

A photograph of two women, the Kensington Palace Hosts, standing in front of a grand staircase. The woman on the left is wearing a brown hijab and a red blazer with a crown badge. The woman on the right is wearing a red blazer with a red scarf and a name tag that reads 'Kensington Palace'. Both are smiling. The background shows ornate architectural details and a lantern.

**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.

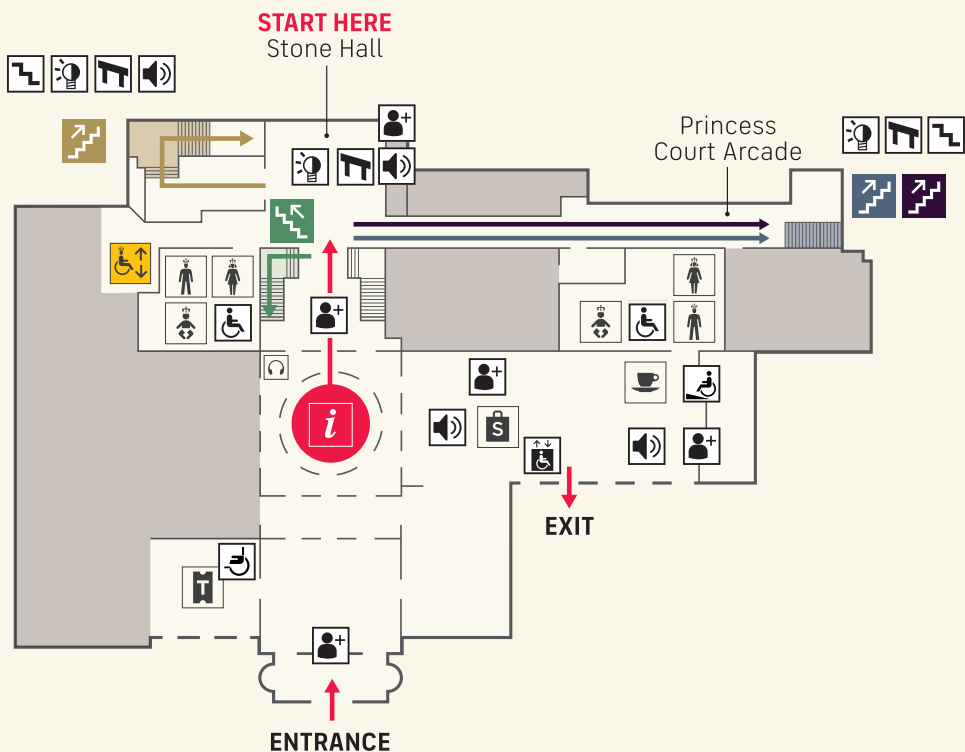
The Palace is quietest after 1pm on a Thursday and Friday

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KENSINGTON PALALCE










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

 **QUEEN'S**
State Apartments

 **VICTORIA**
A Royal Childhood

**THE JEWEL
ROOM**

 **DRESS
CODES**

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

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 & FOLDING STOOLS

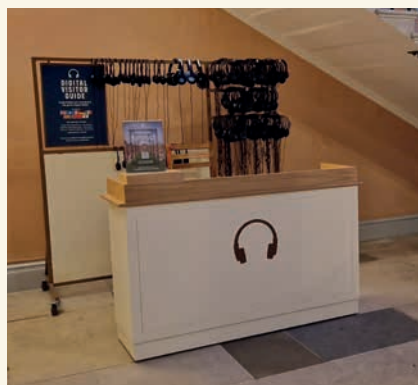
Collect your free audio guide from the handout desk, or scan here to access on your own device.



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 below.



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, Queen's State Apartments, Victoria: A Royal Childhood & Dress Codes



