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We welcome all visitors to Hampton Court Palace and aim to make everyone's day out successful and enjoyable.

Use this guide on your visit to Hampton Court and explore the palace and our accessible routes and experiences.

Our friendly Hosts in red or blue uniforms, or our Volunteers in red sashes, are happy to help you on your visit.





BUILDING WORKS

Hampton Court Palace will be undergoing extensive renovations throughout 2025 and 2026. These works will affect visitor navigation in various ways during this period. While this access guide has been updated to reflect the planned changes, some unforeseen adjustments may occur on a day-to-day basis. If you encounter any inconsistencies or need assistance, please don't hesitate to speak with our staff, who will be happy to help you find your way.

PALACE MAP, SUMMER 2025

MAP KEY

-  Audio Guide
-  Audio Guide dropbox
-  Shop
-  Privy Kitchen Café (11am–4pm)
-  Tiltyard Café
-  Chapel Royal
-  Accessible toilet
-  Baby change
-  Female toilet
-  Male toilet
-  Level access route
-  Stairs
-  No entry

ACCESS KEY

-  Ramp or slope
-  Wheelchair store – a limited number of wheelchairs and motorised scooters are available to borrow
-  Accessible toilet
-  Accessible lift (please ask a Host in a red coat for access)*
-  Cobbled and uneven surfaces
-  Smooth or polished surface
-  Area of low light levels
-  Handrail
-  Steps
-  Sound effects
-  Wall projections
-  Best route for wheelchair users

- | | |
|--|--|
|  Henry VIII's Kitchens |  Cumberland Art Gallery |
|  Henry VIII's Apartments |  Chocolate Kitchens |
|  Georgian Story |  The Tudor World |
|  William III's Apartments |  Palace Gardens |

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

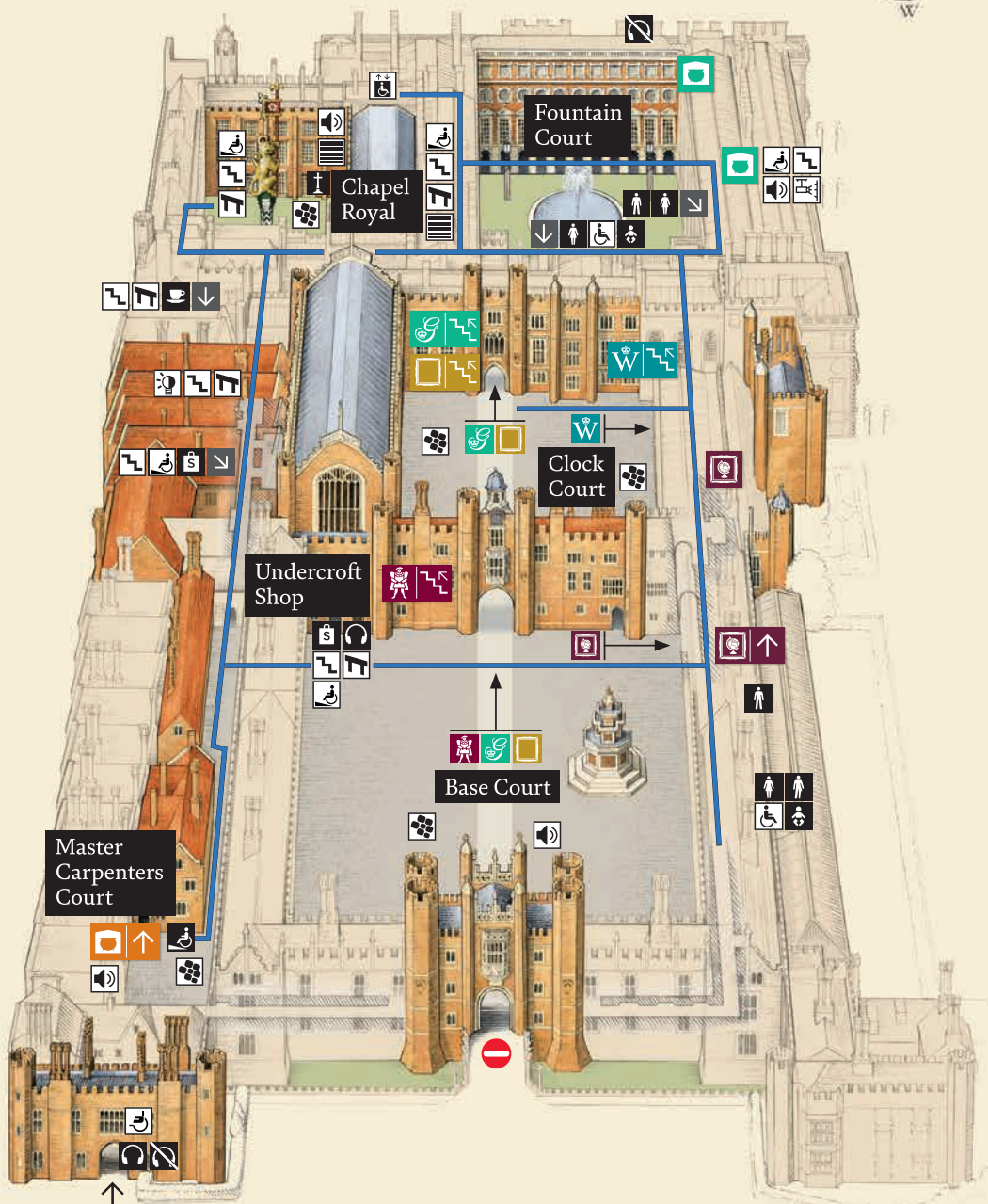
*Our primary lift dimensions are: 190.5cm long and 121.9cm wide. This lift can hold up to 1000KG.

