HISTORIC ROYAL PALACES

Kensington Palace

Access Guide & Sensory Map

November 26 – March 27

SPACE TO STIR AND BE STIRRED

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



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

Use this guide on your visit to Kensington Palace to help you explore the palace and find our accessible routes and experiences.

Our friendly Hosts are in Red, White & Black uniforms, or our Volunteers wearing 'Here to Help' badges, are happy to help you on your visit.

The Palace is quietest after 1pm on a Thursday and Friday

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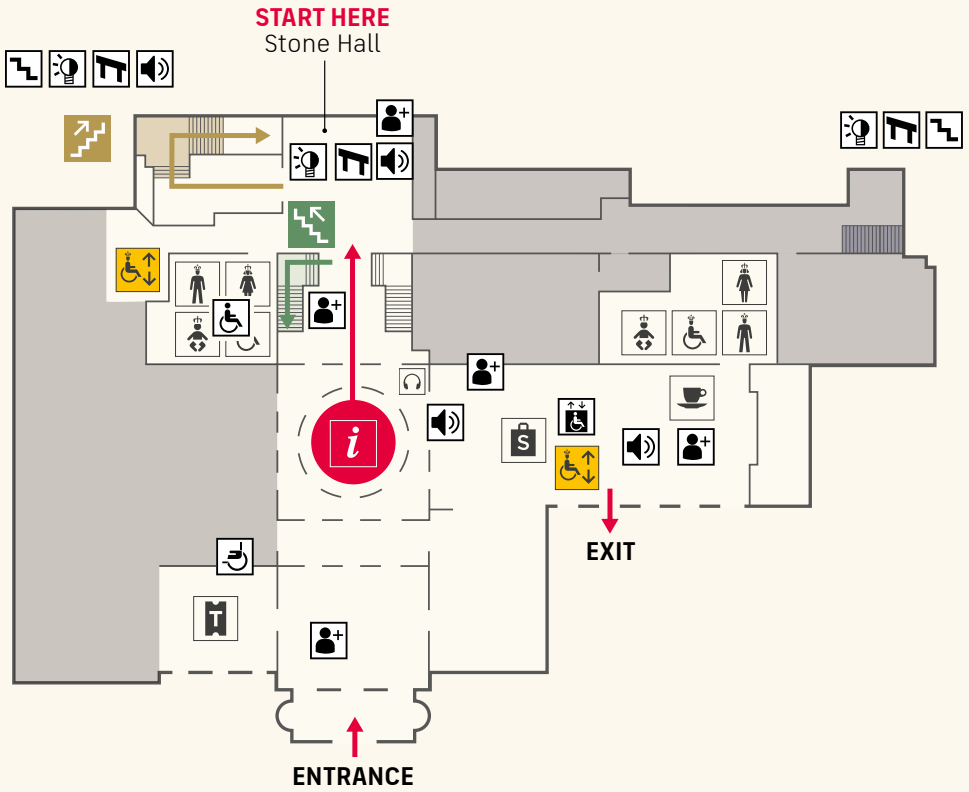
Kensington Palace

For all access needs, please speak to one of our Palace Hosts.



Map Key

- Tickets
- Shop
- Male toilet
- Female toilet
- Baby change
- Stairs
- Lift
- Palace Café
- Audio Guide
- Private

Access Key

- Ramp or slope
- Wheelchair sign out point
- Accessible toilet
- Accessible lift (please ask a Host for access)
- Area of low light level
- Handrail
- Steps
- Sound effects
- Potential crowding

Stairs to

KING'S
State Apartments

VICTORIA
A Royal Childhood

THE JEWEL ROOM

Wheelchair Hire and Hearing Loops

You are welcome to use one of our internal wheelchairs in our exhibitions during your visit today. Please speak to our Security Liaison Officer, in the Ticket Office, located at the desk on the right-hand side.

We also have an external wheelchair that can be used in the grounds, with staff assistance.



Induction loops can be found in the following locations:



Ticket Office
Bag Search
Scanner
Front Shop
Audio Guide Desk
Back Shop
Cafe
Orangery

Switch your hearing aid to the "T" setting to activate.

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

Audio Guides and Folding Stools

Collect your free audio guide from the handout desk, or scan here to access on your own device.



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



British Sign Language (BSL) tours are available for the King's State Apartments, Queen's State Apartments and Victoria: A Royal Childhood.

