HISTORIC ROYAL PALACES

Hampton Court Palace

Winter Palace

Access Guide & Sensory Map





PROUD TO SUPPORT SUNFLOWER
FOR INDIVIDUALS WITH NON-VISIBLE DISABILITIES

SPACE TO STIR AND BE STIRRED

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

WINTER PALACE

The Christmas Beast Ball

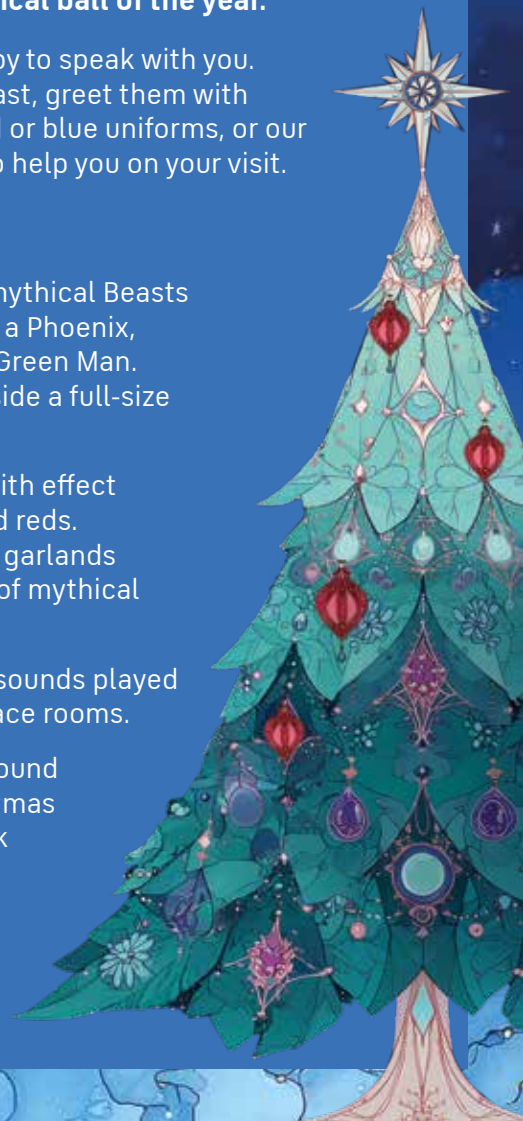
28 November 2026 – 3 January 2027

This Christmas, we welcome you into an enchanted world. Step inside the Winter Palace, a seasonal event where mythical Beasts gather to join the most magical ball of the year.

All of our Beasts are friendly and happy to speak with you. If you would like to interact with a Beast, greet them with 'Jingle Paws'! Our friendly Hosts in red or blue uniforms, or our Volunteers in red sashes, are happy to help you on your visit.

Throughout the palace, you will find

- Actors and performers portraying mythical Beasts from the palace's history, including a Phoenix, Seahorse, Greyhound, Bull and the Green Man. There will be a performer acting inside a full-size Panther costume.
- Christmas trees and decorations, with effect lighting in greens, blues, whites and reds. There will be large festive displays, garlands and wreaths, presents and models of mythical Beasts, like a sleeping Dragon.
- Christmas music and other festive sounds played throughout our courtyards and palace rooms.
- Special make and take activities around the palace, such as making a Christmas wish and decorating your own mask for the Ball
- Festive food and drink outlets, serving special seasonal treats



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Winter Palace key

- Actors and Performers
- Christmas Lights and Decorations
- Christmas Music
- Mask Making (weekends and holidays only)
- Food and drink stalls

Map key

- Audio Guide
- Audio Guide dropbox
- Shop
- Privy Kitchen Café
- Tiltyard Café
- Chapel Royal (open Weds–Sat)
- Accessible toilet
- Baby change
- Female toilet
- Male toilet
- Level access route
- Stairs

