



HISTORIC ROYAL PALACES

ESSENTIAL INFORMATION



HAMPTON COURT 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 Hampton Court Palace

Health and safety – what to expect from us

- Reduced visitor capacities will allow for social distancing with all visitors pre-booking their timed entry tickets.
- We recommend all visitors from age 11+ to wear face coverings in our indoor spaces at the palaces, unless exempt, following government guidelines
- Please only visit if you are feeling well.
- There are one-way routes and some parts of the palaces are closed or have restricted access to maintain social distancing.

On arrival

- A royal welcome awaits you.
- Timed entry for schools with a reduced number of schools per slot allowing for social distancing.

Within the palace walls

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

A royal welcome and 5 star service

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

We're Good to Go

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

FAQs

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

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 wristbands.
- ☐ Carefully plan your journey to Hampton Court Palace, allowing some extra time for travel delays and parking (if applicable). If you have booked a session please allow additional time for entering the site and making your way to the session meeting point.
- ☐ Conduct a planning visit using the complementary Teacher Planning Pass. You can find this at the bottom of your booking confirmation email. Please note that we are currently using timed entry slots to support social distancing within the palace. On arrival you may be asked to wait until there is a slot available, particularly at peak times such as weekends.
- ☐ Create your own risk assessment for the visit. We have listed some possible risks and hazards on our website [here](#), which may help with your planning.
- ☐ Ensure you are bringing the right number of adults to fulfil our ratios (see Guidance for group leaders on p8).
- ☐ Inform us of any changes to your group numbers in advance, as this will ensure we have the right details for your school group on the day.
- ☐ 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 PALACE

Opening times

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

We recommend allowing at least 3 hours for your visit.

GETTING TO HAMPTON COURT

Public transport

The Palace can be reached by many forms of public transport. Up to date public transport information can be obtained from www.tfl.gov.uk which also has a useful journey planner.

Coach parking

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

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

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

ACCESSIBILITY

Additional needs

Please let us know as soon as possible if any of your students have special needs and/or health or mobility difficulties. We can be contacted in advance of the visit on hamptoncourtlearning@hrp.org.uk. We will make arrangements to maximise their enjoyment of the day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

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

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

There are a limited number of wheelchairs and mobility scooters available to hire which can be collected from the main entrance. Please note these cannot be pre-booked.

Toilets

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

Lunchrooms

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

The Buttery lunchroom is located on the first floor and accessible by lift. If you would like to speak to a member of our team about accessing this lunchroom please email hamptoncourtlearning@hrp.org.uk

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 emailing hamptoncourtlearning@hrp.org.uk. Many of the sessions are route based and move around the palace, involving the use of stairs. If we know in advance then adaptations to the session and route can be made.

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

ON THE DAY

Before you arrive at the Palace

- ☐ COVID-19: Please only visit if you are feeling well. If any staff or students are exhibiting symptoms please contact us as soon as possible to rearrange your visit. Email hamptoncourtlearning@hrp.org.uk
Please ensure that you are able to move around in small groups of 10 students, or less, to support social distancing.
- ☐ Check your entry time, you can find this on your confirmation email and ensure you arrive 15 minutes prior to this time so that you have sufficient time to sign in at the Clore Learning Centre. If you arrive after your allocated entry time your group may have to wait until the next available time slot. Please note, there is no access to any part of the palace or gardens before your entry time.
- ☐ Make sure you have the telephone number to call if you are running late (**020 3166 6641**). If you arrive after your allocated entry time slot your group we cannot guarantee entry and/or you may need to wait until the next available time slot.
- ☐ Ensure that all accompanying adults are briefed, have a printed-out map of the site, a timetable for the day and any directions they need to the session meeting points or lunchroom (if applicable).
- ☐ Share your emergency contact numbers with all accompanying adults and brief them about the supervision requirements.
- ☐ Have your contact number ready to share with a member of staff at the Schools Desk on arrival.
- ☐ Carefully plan your journey to Hampton Court Palace, allowing some extra time for travel delays and parking (if applicable). If you have booked a session, please allow additional time for entering the site and making your way to the session meeting point.
- ☐ Group sizes – Despite being a palace, some spaces are not very big and we may be operating a one way system to accommodate social distancing. We require that you visit the spaces in groups of 10 students and a minimum 1-2 accompanying adults (please check our minimum supervision ratios on Pg. 7).
- ☐ We encourage all members of your group, unless exempt, have the appropriate face coverings as per HRP guidance.

