



HISTORIC ROYAL PALACES

For group leaders and accompanying adults on the day of your visit to Kensington Palace

Group leader: We have created this document to assist you on the day of your visit. Please ensure all accompanying adults have read the information below.

COVID-19: Please only visit if you are feeling well. If any staff or students are exhibiting symptoms whilst on site, please contact a member of staff.

- Group sizes - Despite being a palace, some spaces are not very big! We recommend that you explore with small groups of 10 students plus accompanying adults. Please observe social distancing with other visitors and staff.
- Busy areas - When visiting certain areas you may be asked by members of staff 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, 1:5 for pupils aged 7-16 years and 1:15 for students aged 16-18 years. **This includes during workshops, lunchtimes and any free time you allow for your group.**
- Please ensure that no-one goes into roped off areas, and remind everyone in your group that the paintings and objects inside the palace are real – please do not touch them.
- Talks/tours – You are welcome to listen to one of the talks or tours offered by our Palace Hosts, but please bear in mind these are not designed for school audiences. If you do not wish to stay for a talk, please quietly move to the next room and be mindful of other visitors wishing to listen to the talks.
- First aid and emergencies – 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 note that the call need to be by our security team.
- Shops – there are two shops at Kensington Palace. We recommend that groups use the main palace shop at the end of their visit, although there is a small shop at the end of the “Royal Style in the Making” exhibition as well.

We are here to help. Feel free to ask us any further questions you may have.

School bookings team contact information:

Phone number: 020 3166 6646

Email: kensingtonlearning@hrp.org.uk