Our secondary lift is smaller at: 116cm long and 134.6cm wide.



Palace Gardens,
Maze, Magic Garden,
and Tiltyard Cafe

Palace Gardens



Main Entrance
(Seymour Gate)

PALACE MAP, AUTUMN 2025

MAP KEY

-  Audio Guide
-  Audio Guide dropbox
-  Shop
-  Privy Kitchen Café (11am–3pm)
-  Tiltyard Café
-  Chapel Royal (open Weds–Sat)
-  Accessible toilet
-  Baby change
-  Female toilet
-  Male toilet
-  Level access route
-  Stairs
-  No entry

ACCESS KEY

-  Ramp or slope
-  Wheelchair store – a limited number of wheelchairs and motorised scooters are available to borrow
-  Accessible toilet
-  Accessible lift (please ask a Host in a red coat for access)*
-  Cobbled and uneven surfaces
-  Smooth or polished surface
-  Area of low light levels
-  Handrail
-  Steps
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-  Best route for wheelchair users

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

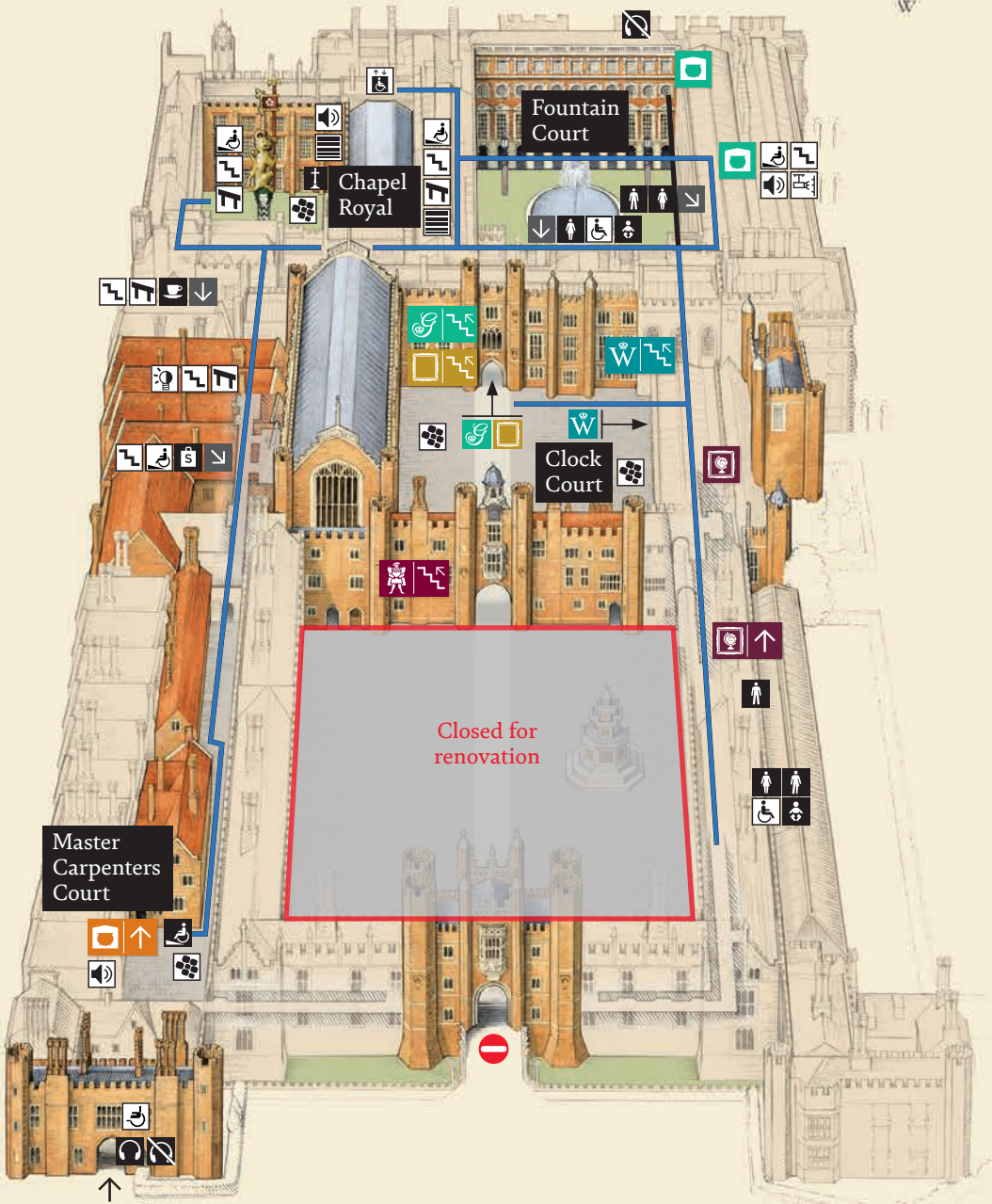
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Palace Gardens,
Maze, Magic Garden,
and Tiltyard Cafe