ON ARRIVAL

Register – Collect your wristbands

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

These wristbands act as your tickets and you must wear them at all times.

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

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

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

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

BOOKED SESSIONS

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

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

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

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

TRAVEL DELAYS

If you have booked a session and you are going to be late it is essential that you contact the Schools team at the Clore Learning Centre on **020 3166 6641 /6646** and provide an estimated time of arrival.

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

GUIDANCE FOR GROUP LEADERS

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

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

Our ratios are as follows:

- Early Years 1:4 (free adult places up to 1:2)
- Key Stage 1 = 1:5 (ages 4 -7)
- Key Stages 2, 3 & 4 = 1:10 (ages 7-15)
- Key Stage 5 and up = 1:15 (16 +)

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

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

The palace, and the objects it contains, are very precious and unique. Please note the following ways you can help us to preserve the palace:

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

Lost students

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

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

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

WHAT'S INCLUDED?

The subsidised schools rate includes*:

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

*Please note that areas of the palace 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

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

There are public toilets inside the palace located in Base Court and Fountain Court and in the gardens by the Kitchen Garden and in the Wilderness. Please note some of our toilets may be closed for cleaning or maintenance reasons.

Lunchrooms

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

COVID-19: Lunchrooms will be cleaned at the beginning and end of each day. Cleaning products are provided should you wish to carry out any additional cleaning.

Please note you may not be the only group using the lunchroom on the day of your visit so it is important to adhere to your allocated time.

Key Stage 1 & 2 groups

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

Key Stage 3 and above groups

- We allocate lunchroom time slots by age, prioritising our youngest groups. If we are able to offer you a lunchroom we will email you with details of your allocation two weeks before your visit.

For all groups:

If you have not been assigned a lunchroom you are welcome to picnic in the gardens around the Tiltyard Café or on the grass at the front of the palace. Please do not leave any litter.

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

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

Due to the enhanced cleaning regimes in place you might be asked to wait a short time before entering the room. You are responsible for managing your group within the lunchroom. Please leave the lunchroom as you would like to find it – bins are provided in all rooms.

Bags

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

Shopping

We have two shops onsite, The Undercroft Shop in Base Court and the Palace Shop in the Barrack Block by the Clore Learning Centre.

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

Our staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of the palace. You might encounter staff in both costume and wearing uniforms. Where appropriate – particularly where closer contact with members of the public is required – our staff will be issued with PPE, or may be working behind screens, for their protection and to protect our visitors.

Smoking

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

Photography and Sketching

- Photography and/or filming is permitted in all areas of the palace with the exception of the Chapel Royal, Royal Pew, Cumberland Art Gallery and temporary exhibitions.
- Photography/filming should be for personal, non-commercial use only.
- Access behind ropes or other barriers is strictly prohibited.
- The use of tripods inside the building is not permitted unless arrangements have been made in advance with our conservation team.
- Selfie sticks are also not allowed to be used inside the palace for the same conservation and visitor experience reasons.
- Tripods and selfie sticks may be used in external areas (i.e. courtyards and gardens) as long as access for other visitors is not going to be compromised.
- The frequent use of flash is discouraged as it disrupts the enjoyment of the palace for other visitors.
- Commercial photography, filming or sketching is not permitted unless authorised in advance.

Historic Royal Palaces is a safeguarding aware organisation and takes its responsibility to protect children and vulnerable people seriously. We may sometimes ask therefore that visitors refrain from filming or photographing other visitors, 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

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

Security information

The safety and security of Historic Royal Palaces' staff and visitors is always of the utmost importance. Our security policies can be found on our website [here](#).

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

Health & Safety information

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

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

To support groups leaders with writing their own visit risk assessment our 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 schools' team are not available onsite everyday or at weekends to answer queries. If you wish to speak to a member of the schools' team about planning your visit, please contact us in advance.

Supervision

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

Objects and equipment

Any equipment provided by Historic Royal Palaces has been risk assessed. Individuals are responsible for any equipment they bring into the palace or grounds.