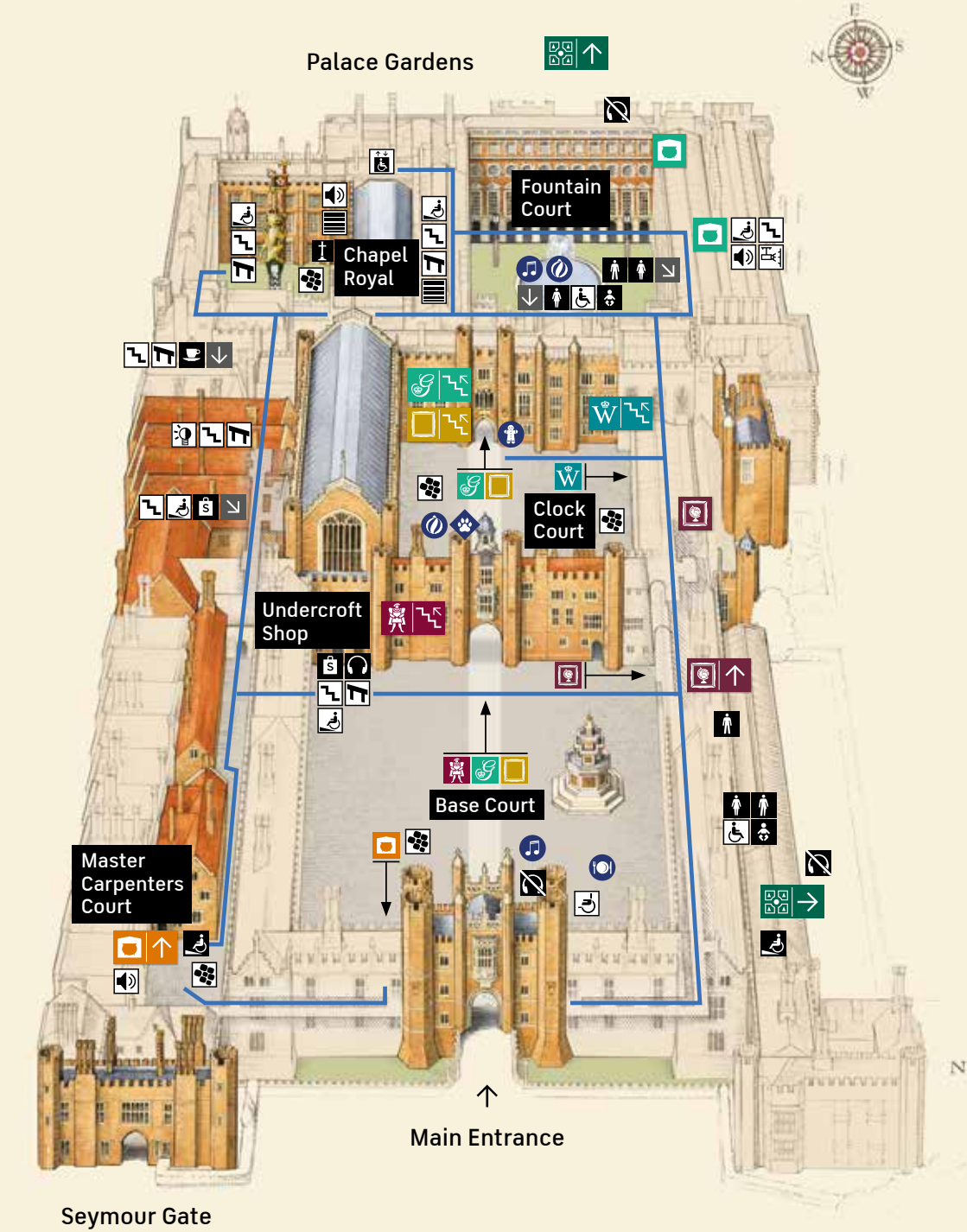
Access key

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

← Palace Gardens, Maze, Magic Garden, and Titlyard Cafe


Palace Gardens
E
N
S
W
Fountain Court
Chapel Royal
Clock Court
Undercroft Shop
Base Court
Master Carpenters Court
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 mobility buggy in our courtyards and gardens during your visit today. Please speak to a Host at the Main Entrance.







