

BUCKINGHAM PALACE



THE SUMMER OPENING OF THE STATE ROOMS



Teachers' Information

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**This information will help you and your group make the most of your visit.
If you have any further questions, please contact the Learning Bookings Team on:**

0303 123 7323

Learning Bookings Team
Ticket Sales and Information Office
The Official Residences of The Queen
London SW1A 1AA
Telephone 0303 123 7323
e-mail: learning@rct.uk

We hope you enjoy your visit to The State Rooms at Buckingham Palace

About your booking

Is my booking confirmed?

Yes, your e-mail confirms your booking.

However, if there are any fees due on your booking, your e-mail will confirm the date by which full payment must be received.



Please read your reservation letter carefully; if any details are incorrect please telephone us on 0303 123 7323.

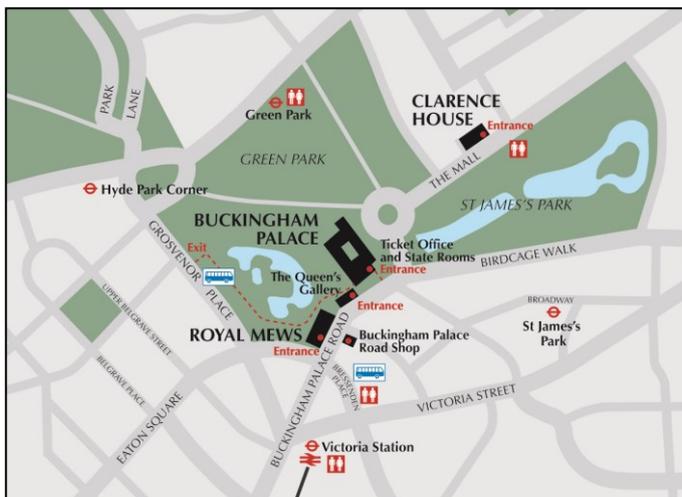
A copy of the full terms and conditions is available [here](#). The document includes details of refunds, additions to your group prior to the visit, and details of the cancellation policy if you do not inform us of your non-attendance 10 working days prior to your session date.

How do I arrange a complimentary planning visit?

If you and a colleague would like to make a planning visit to the State Rooms at Buckingham Palace before your booked session, please contact the Learning Bookings Team on 0303 123 7323 to arrange two complimentary tickets.

You will receive a booking reference number and your tickets will be available for collection on the day, at the ticket collection point on Buckingham Palace Road.

If you would like to meet a member of the Learning team as part of your planning visit, please advise us when you make your booking.



Health and Safety

Supervision

Appropriate adult:pupil ratios will help ensure a safe and enjoyable visit. We recommend a higher ratio of adults to pupils than those proposed in DfE guidelines and we offer free adult places accordingly. One teacher or adult helper is admitted free of charge with every 3 Reception pupils, with every 6 pupils (Years 1, 2 and 3) and with every 10 pupils (Year 4 and above). The Learning Bookings team will have discussed with you your requirements, if any, to bring additional adults above these ratios and the rates applicable. Please ensure all adults are aware of their responsibilities, as detailed in the guidelines on page 9.

Health and Safety Policy

The Royal Household is committed to the principle of ensuring the health, safety and welfare of the general public within the royal residences. Under the guidance of our Fire, Health and Safety Branch, an established policy sets out staff and management responsibilities for all areas of activity and for the conduct of risk assessments.

The following statements summarise the main provisions of this policy.

All areas at The Queen's Gallery open for visitor admissions have been assessed both for compliance with current Health and Safety requirements and with the provisions of the Equality Act (2010).

Regular inspections by operational, maintenance, and health and safety staff ensure that high levels of safety and visitor service are maintained. Cleaning and maintenance staff are available at all times during public opening hours, together with supervisory staff under the direction of a Duty Manager.

Emergency procedures are published for all public areas, and staff undertake regular fire and evacuation training. All wardens are in radio contact.

Trained first aid staff are available throughout public opening hours, supported by a permanently staffed fire surveillance team who are able to provide strong first aid cover.

Risk Assessments

The Royal Household has undertaken workplace risk assessments to cover all areas of operation, with a particular focus on visitor access and they are reviewed on a regular basis. These are available for viewing, but on account of the sensitive nature of the venue, we do not issue them to external organisations.

In order for you to carry out risk assessments specific to your group and their needs, we offer complimentary tickets for group leaders – please see page 2. Please contact the Learning Bookings Team to organise this.

Can I make changes to the size of my group?

a reduced-rate admission fee will be payable???

These adults will be charged at the standard admission price

You may confirm the numbers of your group up to noon the day before your visit. Any additional group members confirmed after this period will be asked to pay the full adult or child rate

About your booking / continued

How long will we stay?