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

Clothing

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

A large part of a visit to Hampton Court Palace may be spent outside or in rooms with no heating. Students will need warm and wet weather clothing and / or sun protection if appropriate. We strongly recommend that you bring a spare set of clothes in case of illness, “accidents” etc.

Insurance

Historic Royal Palaces has public liability insurance. Details can be provided on request.

Accidents/First aid

Although we have first aid provisions onsite, 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.

If you require an ambulance please contact a member of staff who will call one for you.

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 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.

MAP

HAMPTON COURT PALACE

SPACE TO STIR AND BE STIRRED

TOWER OF LONDON • HAMPTON COURT PALACE • BANQUETING HOUSE
KENSINGTON PALACE • Kew Palace • Hillsborough Castle and Gardens

Start by exploring the home of Henry VIII then discover the magnificent Baroque Palace in William III's Apartments and the Georgian Story.

Begin your journey in Base Court.



Henry VIII's Kitchens



Henry VIII's Apartments



William III's Apartments



Georgian Story



Palace Gardens

THINGS TO REMEMBER



Please do not eat or drink inside the building.

Smoking and vaping are prohibited inside the palace and courtyards.

Please resist touching the magnificent but fragile objects in the palace.

To protect these historic objects, we have to use window blinds to keep light levels low and we place fragile items behind barriers.

Non-commercial photography and filming are allowed everywhere except the Chapel Royal, Royal Pew and special exhibitions.

Please respect the COVID regulations and make use of the handwashing and hand sanitising facilities.

ACCESS ALL ERAS WITH MEMBERSHIP

Prices start from £59. Upgrade your ticket on site, join at 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 **TUDOR** to **70085** to donate £5 and help us to keep the spirit of the Hampton Court Palace alive