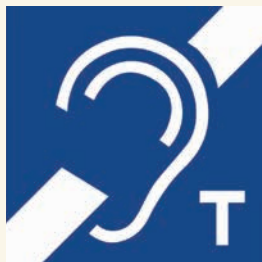
Palace Gardens



Main Entrance
(Seymour Gate)

WHEELCHAIR HIRE AND HEARING LOOPS

You are welcome to use one of our wheelchairs in our palace apartments, or an electric buggy in our gardens during your visit today. Please speak to a Host at the Seymour gate or East gate.



Induction loops can be found in the following locations:

Ticket Office
Undercroft Shop
Privy Kitchen Cafe
Tiltyard Cafe

Switch your hearing aid to the 'T' setting to activate.

Bluetooth headphone adaptors for hearing aids and noise cancelling headphones are available. Please speak to a member of staff.

AUDIOGUIDES

Collect your free Audio Guide in the Undercroft shop or Palace entrance, or scan here to access on your own device.



qrcode/HCPag

Audio tours with step-free routes are clearly marked on the device.

British Sign Language (BSL) tours are available for Henry VIII's Kitchens, Georgian Story and The Tudor World.

An Audio-Described (AD) Tour is available for The Tudor World.

Transcripts of our audio guides are available upon request.
Please speak to a Host in the Undercroft Shop and Palace entrance.



QUIET TIMES

Our quietest times are: Term time, weekdays post 14.30

ACCESSIBLE TOILETS

You can find step-free accessible toilets in Base Court and Fountain Court.



Base Court is closest to: Henry VIII's Kitchens, Henry VIII's Apartments, The Tudor World. If Base Court is closed due to building works, please use Fountain Court toilets below.



Fountain Court is closest to: William III's Apartments, Georgian Story, Palace Gardens.

ACCESS KEY



Ramp or slope



Wheelchair store – a limited number of wheelchairs and motorised scooters are available to borrow



Accessible toilet



Accessible lift (please ask a Host in a red coat for access)



