



HISTORIC ROYAL PALACES

For teachers and accompanying adults on the day of your visit to Hampton Court Palace

Group leader: Please read this document and ensure **every accompanying adult** has a copy. We have created this document to assist you and your accompanying adults on the day of your visit. If you have any questions, please speak to a member of staff.

COVID-19: Please only visit if you are feeling well. If any staff or students are exhibiting symptoms please contact us as soon as possible to rearrange your visit. Tel. 020 3166 6641 / 6646. Please ensure that you are able to move around in small groups of 10 students, or less, to support social distancing. We encourage mask wearing inside the palace.

Group sizes - Despite being a palace, some rooms are not very big! We recommend you explore with groups of 10 pupils and a minimum 1-2 accompanying adults. Some areas of the palace will have a set maximum group size.

Busy areas - When visiting certain areas you may be asked by a Palace Host to wait for other groups to move along if the area is particularly busy.

Supervision - At all times throughout your visit, **your group must be supervised** according to our supervision ratios which are 1:5 for pupils aged 0-7 years, 1:10 for pupils aged 7-16 years and 1:15 for students aged 16-18 years. Please note all pupils under the age of 18 (including KS5 pupils) require supervision. This **includes during sessions, lunchtimes and any free time you allow for your group**. If these ratios are not met, you may be asked to leave the premises.

Please ensure no one goes into roped off areas and remind everyone in your group that the paintings and objects at Hampton Court are real and not copies - please do not touch them.

Sessions - If you have a booked session, please note the following:

- **Accompanying adults may not leave the session** once it has started. The adult supervision ratio explained above needs to be in place at all times during your visit.
- **No food or drink is allowed in the learning spaces or on route in the palace.** Please do not eat and drink inside the palace (except for your designated lunchroom if applicable).

Clore Learning Centre - The Clore Learning Centre will only be accessible to your group before you enter the palace. If you need to use the toilet before leaving the site, you should plan to use toilets within the palace or in the palace gardens.

First aid and emergencies – Please note: 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.

Coats, bags and lunches – These must remain with the group at all times as there is no storage facility for these items. You may be asked by a Palace Host to remove your bags from your back and carry them, so as not to damage items in the palace.

Pens – Due to conservation reasons pens are not permitted in the palace. If you are using a workbook around the palace you must use your own **pencils** and clipboards.

We are here to help – Feel free to ask us any further questions you might have!

Clore Learning Centre – 020 3166 6641/020 3166 6646

Group Leader's Number - _____

Jan 2022