



HISTORIC ROYAL PALACES

ESSENTIAL INFORMATION

KENSINGTON PALACE

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

CONTENTS

Checklist for teachers	3
Before visiting the palace	4
Getting to Kensington Palace	4
Facilities & Accessibility	5
On arrival	6
Health and Safety information	8
Further information	10
Kensington Palace Map	11

CHECKLIST FOR TEACHERS

- Read through your confirmation email, as well as this pack, as they will help to answer any questions you may have in planning your visit.
- Ensure you have read our full Terms and Conditions [here](#) and make that full payment will be made by the deadline (found on your invoice).
- 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. If you are running late on the day, please call the Schools Team on **07917 585 182**.
- Conduct an updated planning visit using the complimentary Teacher Planning Pass, which is on the bottom of the original booking confirmation email. Please note that we are using timed entry slots so, 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 page 8).
- Inform us of any changes to your group numbers, or if any of your group have 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.
- Ensure that all accompanying adults are briefed and have a timetable for the day. Please make sure that they are all aware of the supervision requirements.

BEFORE VISITING THE PALACE

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

Opening times vary throughout the year. Please check ahead on our website [here](#).

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**.

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

We can organise a minibus drop off and collection at the Orangery for SEND groups with access issues. Please contact a member of the Schools team on **020 3166 6646** to book this, with at least two weeks' notice.

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, 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

FACILITIES & ACCESSIBILITY

Lunchrooms

There is one lunchroom at Kensington Palace, with priority given to school groups doing sessions. The lunchroom is wheelchair accessible.

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

Toilets

There are three individual toilets in the Clore Learning Centre, including one accessible toilet. There are also toilets available to all visitors located off the Stone Hall in the main palace, as well as toilets in the café towards the exit.

Bags

There are locker facilities at Kensington Palace for groups who are doing sessions.

Shopping

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

Wheelchair access

Kensington Palace is wheelchair accessible, with level access to all areas of the palace. The Clore Learning Centre is based on the ground floor of the palace and has accessible toilets, teaching spaces and lunchroom. Sessions will take place in the Clore Learning Centre or in our breakout spaces, which are all accessible by lift.

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.

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. 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.

ON ARRIVAL

Bag searches

All group leaders must make themselves known to members of staff at the front of the palace upon arrival. You will then be required to go through a bag search. Bag searches are necessary 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 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.

Register

When you are through the bag search, the group will be taken through to the Clore Learning Centre to sign in. The group leader will also be asked to provide a contact number that we will be able to use in case of 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.

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

Booked sessions

We recommend that you allow at least 15 minutes from arrival to be ready to start your session. If you are more than 15 minutes late to start your session, it may not be possible for the full session to take place.

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.

HEALTH AND SAFETY INFORMATION

Supervision

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.

Please be sure to break up your students into smaller groups when exploring the palace routes as some of the rooms are small and are unsuitable for large groups of people.

Accidents/First Aid

If there is an accident or near accident during your visit, please find the nearest member of staff who will be able to help you. A record will be made of any accident that occurs. If there is a first aider within your school group, assistance from a member of staff should still be requested so that we have it on record.

In case of emergency alarms

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

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.

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.

FURTHER INFORMATION

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](#).

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.

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 that visitors refrain from filming or photographing other visitors. If you have concerns about photography of your group, please speak to a member of Front of House staff.



KENSINGTON PALACE

SPACE TO STIR AND BE STIRRED
TOWER OF LONDON • HAMPTON COURT PALACE • BANQUETING HOUSE
KENSINGTON PALACE • NEW PALACE • HILLSBOROUGH CASTLE AND GARDENS

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.



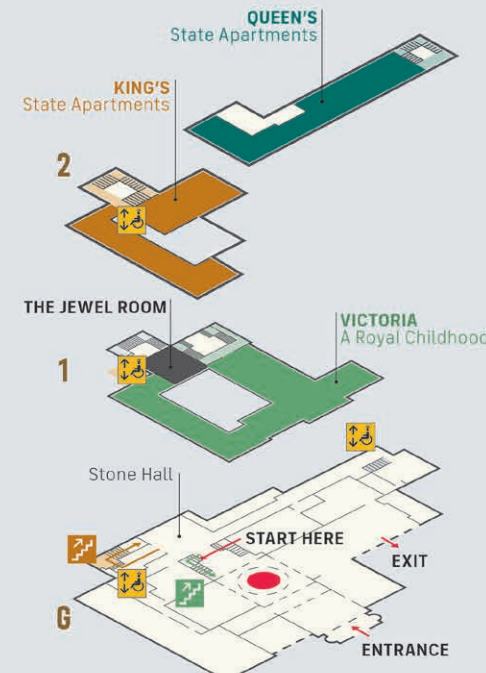
ROYAL STYLE
in the making
Established by permission of
GARRARD
© 2021

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.



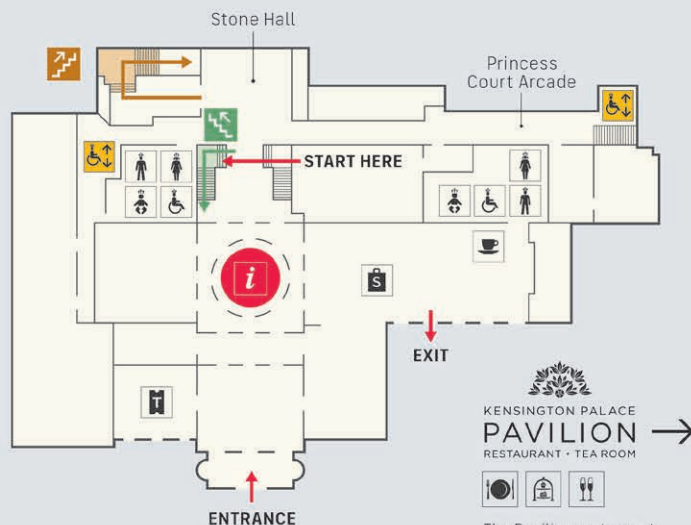
YOUR ROUTE STARTS UP THE STONE STAIRS TO THE JEWEL ROOM

MAP KEY

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

Stairs to

- VICTORIA A Royal Childhood
- KING'S State Apartments
- THE JEWEL ROOM
- 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 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](https://www.facebook.com/kensingtonpalace)
- [@hrp_palaces](https://twitter.com/hrp_palaces)
- [historicroyalpalaces](https://www.instagram.com/historicroyalpalaces)
- [kensingtonpalace](https://www.linkedin.com/company/kensingtonpalace)

VISIT OUR WEBSITE FOR MORE INFORMATION
HRP.ORG.UK