



HISTORIC ROYAL PALACES

For teachers and accompanying adults at Kensington Palace

Please ensure **every accompanying adult** has a copy of this document. We have created it using the information provided in our Essential Information Pack to assist you 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.

Supervision - 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**. If our ratios are not met, or pupils/students are found without supervision, your group may be asked to leave the premises.

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 always in place 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).
- Our sessions are for a maximum of 35 students. We will not be able to accommodate additional pupils/students in the booked session.

Toilets and lunchroom– You will need a swipe card to gain access to the school toilets and lunchroom. If you are not the adult holding the card, please speak to the member of staff outside the room who can radio for assistance. There are public toilets in the café or through the Stone Hall.

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.

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.

Crown to Couture exhibition –We recommend groups explore Crown to Couture at the end of their visit as you will be unable to exit the exhibition until it is completed. Please keep your session and lunchroom time slots in mind when planning your itinerary as we are unable to start sessions later than the scheduled times.

Please note that Crown to Couture explores some more mature themes, e.g., the 'Me Too' movement and might not be suitable for all ages. There may also be long queues at the start and throughout the exhibition and we are unable to fast-track groups.

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 07917 585 182, or alternatively please ask a Palace Host to contact us on the day.