Texts cost £5 plus one standard rate message

hamptoncourtpalace

@hrp_palaces

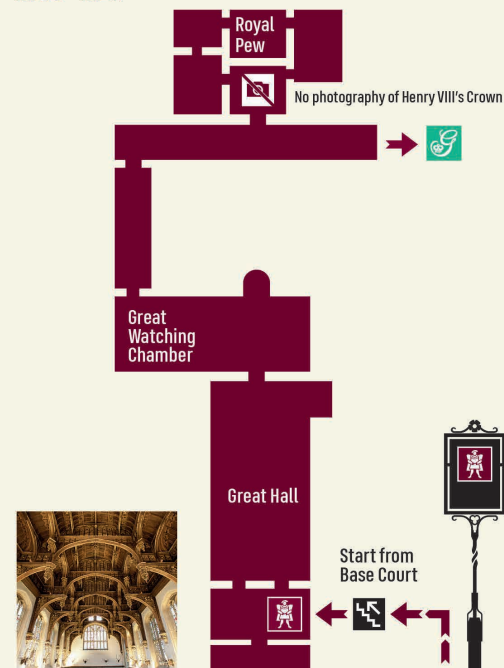
historicroyalpalaces

#hamptoncourtpalace

VISIT OUR WEBSITE FOR MORE INFORMATION
HRP.ORG.UK

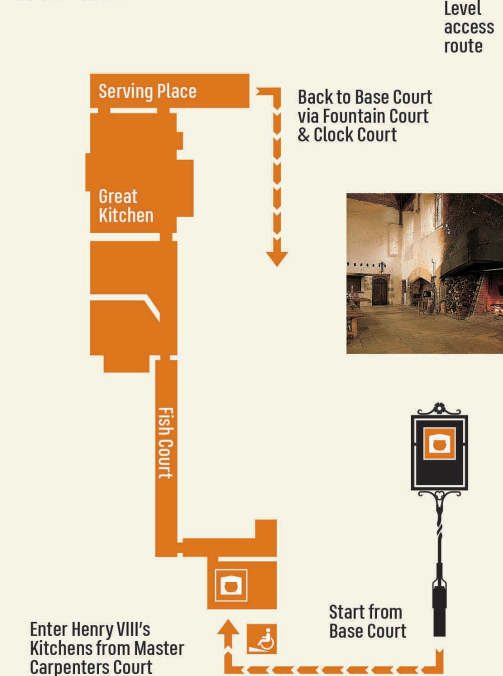
HENRY VIII'S APARTMENTS

1509–1547



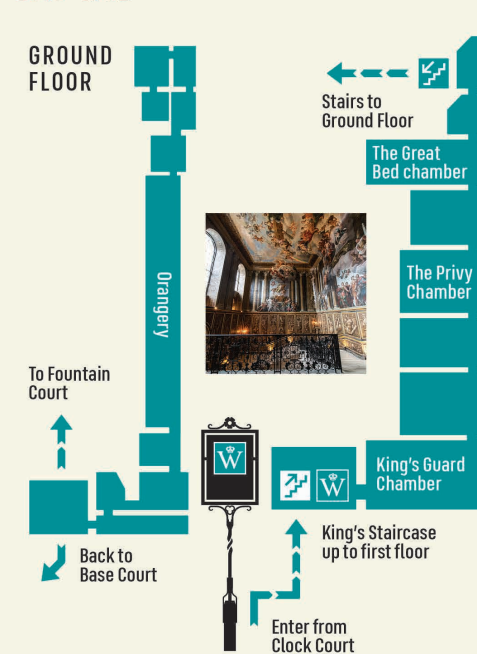
HENRY VIII'S KITCHENS

1509–1547



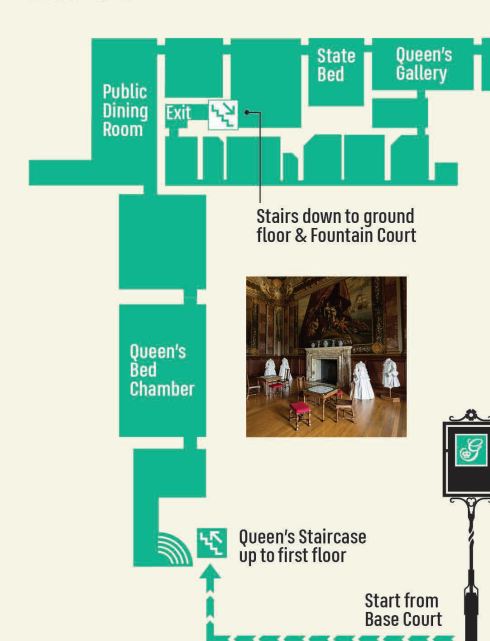
WILLIAM III'S APARTMENTS

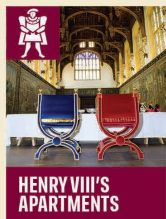
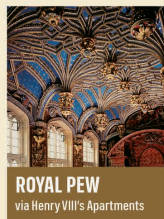
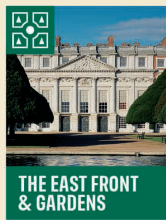
1689–1702



GEORGIAN STORY

1714–1737





Map key

- Information Centre
- Audio Guide
- Audio Guide dropdown
- Shop
- Tiltyard Café
- Accessible toilet
- Baby change
- Female toilet
- Male toilet
- Level access route
- Stairs