English transcripts of our audio guides are available upon request, as are our folding stools, which can be used around the Palace. Please speak to a Host at the handout desk for these, as pictured to the right.



Noise cancelling headphones are available upon request.

Accessible Toilets and Lifts

You can find step-free accessible toilets in the Stone Hall, The Palace Café and the Orangery. These are marked on the map on page 4. Our access lift has door dimensions of 900mm. The lift is 1780mm wide and 1570mm deep.





Café is closest to Entrance, Shop & Cafe

Stone Hall is closest to King's State Apartments and Victoria: A Royal Childhood



Orangery is closest to Upper Grounds

Building Rules

Please do:

- Take photos without flash
- Take videos
- Ask our team questions
- Pick up an audio guide

Please don't:

- Touch objects or artwork on display
- Eat or drink in exhibition spaces
- Take videos of our staff
- Leave bags unattended

Guide Dogs Welcome

Trained assistance dogs are welcome inside the palace. This includes medical alert dogs. We are happy to provide water on request.

Unfortunately, due to conservation concern and the nature of items on display, we do not allow emotional support animals to enter the palace.

Recommended Step-Free Route:

We recommend the following route around the palace to give you the best experience:

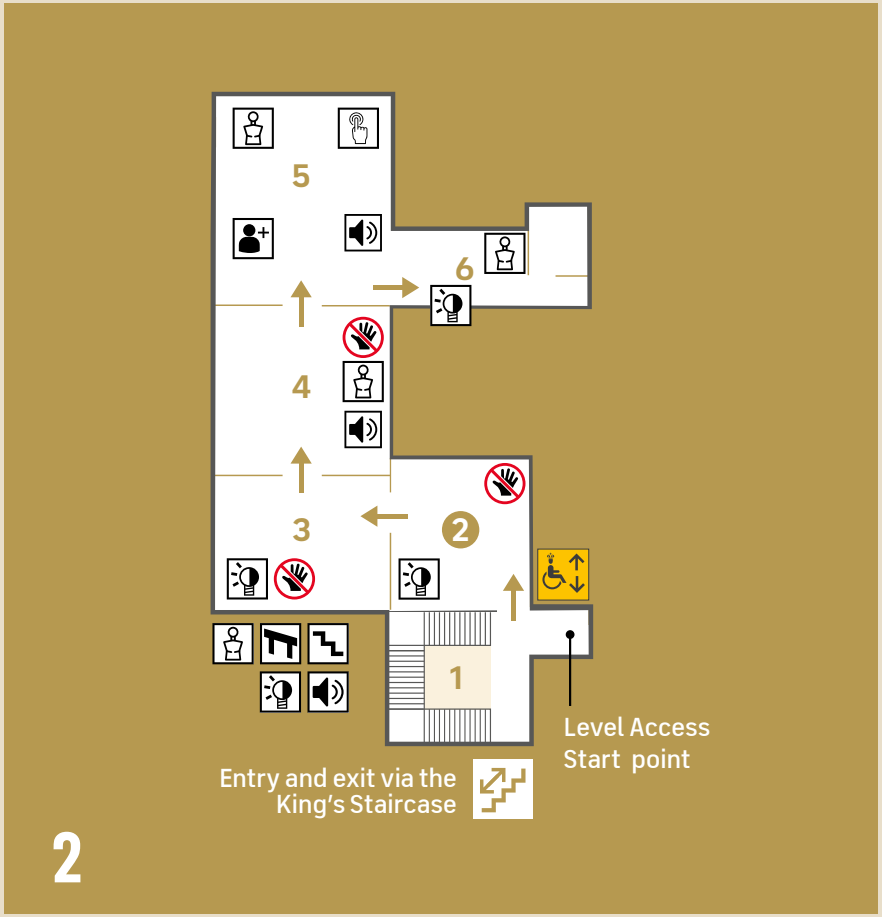
1. Take the Main Lift to the top floor and visit the King's State Apartments. Return to the Main Lift.
2. Take the Main Lift to the first floor and visit Victoria: A Royal Childhood.
3. Take the Main Lift to the ground floor and visit the shop and cafe, exiting the palace via the Shop Lift.