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 scan here to access on your own device.



qrco.de/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.





The Winter Palace does not have an audio tour and there will be some disruption to the audio guide tour. For more details, please speak to a Host in the Undercroft Shop

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





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 electric mobility buggies are available to borrow


Accessible toilet


Accessible lift (please ask a Host in a red coat/waistcoat 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

Winter Palace key


Actors and Performers


Christmas Lights and Decorations

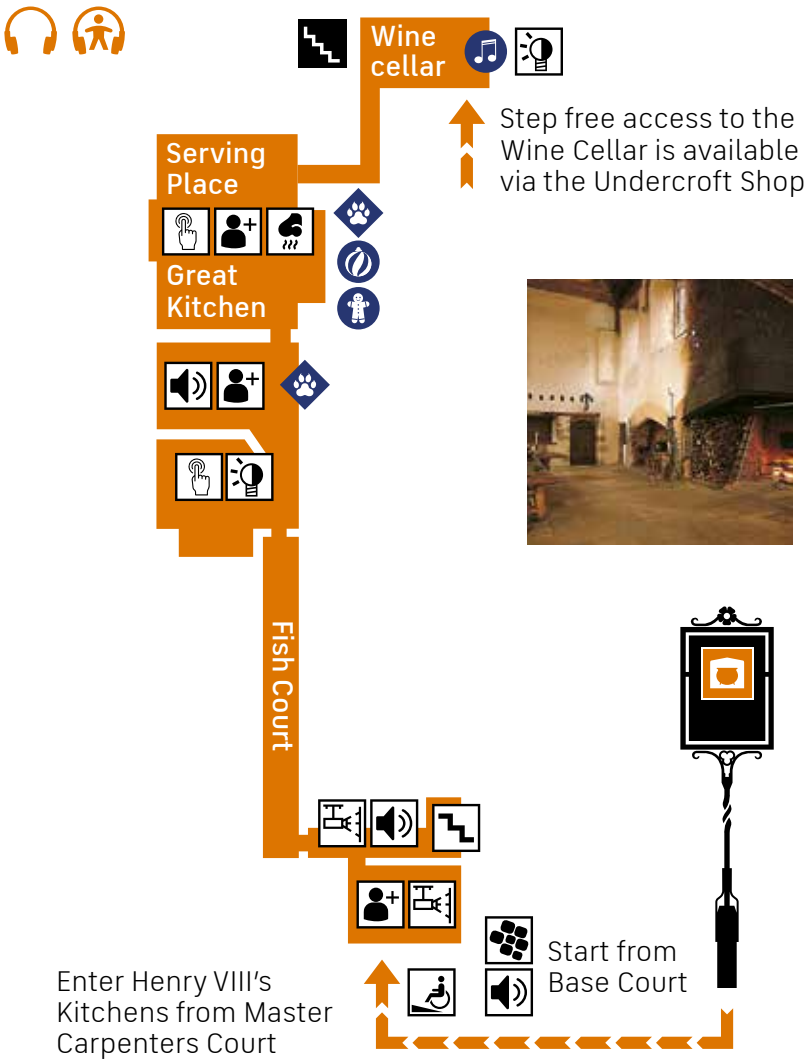

Christmas Music


Make and Take Activities


Panther Puppeteer

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


Audio guide Family Tour available


Actors in a Squirrel and Mole costume will be doing hands-on activities for children


There will be Christmas trees and other decorations in the Great Kitchen and Wine Cellar

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



Audio Guide Family tour available



An actor portraying the Green Man will be telling stories in the Great Watching Chamber



There will be Christmas trees and decorations in the Great Hall, Great Watching Chamber and the Council Chamber



There will be Christmas Music in the Great Hall

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

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 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 in 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