Cobbled and uneven surfaces



Smooth or polished surface



Area of low light levels



Handrail



Steps



Sound interpretation



Wall projections



Potential crowding



Touch interactive



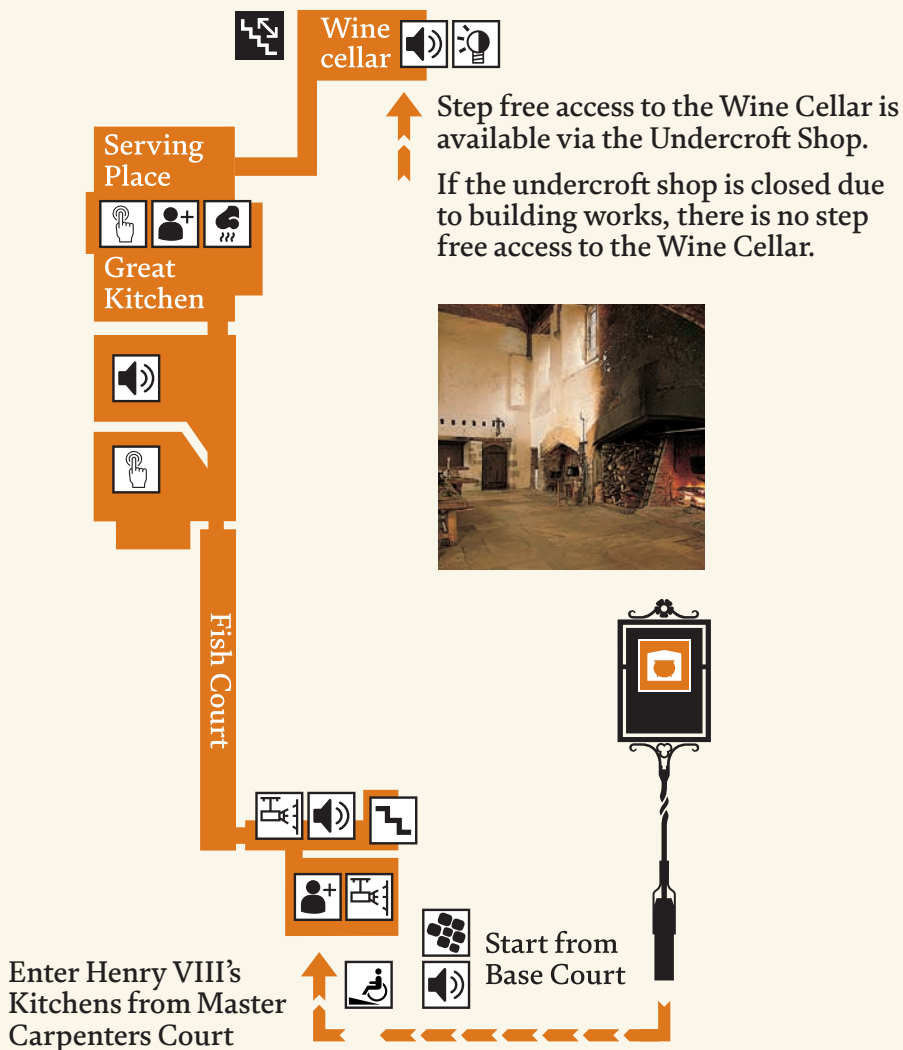
Strong smells



Mannequin

HENRY VIII'S KITCHENS

1509–1547



ACCESS INFORMATION



Henry VIII's Kitchens is a step free route



Some of the flooring is uneven



Some areas can get very crowded and loud



Some areas have low light levels



The kitchens have some tight spaces when busy



Tactile and handling objects throughout the kitchens



Access to the Boiling Pot is via 4 steep steps



Access to the Wine Cellar is down 8 steep steps.
A handrail is available. Step free access is
available via the Undercroft Shop



Strong smells of burning wood and food from the fire



Projections are used throughout the kitchens



Sound effects are used throughout the kitchens



Audio guide available, including BSL

HENRY VIII'S KITCHENS

VISUAL STORY



Sound effects
are used
throughout
the kitchens



Projections are
used throughout
the kitchens



Some areas can
get very crowded
and loud



Tactile and handling objects throughout the area



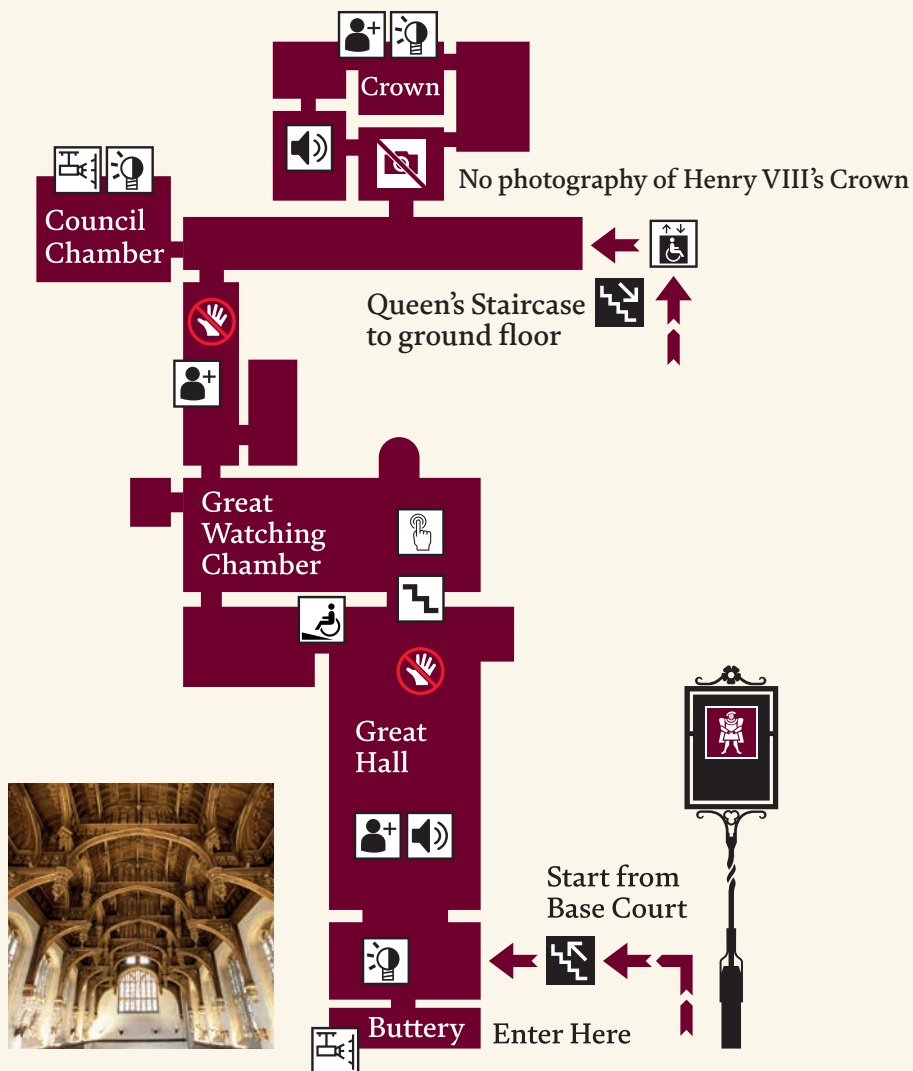
Strong smells of burning wood and food from the fire