Access Key

- Ramp or slope
- Accessible toilet
- Accessible lift (please ask a Host for access)
- Area of low light level
- Handrail
- Steps
- Sound interpretation
- Potential crowding
- Touch interactive
- Mannequin or Painted figures

King's State Apartments

1700s: The Hanoverians – George I, George II & Queen Caroline



Key

1 The King's Staircase
2 The Presence Chamber
3 The Privy Chamber
4 The Cupola Room
5 The King's Drawing Room
6 Queen Caroline's Closet
7 The King's Gallery

Access Information

The King's State Apartments are on the second floor and are accessible via lift for visitors with limited mobility.

The lift is located at the King's Grand Staircase top and bottom, and is on the visitor route available to all, but our Palace Hosts are happy to offer any help requested.

Turn right out of the lift, onto the top of the King's Stairs to begin the King's State Apartments.





ACCESS KEY

- The King's State Apartments is a step free route
- Some areas can get crowded and loud
- Some areas have low light levels
- There are tactile gaming tables with playing cards and a board game
- Music and soundscapes play in various rooms
- Mannequins of 1700s court fashion are used throughout the exhibition
- There are figures of 1700s figures on the walls of the staircase
- Please do not touch historic objects behind ropes and barriers
- Audio tour available, including BSL

Please note: subject matter includes themes of death & illness

King's State Apartments

Visual Story



Music and soundscapes play in various rooms



There are figures of 1700s figures on the walls of the staircase



Please do not touch historic objects behind ropes and barriers



Some areas can get crowded and especially loud when talks are being delivered by the Hosts

Mannequins of 1700s court fashion are used throughout the exhibition



There are tactile gaming tables with playing cards and a board game

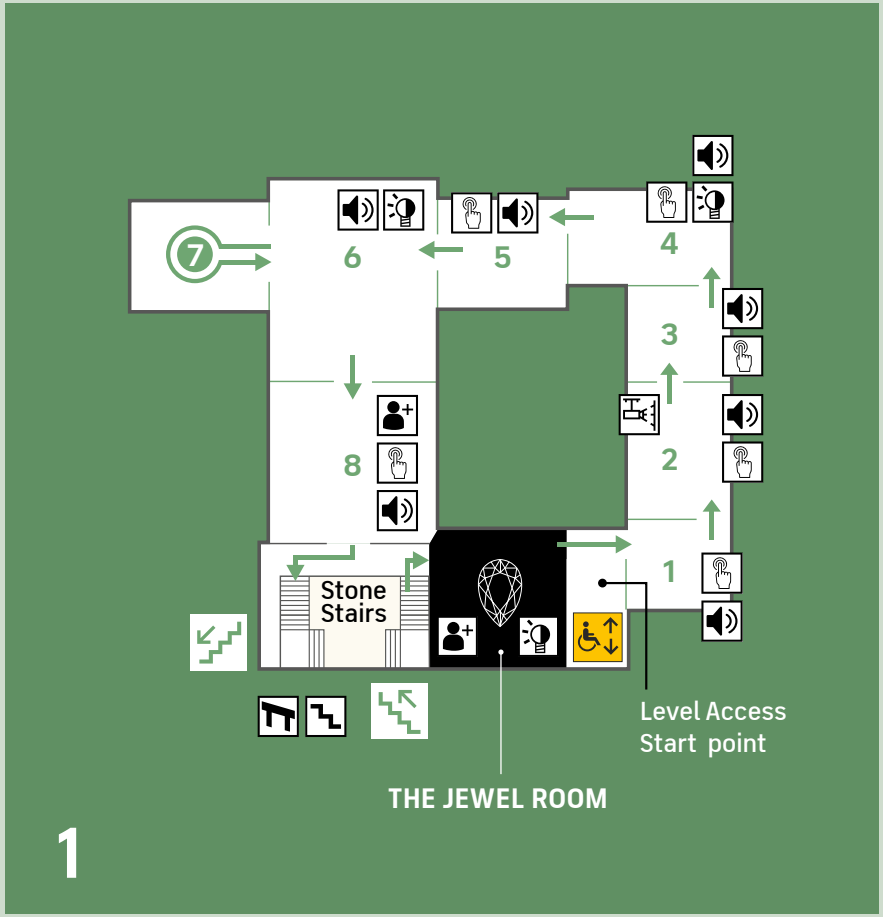


Some areas have low light levels



Victoria: A Royal Childhood

1800s



KEY

1 Young Victoria
2 The Princess at Play
3 Educating Victoria
4 A Royal Performance
5 Family Feuds
6 The Birthday Ball
7 **The Baby in the Palace**
8 Becoming Queen

Access Information

Victoria: A Royal Childhood is on the first floor and is accessible via lift for visitors with limited mobility.