Audio guide Family tour 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

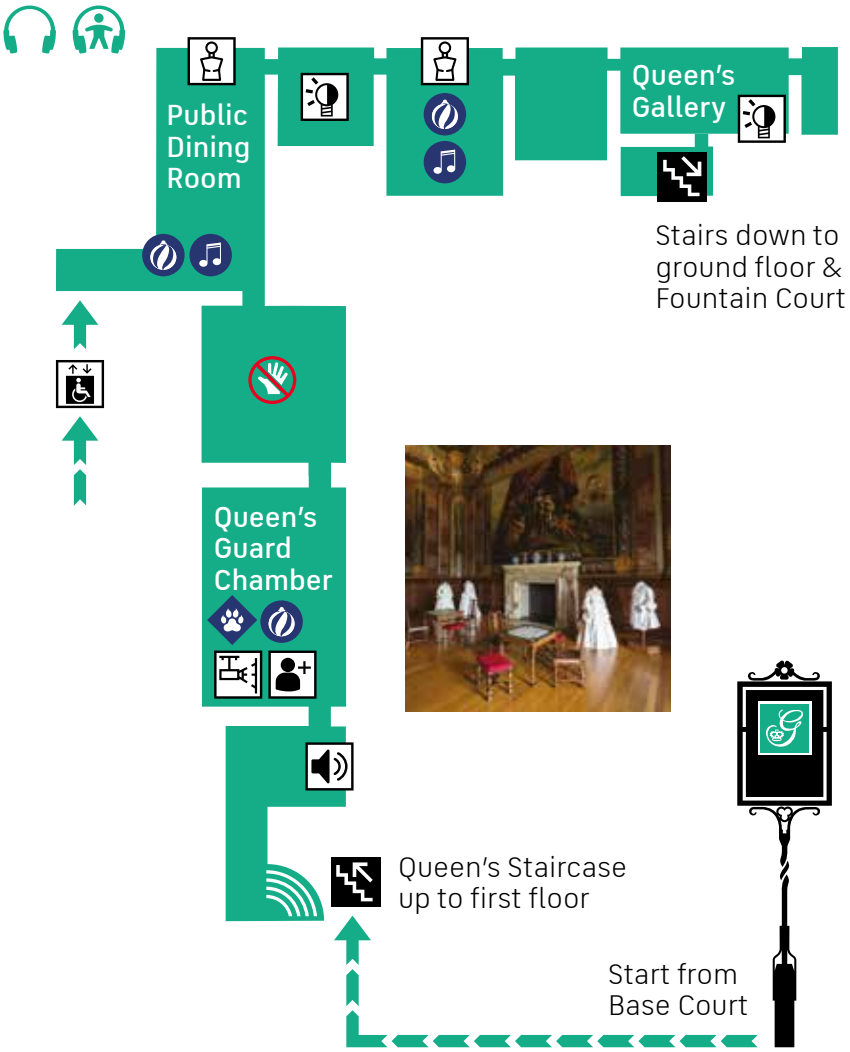
Entrance via the staff-operated lift begins here



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



Some areas can get very crowded and loud



Audio guide available, including BSL



Audio guide family tour available



An actor inside a full-size Panther costume will be doing short performances in the Guard Chamber



There will be Christmas trees and decorations in the Presence Chamber, Public Dining Room and Drawing Room



There will be Christmas music in the Public Dining Room and Drawing Room

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 in 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 in the Queen's Drawing 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