Access to the Wine Cellar is down 8 steep steps. A handrail is available. Step free access is available via the Undercroft Shop

HENRY VIII'S APARTMENTS

1509–1547



ACCESS INFORMATION



Once on the first floor, Henry VIII's Apartments is a step-free route. To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas can get very crowded and loud



Some areas have low light levels



Tactile and handling objects throughout the apartments



Please do not touch historic objects behind ropes and barriers



Projections are used throughout the apartments



Sound effects are used throughout the apartments



Audio Guide available

Please note: subject matter include themes of death, illness, imprisonment and execution



ACCESS INFORMATION

Henry VIII's Apartments are on the first floor but are accessible via lift for visitors with limited mobility.

To access Henry VIII's Apartments via a staff-operated lift*, please ask a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to use it.

They will take you up the lift and escort you to the start of the route or you can complete the route in reverse order.

*Our primary lift dimensions are: 190.5cm long and 121.9cm wide. This lift can hold up to 1000KG.

Our secondary lift is smaller at: 116cm long and 134.6cm wide.

HENRY VIII'S APARTMENTS VISUAL STORY



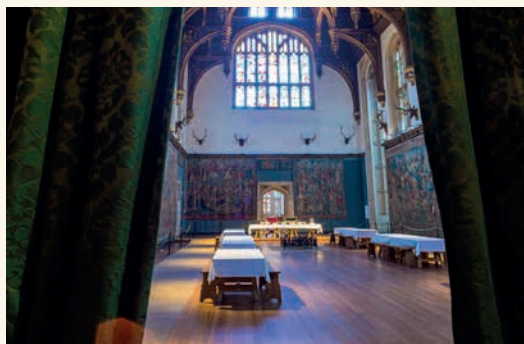
Once on the first floor, Henry VIII's Apartments is a step-free route.

To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



An interpretive film about The Queens of Henry VIII is projected in the Buttery.

There are low light levels



Some areas can get very crowded and loud.

Please take a seat at one of the tables



Please do not touch historic objects behind ropes and barriers



Tactile and handling objects throughout the apartments. You can find them in the chests or on the games tables



Please do not touch historic objects behind ropes and barriers



Projections are used throughout the apartments. There are low light levels.

Please note: the Council Chamber includes themes of execution and may cause some distress

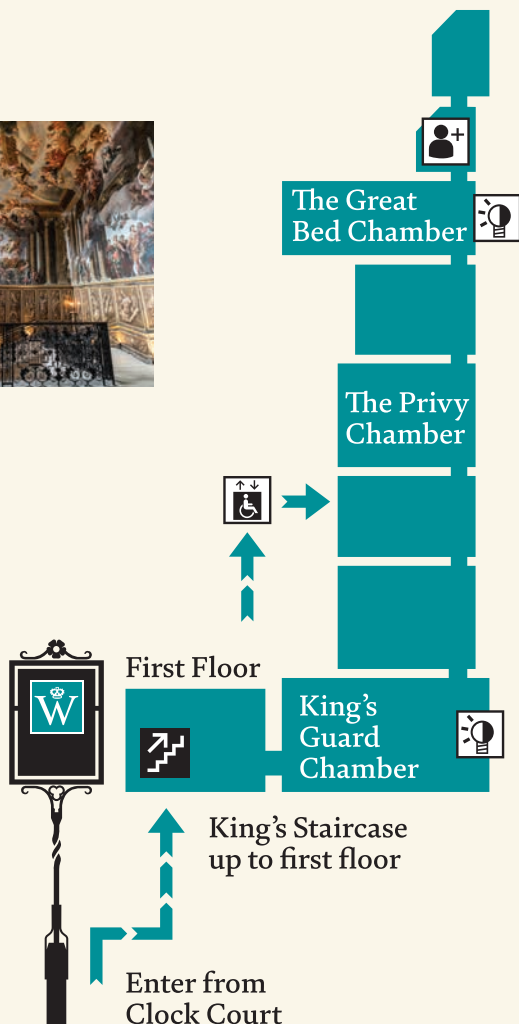
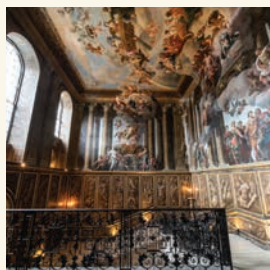


Sound effects are used throughout the apartments.

There are low light levels

WILLIAM III'S APARTMENTS

1689–1702





ACCESS INFORMATION

William III's Apartments are on the first floor but are accessible via lift for visitors with limited mobility.

To access William III's Apartments via a staff-operated lift, please ask a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to use it.

They will take you up the lift and escort you to the start of the route or you can complete the route in reverse order.



Once on the first floor, William III's Apartments is a step-free route. To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers



Some areas can get very crowded and loud



Audio Guide available

Please note: highly colourised, painted and textured walls and ceilings could be overstimulating.