The lift is located by the King's Grand Staircase top and bottom, and by the Jewel Room, and is on the visitor route available to all, but our Palace Hosts are happy to offer any help requested.

You can visit the Jewel Room either before the exhibition, or afterwards, speak to one of Palace Hosts for more information.





Access Key

Victoria: A Royal Childhood is a step free route

Some areas can get crowded and loud

Some areas have low light levels

There are tactile and handling objects throughout the exhibition

Sound effects are used throughout the exhibition

Projections of Dash the dog is used in one room

Please do not touch historic objects behind ropes and barriers

Audio tour available, including BSL

Victoria: A Royal Childhood

Visual Story



Some areas have low light levels



Sound effects are used throughout the exhibition



Projections of Dash the dog is used in one room. It includes Dash moving and barking

There are tactile and handling objects throughout the exhibition



Some areas can get crowded and loud when talks are being delivered by the Hosts



Please do not touch historic objects behind ropes and barriers



Palace Gardens

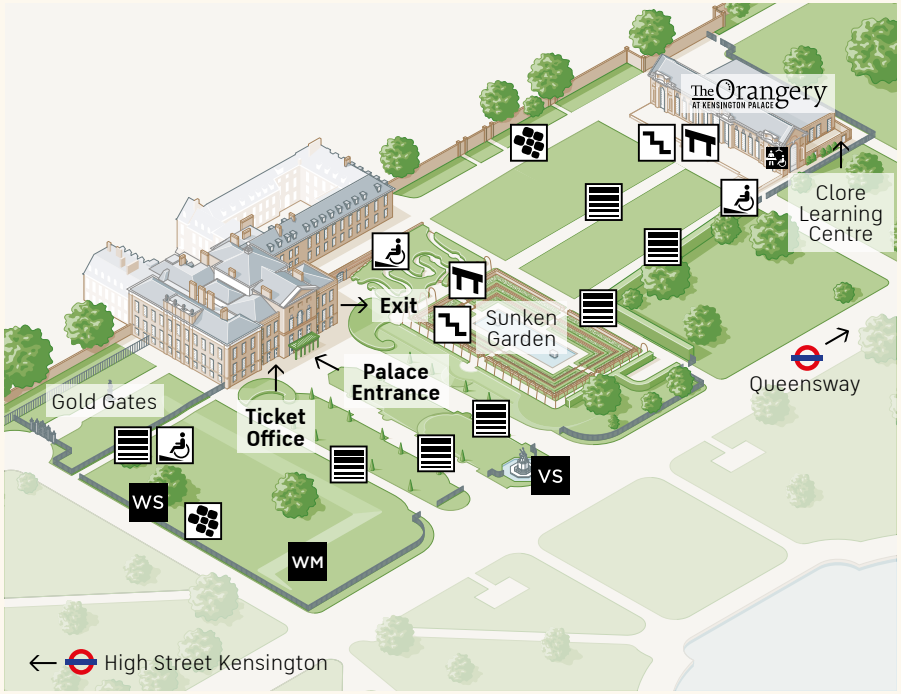
The Palace Gardens are generally flat, but there are some steep slopes in some areas.

There are some uneven surfaces throughout the gardens, but most pathways are smooth tarmac.