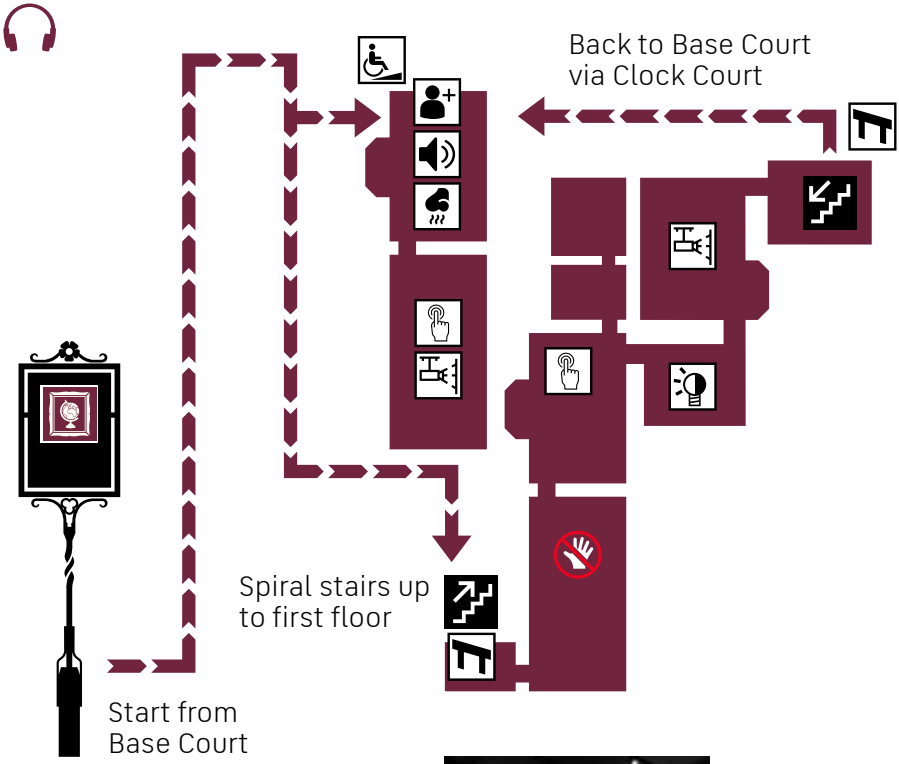
Highly colourised, painted and textured walls and ceilings could be overstimulating



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 ground floor 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 a red coat/ waistcoat, 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 in the final room of the exhibition

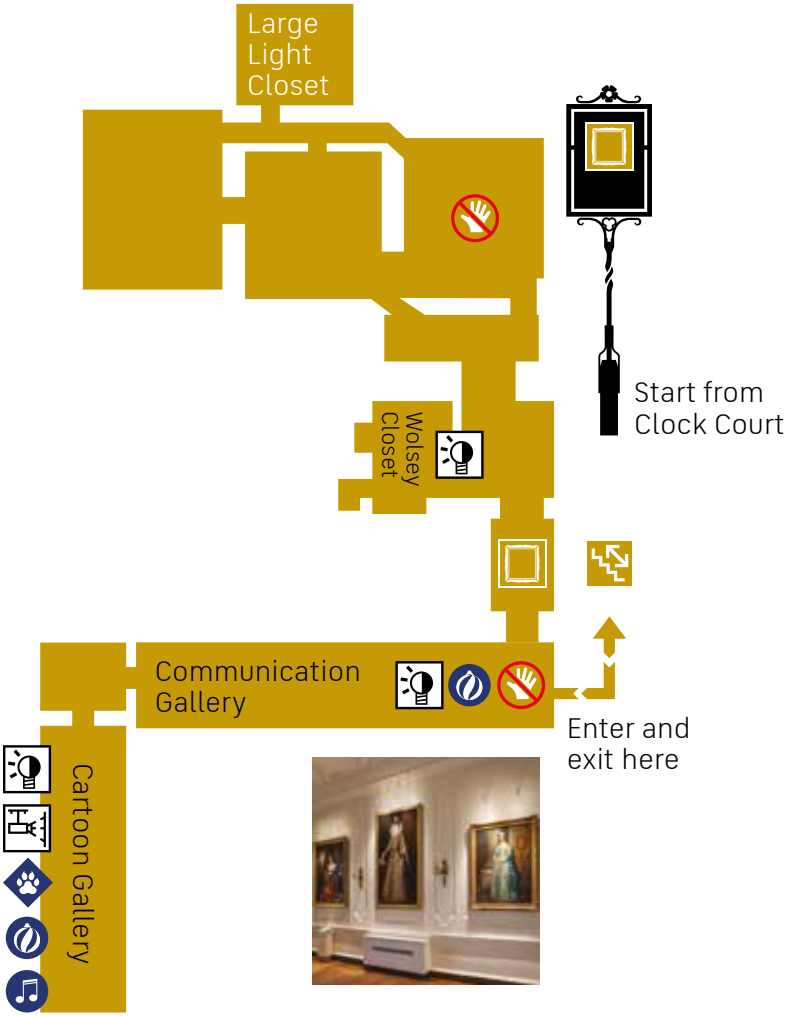
When in use, light levels can vary. Projections last for 6 minutes and run every 15 minutes

