



HISTORIC ROYAL PALACES

For all teachers and accompanying adults on the day of your visit to Hampton Court Palace

Group leader: Please read this document and ensure **every accompanying adult** has a copy. We have created this document using the information we provide in our Essential Information Pack to assist you and your accompanying adults on the day of your visit. If you have any questions, please speak to a member of staff.

Group sizes – The best way to explore the palace is in small groups. We ask that you split into groups of 10 pupils and a minimum 1-2 accompanying adults whilst inside the palace, as per our supervision ratios.

Busy areas - When visiting certain areas, you may be asked by a Palace Host to wait for other groups to move along if the area is particularly busy.

Supervision - At all times throughout your visit, **pupils/students must be with accompanying adult/s** according to our supervision ratios 1:5 for pupils aged 0-7 years, 1:10 for pupils aged 7-16 years and 1:15 for students aged 16-18 years.

This **includes during sessions, lunchtimes and any free time you allow for your group**. Pupils/students found without adults will be supervised by a member of staff until reunited with their adults. If our ratios are not met, your group may be asked to leave the premises.

Please ensure no one goes into roped off areas and remind everyone in your group that the paintings and objects at Hampton Court are real and not copies - please do not touch them.

Sessions - If you have a booked session, please note the following:

- **Accompanying adults may not leave the session** once it has started. The adult supervision ratio explained above needs to be in place at all times during your visit.
- **No food or drink is allowed in the learning spaces or on route in the palace.** Please do not eat and drink inside the palace (except for your designated lunchroom if applicable).

Toilets - The Clore Learning Centre toilets will only be accessible to your group before you enter the palace. Please plan to use the facilities **inside the palace or gardens** before you leave at the end of your visit.

First aid and emergencies – Although we have first aid provisions onsite, we expect school groups to provide their own first aid and administer care in the first instance. If there is an accident during your visit and you require support, please find the nearest member of staff who will be able to help. Please let a member of staff know of any accidents or near misses during your visit for our reporting purposes, thank you. If you require an ambulance please contact a member of staff who will call one for you.

If an alarm sounds, please follow the guidance of our staff.

Coats, bags and lunches – These must remain with the group at all times as there is no storage facility for these items. You may be asked by a Palace Host to remove your bags from your back and carry them, so as not to damage items in the palace.

Pens – Due to conservation reasons pens are not permitted in the palace. If you are using a workbook around the palace you must use your own **pencils** and clipboards.

We are here to help so please do let us know if you have any questions! You can contact a member of the Schools Team by phoning 020 3166 6641/020 3166 6646 or alternatively please ask a Palace Host to contact us on the day.