WILLIAM III'S APARTMENTS VISUAL STORY



Take care on 33 shallow steps. Once on the first floor, William III's Apartments is a step-free route.

To exit to the ground floor, if required please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers.

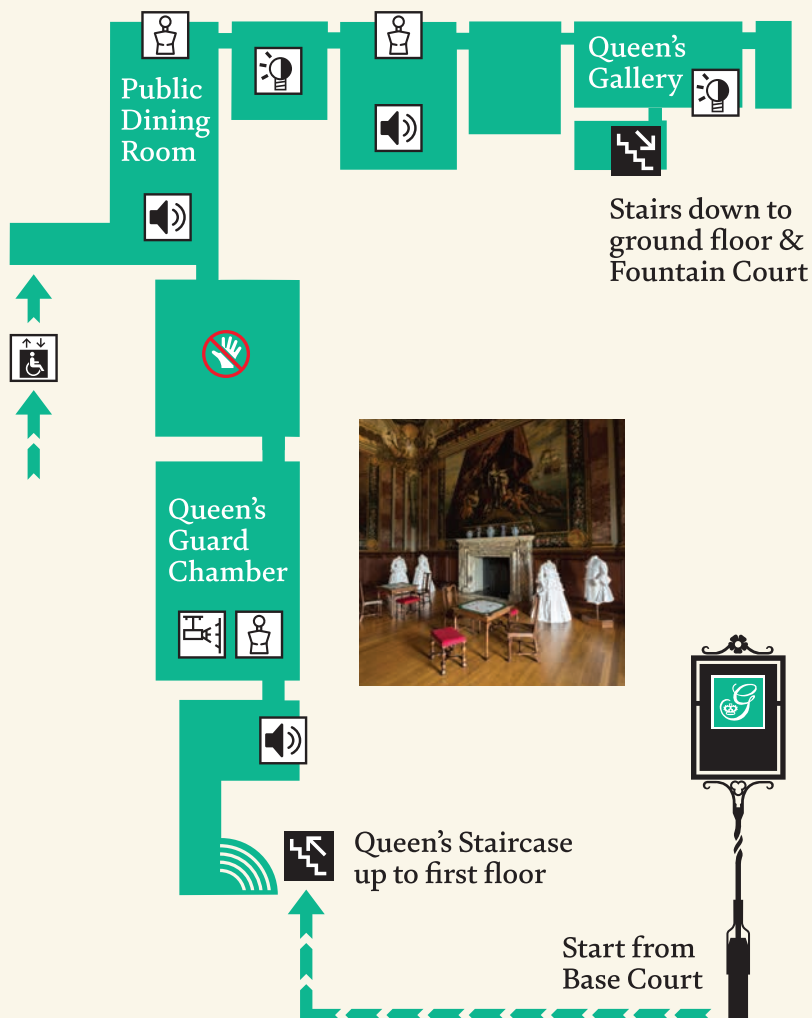
Entrance via the staff-operated lift begins here



Some areas can get very crowded and loud

GEORGIAN STORY

1714–1737



ACCESS INFORMATION



Once on the first floor, Georgian Story is a step-free route. To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas have low light levels



Tactile and handling objects throughout the exhibition



Please do not touch historic objects behind ropes and barriers



Projections are used at the beginning of the exhibition only



Sound effects are used throughout the exhibition



Mannequins of historic characters are used throughout the exhibition



Audio guide available, including BSL

Please note: highly colourised, painted and textured walls and ceilings could be overstimulating.



ACCESS INFORMATION

Georgian Story is on the first floor but is accessible via lift for visitors with limited mobility.

To access Georgian Story via a staff-operated lift, please ask a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to use it.

They will take you up the lift and escort you to the start of the route or you can complete the route in reverse order.

GEORGIAN STORY VISUAL STORY

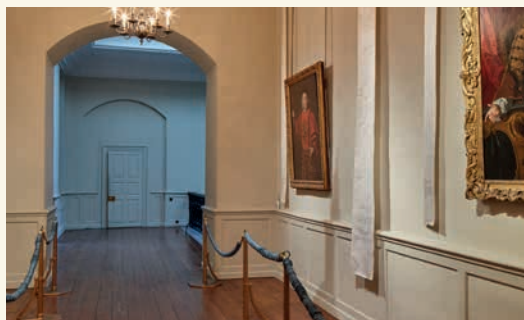


Take care on the 33 shallow steps. Once on the first floor, the Georgian Story is a step-free route.

To exit to the ground floor, if required please ask a Palace Host or Volunteer to use the staff-operated lift



Tactile and handling objects are available. Projections are used at the beginning of the exhibition.