Staff-operated lift access to the first floor is available via four steep steps

Please speak to a Palace Host or Volunteer, wearing a red coat/waistcoat, if you wish to know more

Cumberland Art Gallery

ART 1500–1900



Access information



Once on the first floor, the Cumberland Art Gallery and other galleries is a step-free route. To exit to the ground floor, please ask a Host or Volunteer to use the staff-operated lift



Some areas have low light levels



There will be Christmas projections on the ceiling in the Cartoon Gallery



Please do not touch historic objects behind ropes and barriers



Audio Guide available



Actors portraying various Beasts will be doing performances in the Cartoon Gallery



There will be Christmas trees and decorations in the Communication Gallery and Cartoon Gallery



There will be Christmas music in the Cartoon Gallery

Please note: the Wolsey Closet is highly colourised, with painted and textured walls and ceilings

Palace Gardens

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

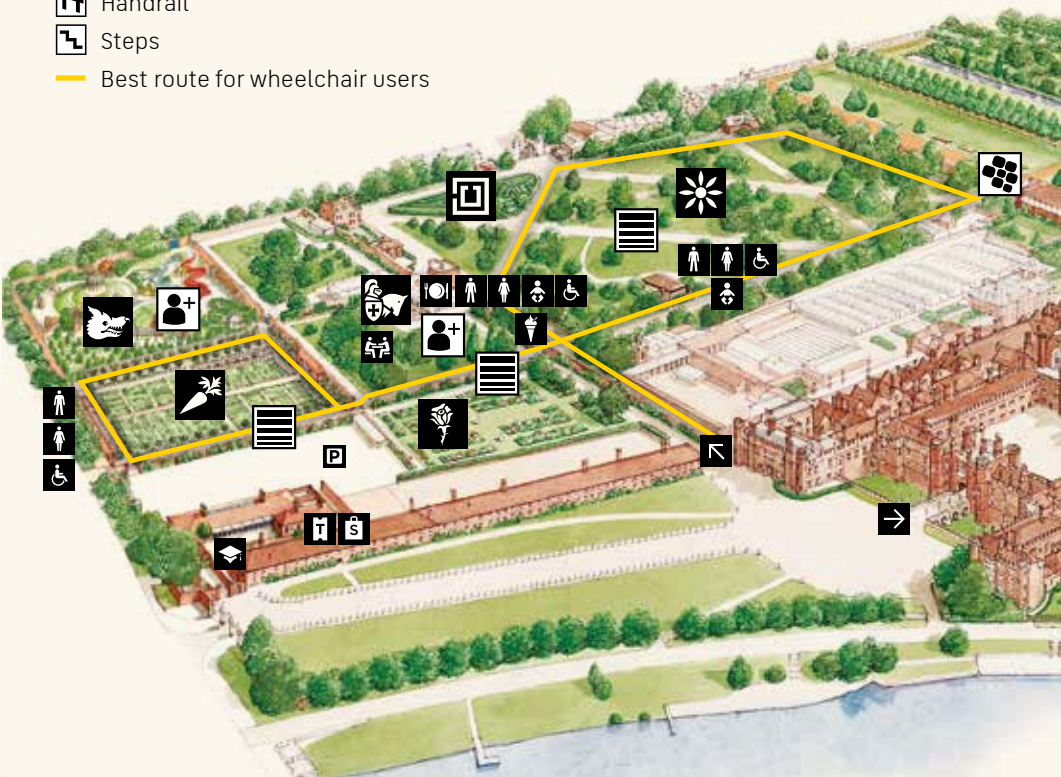
There are uneven surfaces and gravel paths throughout the gardens, and there are several ponds; please be careful near water.