Depending on the session you have chosen your time in Buckingham Palace will be between 1 ¼ to 2 hours (see specific workshop information for details). You may also like to allow time to visit the Garden shop in small groups (please see below).

In addition, please allow around 15 minutes on arrival, to pass through Security and access the teaching room.

On exiting the State Rooms, you have an opportunity to use the lavatories and you may also like to visit the shop in small groups, before following the garden path to the exit. Please allow around 30 minutes for this.

Where can we eat our lunch?

Unfortunately, there are no lunch room facilities available; it is not permitted to eat anywhere within the Palace or the garden.

However, both St James's Park and Green Park are within close proximity and can be used for picnic lunches on fine days. The ICANDO Girl Guides centre on Buckingham Palace Road offers spaces for group lunches at a cost. Visit: www.icando.org.uk.

Is there somewhere to leave coats and bags?

We can provide containers to collect children's coats and bags for storage in the Learning Room. A member of the Learning team will advise you on the day.

Is there a shop?

The shop, located in the garden at the end of your visit, offers a range of low-cost items suitable for younger visitors. If you would like to visit the shop we ask that you divide your group into smaller groups of 5-6 students, each accompanied by an adult.



To make your arrival through Security faster and easier, it is helpful if your students are encouraged to bring as few belongings as possible. Any required materials will be provided on the day.

Arriving at the State Rooms, Buckingham Palace

Coach drop-off point

You are requested to contact **Transport for London** for the latest information on suitable coach drop off points. Please contact the Learning Bookings Team if you have any questions.

Tickets

Please keep your confirmation letter safe; your letter serves as a ticket for your group.

The group leader must have a copy of the confirmation letter to present on arrival.

Your arrival time can be found on your letter.

Please arrive at the Visitor Entrance to the State Rooms, on Buckingham Palace Road on your 'Arrival Time' highlighted on your confirmation letter (this will be 15 minutes before the workshop start time).. A member of the Learning team will meet you at the visitor entrance. As the State Rooms can become busy, it is important that you arrive at the agreed time.



If you find you are running more than 15 minutes late, please call the Learning Bookings Team on 0303 123 7323.

Whilst every effort will be made to accommodate you, we cannot guarantee late admission.

On arrival, you will be asked to gather your group in the arrival area, where they will be welcomed by a member of the Learning team. You will then pass through Security.



Security Measures

Royal Collection Trust's London sites have airport style security measures at all public entry points which all visitors, including school groups, are required to enter through. All adults and children are asked to:

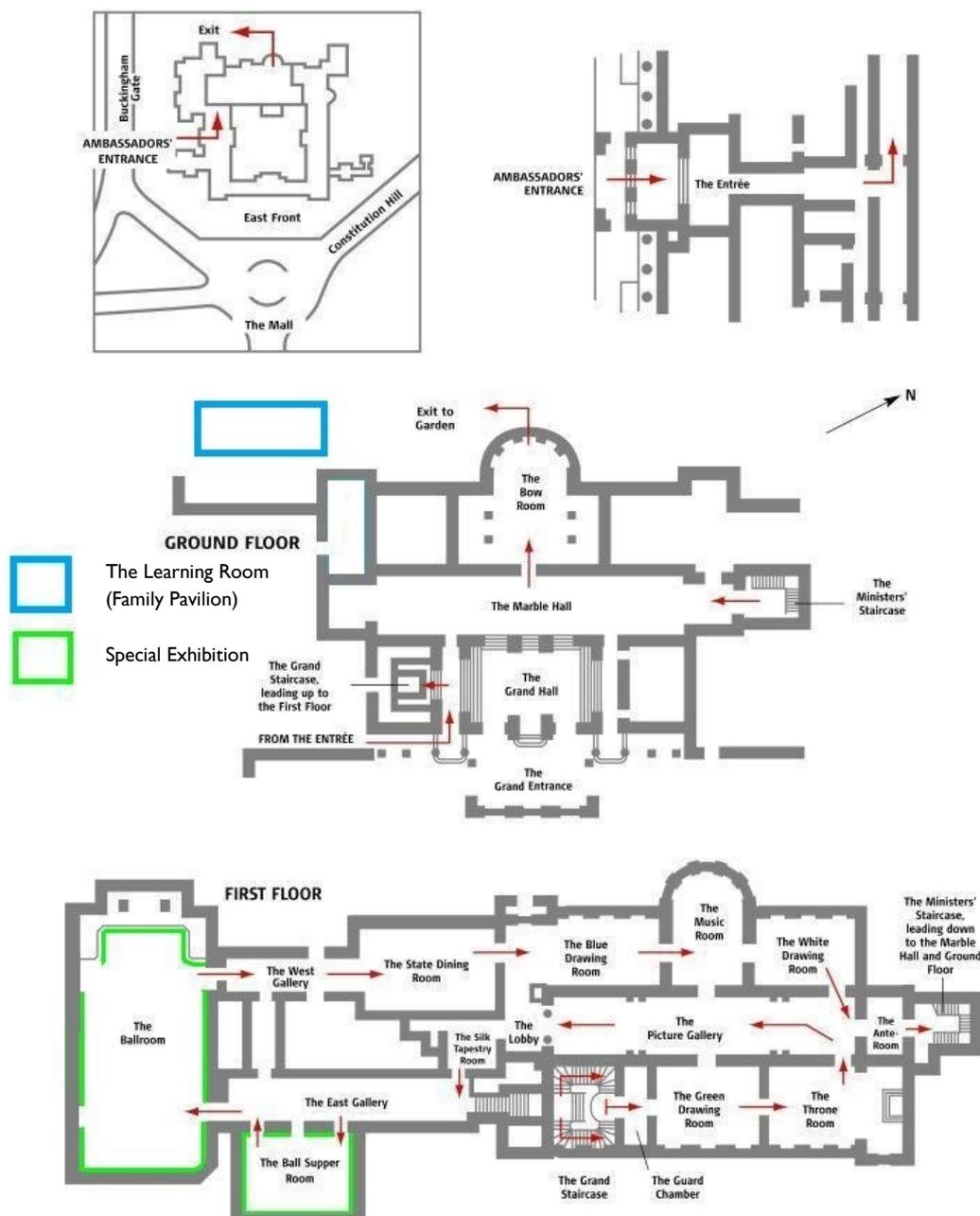
- Allow any bags to be searched by hand and/or scanned by x-ray
- Walk through a metal detector arch
- Switch off mobile phones