Entrance via the staff-operated lift begins here



Please do not touch historic objects behind ropes and barriers



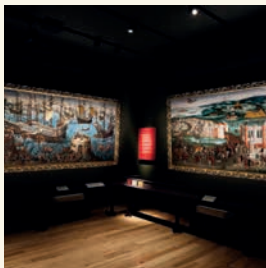
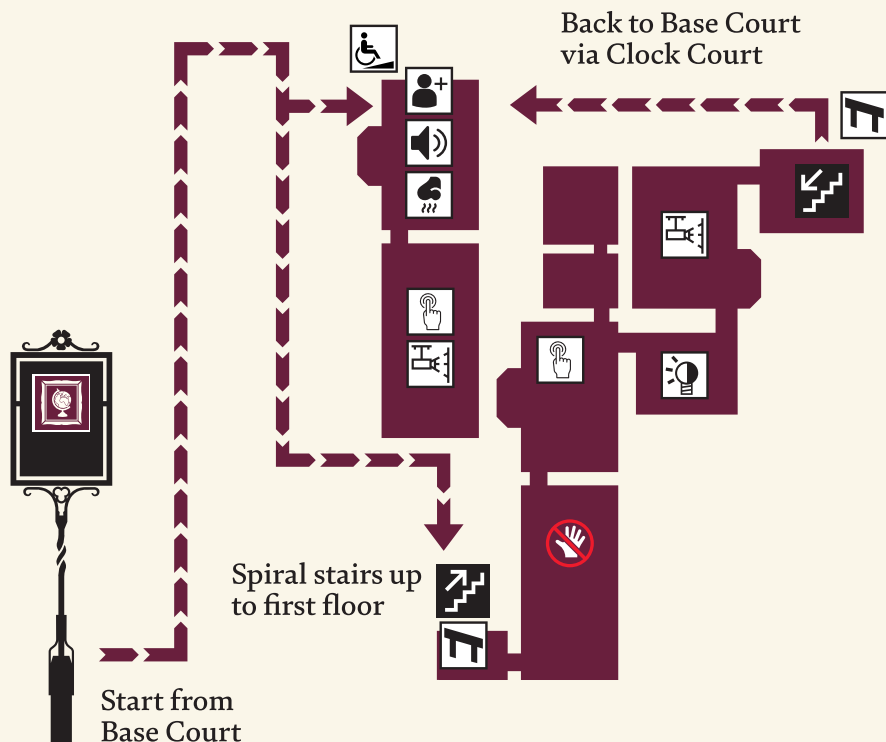
Sound effects are used throughout the exhibition.
Highly colourised, painted and textured walls and ceilings could be overstimulating



Some areas have
low light levels

THE TUDOR WORLD

1509–1601



ACCESS INFORMATION



Some areas have low light levels



Tactile and handling objects throughout the exhibition



Please do not touch historic objects behind ropes and barriers



Projections are used throughout the exhibition



Sound effects are used throughout the exhibition



Strong smells of spices are used in the exhibition



Audio Guide available, including BSL and AD

Please note: subject matter includes themes of death, execution, and slavery



ACCESS INFORMATION

The Tudor World includes a ground floor, step-free exhibition including hands-on interactives, historic objects, replica artefacts, and digital projections.

Whilst we strive to make all of Hampton Court accessible, due to the constraints of the building there is limited access to the first floor. Staff-operated lift access is available via four steep steps. Please speak to a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to know more.

THE TUDOR WORLD VISUAL STORY



Tactile and handling objects throughout the exhibition.

Strong smells of spices are used in the exhibition



Projections are used throughout the exhibition



Some of the flooring is uneven.

Sound effects are used throughout the exhibition



Access to the first floor is via 20 steep steps. Please speak a Palace Host or Volunteer, wearing either a long red coat or a red sash, if you wish to know more.



Please do not touch historic objects behind ropes and barriers



Some areas have low light levels



Projections are used throughout the exhibition

Staff-operated lift access to the first floor is available via four steep steps. Please speak to a Palace Host or Volunteer, wearing either a long red coat or a red sash, if you wish to know more.

PALACE GARDENS

The Palace Gardens are generally flat but there are some steep slopes and drops from height in some areas.

There are uneven surfaces and gravel paths throughout the gardens, and there are several ponds; please be careful near water.

Smooth tarmac paths are available in The Wilderness, Rose Garden and Kitchen Garden.

The Maze has narrow paths and 2-metre-high hedges. The paths inside are only 1 metre wide.

