buildings. For security reasons, photography is not allowed in the following areas:

- The Jewel House
- The Martin Tower

Historic Royal Palaces is a safeguarding aware organisation and takes it 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 deem it necessary. 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 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](#).

Health & Safety

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.

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 on site 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.

Objects and equipment

Any equipment provided by Historic Royal Palaces has been risk assessed. Individuals are responsible for any equipment they bring into the Tower and its 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 to and follow these instructions.

Clothing

Please ensure that all members of your group are suitably dressed for their visit. We recommend wearing the appropriate face coverings, per HRP guidelines.

Large parts of all visits to the Tower of London are spent outside, or 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 can be provided 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 and you require support, please find the nearest member of staff who will be able to help. Please let a member of staff know of any accidents or near misses during your visit for our reporting purposes, thank you.

Should an ambulance be required, please contact a member of staff as the call needs to come from our security team.

In case of an emergency alarm

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 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.

FORTRESS



Crown Jewels

1



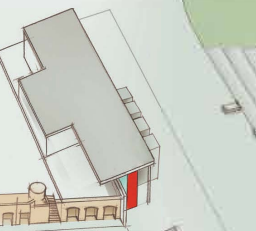
White Tower

2



Battlements

3



Welcome Centre

Coach Park



Yeoman Warders

4



EXPLORE THREE SIDES OF THE TOWER'S AMAZING STORY

FORTRESS PALACE PRISON



MAP KEY

- Information
- Multimedia guides
- Female toilet
- Male toilet
- Accessible toilet
- Baby changing
- Changing Places facility (via Radar key)

- Accessible entrance
- Shop
- Café
- Restaurant
- Buggy park
- No photography

PALACE



The Ravens

5



Medieval Palace

6



Royal Beasts

7



PRISON



Torture at the Tower

8



Imprisonment at the Tower

9



Bloody Tower

10