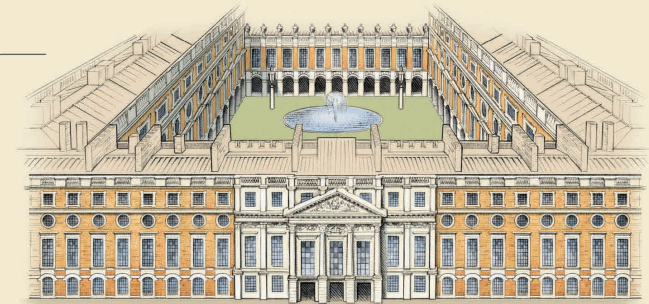
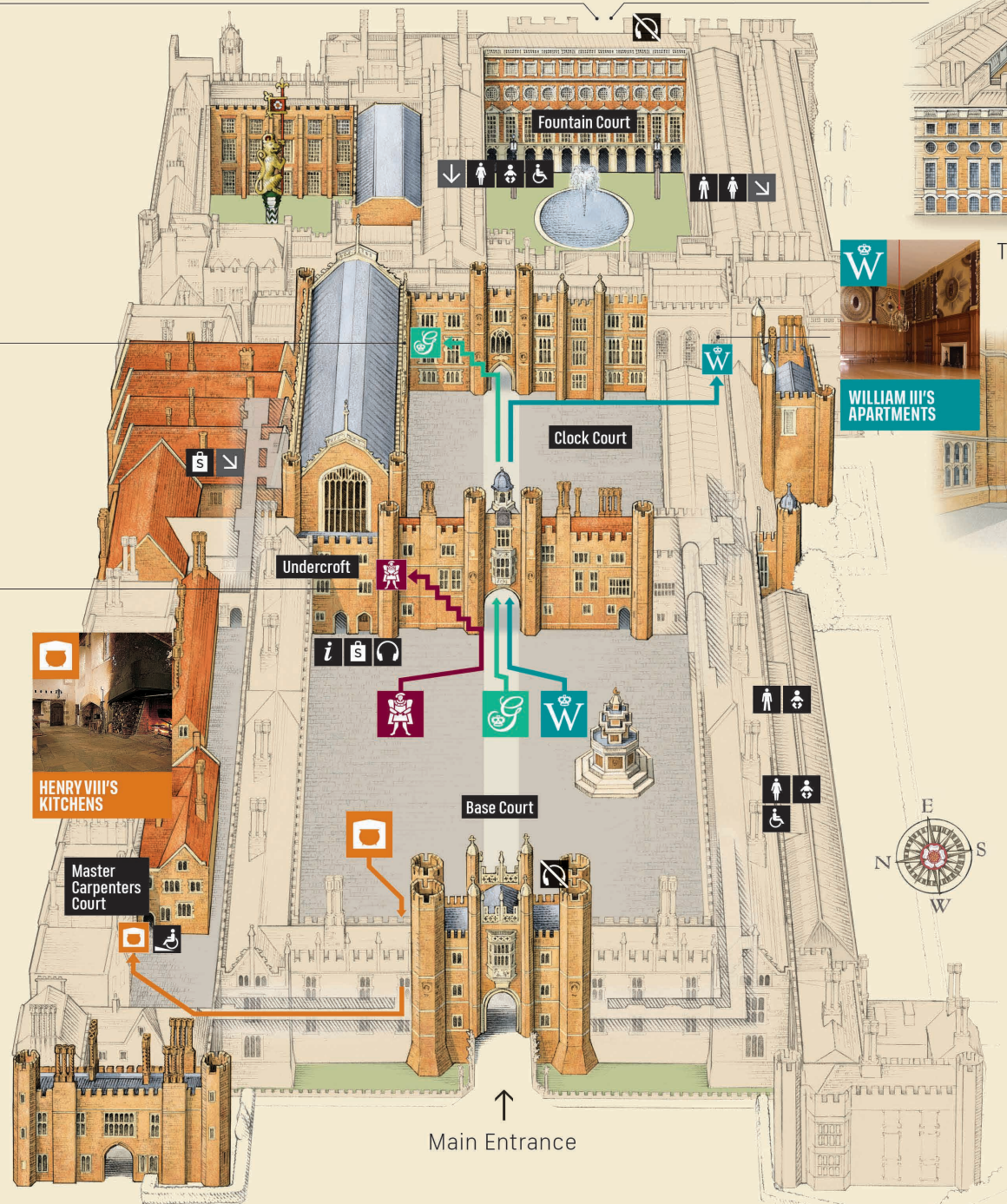
Please note there are uneven surfaces around the palace. For all access needs including lifts please speak to one of our Palace Hosts.



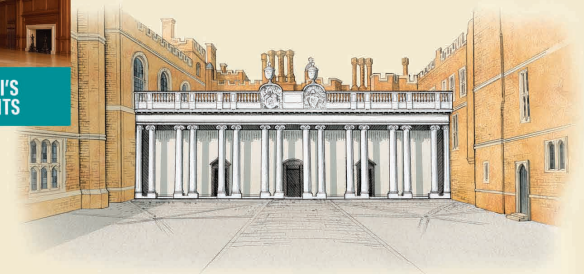
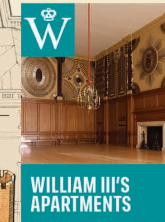
← Gardens & Tiltyard café

Seymour gate

East Front & Gardens



The East Front William & Mary 1689



The Colonnade, Clock Court

PALACE OPENING HOURS

10:00am – 5:30pm daily

VISIT OUR WEBSITE FOR MORE INFORMATION
HRP.ORG.UK