ACCESS KEY



Cobbled and uneven surfaces



Smooth or polished surface



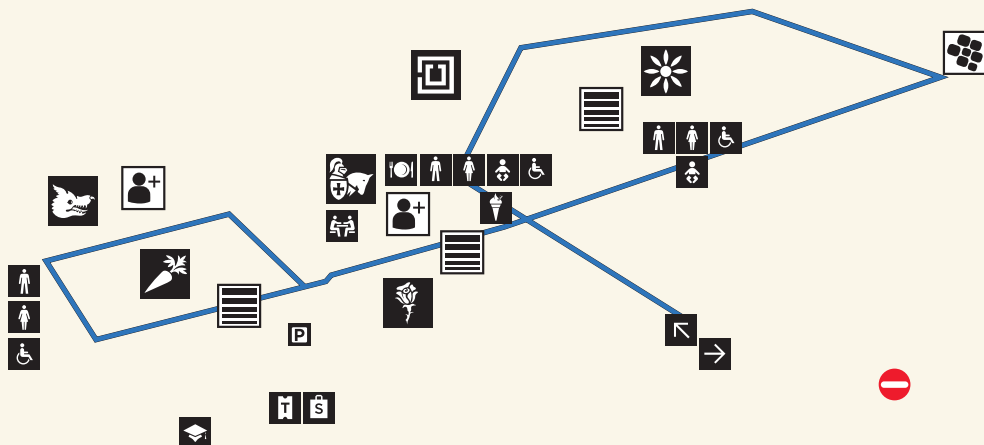
Handrail



Steps



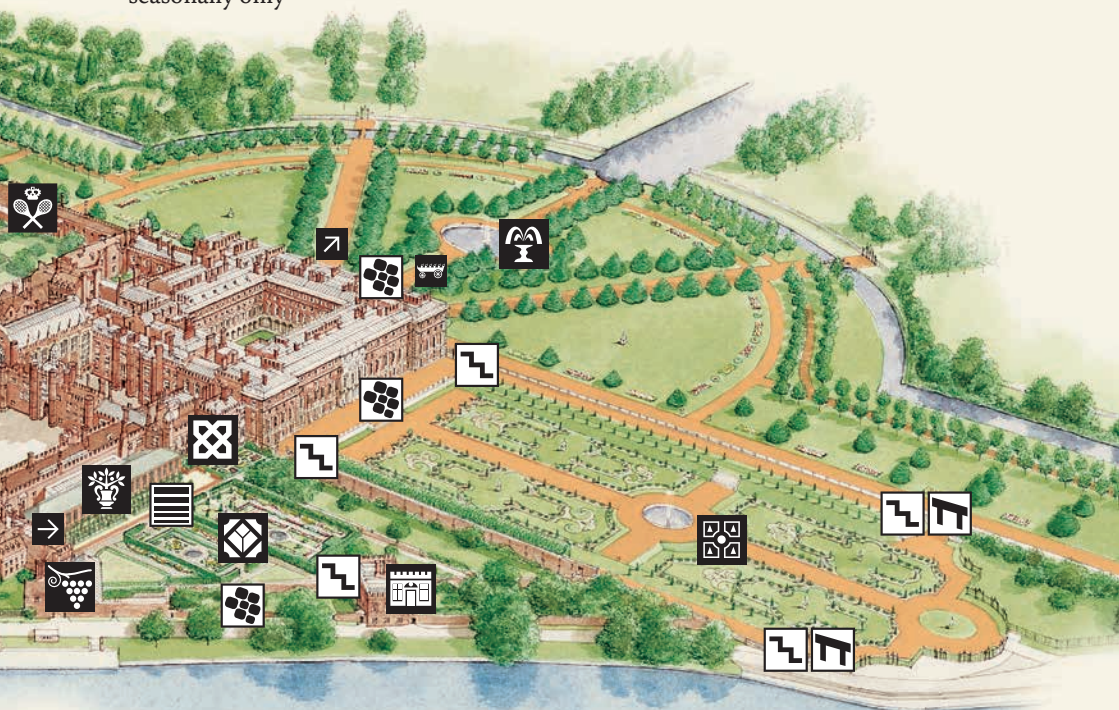
Best route for wheelchair users



MAP KEY

	Ticket office		Magic Garden
	Palace entrance		The Tiltyard
	Picnic area		Maze
	Carriage rides*		The Wilderness
	Male toilet		Royal Tennis Courts
	Female toilet		Great Fountain Garden
	Accessible toilet		The Privy Garden
	Baby change		Banqueting House
	Clare Learning Centre		Knot Garden
	Car park		The Pond Gardens
	Shop		The Great Vine
	Tiltyard Cafe		Lower Orangery Garden
	Ice cream kiosk		Rose Garden
	No entry		Kitchen Garden

* seasonally only



SHOP AT HAMPTON COURT PALACE

We have a wide range of gifts and souvenirs available for you to purchase from our shops.



PALACE SHOP

This shop is located opposite the Ticket Office, selling a wide range of souvenirs, jewellery, gifts, toys and books. Its is the ideal shop to visit as you're leaving the palace.



There is level access to this shop



UNDERCROFT SHOP

This shop is located in Base Court, selling a wide range of souvenirs and gifts. You can pick up an audio guide for your tour of Hampton Court here. Why not visit during your tour of the palace today.



There is level access to this shop*



There are low light levels inside this shop

*Due to building works this is subject to change. The Palace shop above will remain accessible.

SHOP ONLINE

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MAJESTIC PLACES. YOUR SPACES.

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www.hrp.org.uk/membership



ACCESS GUIDE FEEDBACK

How did we do?

We would love your feedback on the Hampton Court Palace Access Guide. Could you take 5–10 minutes to give us your thoughts?

Want to give feedback another way?

Email: JJ.Leighton@hrp.org.uk



Ask a member of staff for
a paper questionnaire



Speak to a member of staff