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

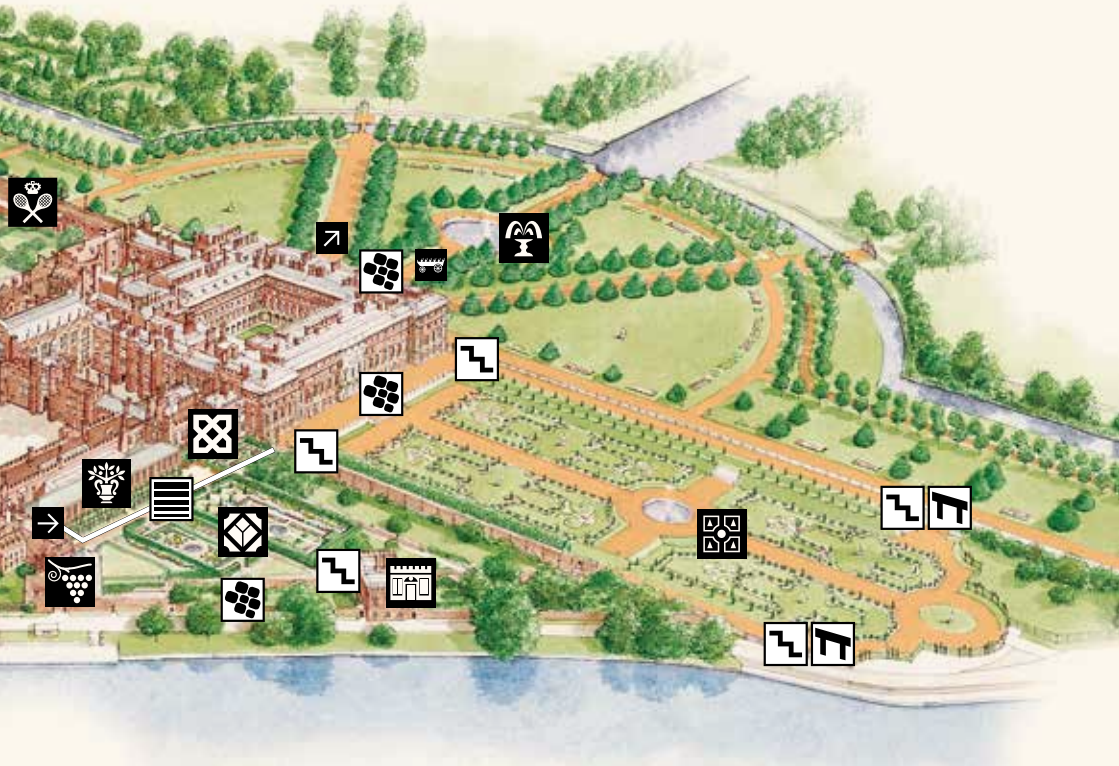


Map key

- Ticket office
- Palace entrance
- Picnic area
- Carriage rides*
- Male toilet
- Female toilet
- Accessible toilet
- Baby change
- Clore Learning Centre
- Car park
- Shop
- Tiltyard Cafe
- Ice cream kiosk

* seasonally only

- Magic Garden
- The Tiltyard
- Maze
- The Wilderness
- Royal Tennis Courts
- Great Fountain Garden
- The Privy Garden
- Banqueting House
- Knot Garden
- The Pond Gardens
- The Great Vine
- Lower Orangery Garden
- Rose Garden
- Kitchen Garden



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. It 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

Shop Online

Explore our inspired gift collection and order from the comfort of your own home.

Visit **www.historicroyalpalaces.com** to discover more.


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