Most areas have benches to sit on as needed

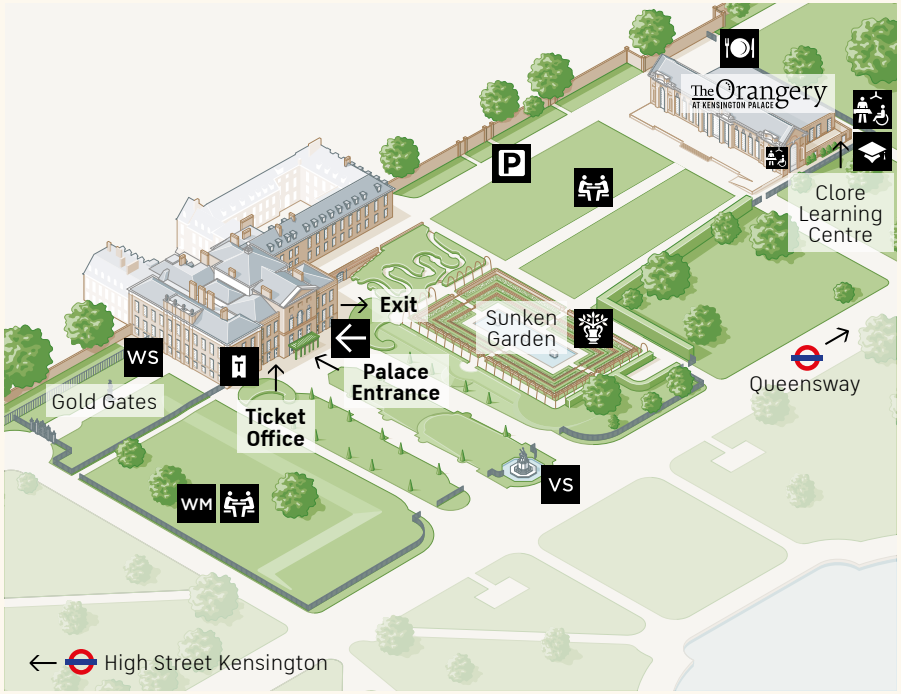
Access Key

- Cobbed and uneven surfaces
- Smooth or polished surface
- Handrail
- Steps
- Ramp or slope



Map Key

- Ticket Office
- Palace Entrance
- Changing Places (ask staff for access)
- Picnic Area
- Clore Learning Centre
- Accessible Car Parking Area
- Orangery Restaurant
- GG Gold Gates
- Sunken Garden (inc. Diana Statue)
- WM Wildflower Meadow
- WS William III Statue
- VS Victoria Statue



Shop at Kensington Palace

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





The Palace Shop is located next to the Café, selling a wide range of souvenirs, jewellery & gifts. It's the ideal place to visit as you leave the Palace.

There is level access to the Shop, via a platform lift. Please speak to a member of staff in the Shop who will assist you with the lift.

Large print menus are available in the café, as well as easy grip cutlery available upon request. Please ask any café staff for any other assistance you may need.

Shop Online

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

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

Kensington Palace Cafe

The Café is fully accessible, with seating areas both inside and outside.



The Café offers a range of hot drinks, refreshments, sandwiches and cakes. NGCI, vegan and vegetarian options are available.

There is level access to the Café, via a platform lift. Please speak to a member of staff in the Shop who will assist you with the lift.

Visit **www.hrp.org.uk/kensington-palace/visit/eating** to find out more and see the menu.

The Orangery Restaurant

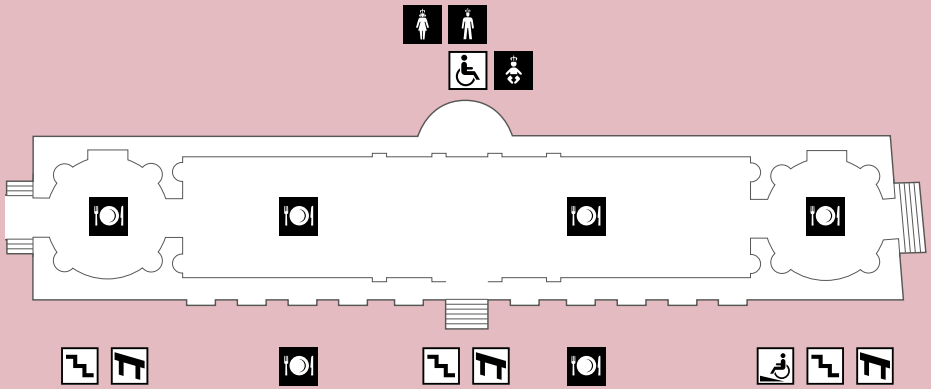
The Orangery Restaurant is fully accessible, with seating areas both inside and outside. Table service is in operation.





The Orangery offers breakfast, lunch and afternoon tea. Prebooking is recommended.

Visit **www.hrp.org.uk/kensington-palace/visit/eating** to find out more and see the menu.



Map Key

- Male toilet
- Female toilet
- Baby change
- Entrance
- Restaurant seating areas
- Accessible toilet
- Stairs
- Handrail
- Ramp or slope

Access Guide Feedback

How did we do?

We would love your feedback on the Kensington 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







HISTORIC
ROYAL
PALACES