Royal Collection Trust asks that teachers undertake the following guidelines to make entry as smooth and quick as possible:

- Please arrive at the site at least 15 minutes before the scheduled time for the booked workshop.
- No photography in the security area or beyond.
- Teachers and children should not bring the following: scissors, compasses, metal cutlery and sharp metallic implements.
- Only bring what you need! Royal Collection Trust will provide all necessary equipment such as clipboards, pencils and drawing materials (Groups can bring their own sketchbooks if they prefer to use these).

We may ask you to collect individual lunchboxes into one larger container, to speed your way through Security.

Plan of the Visitor Route for The State Rooms, Buckingham Palace



Making the most of your visit:

Please share this with all accompanying adults

During your visit to the State Rooms at Buckingham Palace...

- **Teachers and adult helpers are responsible for their pupils and must stay with them at all times**
- **Security: you must follow instructions given to you by the Wardens**
- **No running: please ensure all group members take care and do not run**
- **Photography is not permitted inside Buckingham Palace.**
- **Do not touch! No one may touch or get too close to any of the works of art, including furniture and chairs**
- **You may draw or write with pencils but the following are not allowed: felt tips, wax crayons, pastels, cartridge pens or other potentially messy materials**
- **While visiting the State Rooms, please stay together in small groups and be aware of other visitors. Please follow instructions given by the Learning team.**

We hope you enjoy your visit

What are the State Rooms at Buckingham Palace?



Buckingham Palace is the London home of Queen Elizabeth II and the headquarters of the British monarchy. When The Queen is at home, the Royal Standard flies on the flag pole above the building.

If you see the Union Flag (or 'Union Jack'), then The Queen is away.

The 19 State Rooms are the most lavishly decorated rooms of the Palace, designed for official entertaining and to display some of the greatest works of art from the Royal Collection.

The Queen lives in an apartment at Buckingham Palace, but the Palace has over 400 rooms as well as a swimming pool, tennis and squash courts. There is also a large garden with a lake. Around 450 staff work in the Palace, to help The Queen in her job as Head of State, and to keep the Palace and the works of art clean and in good condition.

The Palace gardens cover nearly 40 acres. The Queen has added many flowers and trees to the garden during her reign including 34 Indian horse chestnut trees. Helicopters are able to land in the garden on a special landing pad, which The Queen and other members of the Royal Family use on some official occasions.

At different times of the year, The Queen also stays at Windsor Castle in Berkshire, Sandringham House in Norfolk, the Palace of Holyroodhouse in Edinburgh and Balmoral Castle in northern Scotland.

What is the Royal Collection?

Britain's Royal Collection contains paintings and drawings by many of the greatest artists of Western Art, including Leonardo da Vinci, Holbein, Rembrandt, Van Dyck and Vermeer, as well as superb examples of works of art from all over the world – furniture, ceramics, silver and gold, sculpture, books and armour. Items from the Royal Collection can be seen at royal residences across Britain and at The Queen's Galleries in London and Edinburgh.

www.rct.uk