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

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



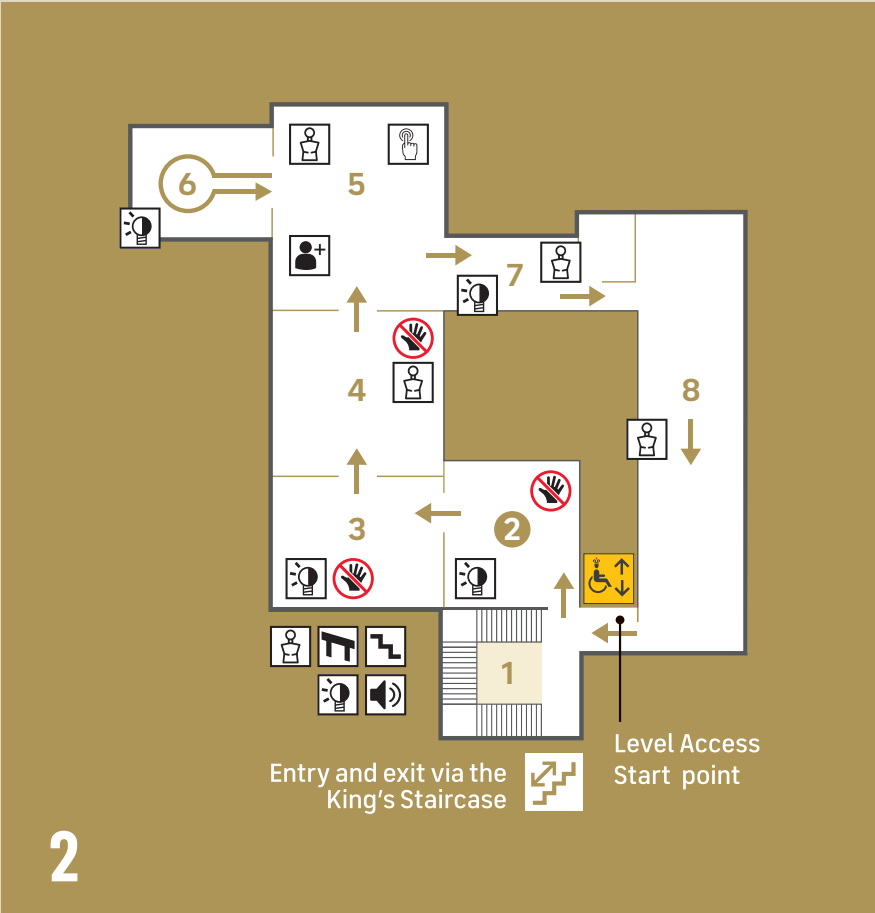
Touch interactive



Mannequin or Painted figures

KING'S STATE APARTMENTS

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



KEY

- | | |
|------------------------|---------------------------|
| 1 The King's Staircase | 5 The King's Drawing Room |
| 2 The Presence Chamber | 6 The Council Chamber |
| 3 The Privy Chamber | 7 Queen Caroline's Closet |
| 4 The Cupola Room | 8 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 plays on the Stairs



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



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



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers

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



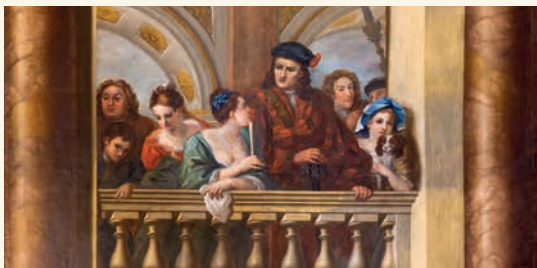
Music plays on the stairs



Mannequins of 1700s court fashion are used throughout the exhibition

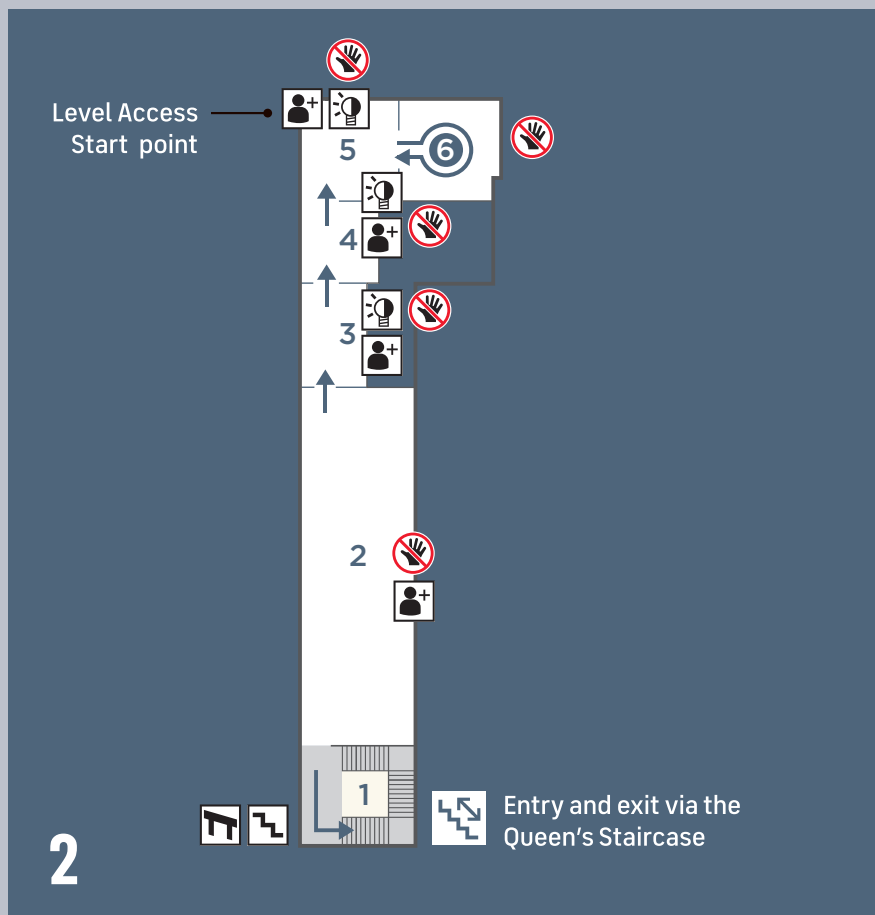


There are figures of 1700s figures on the walls of the staircase



QUEEN'S STATE APARTMENTS

1690s: The Stuarts – William III, Mary II & Queen Anne



KEY

- | | |
|-------------------------|----------------------------|
| 1 The Queen's Staircase | 4 The Queen's Dining Room |
| 2 The Queen's Gallery | 5 The Queen's Drawing Room |
| 3 The Queen's Closet | 6 The Queen's Bedchamber |

ACCESS INFORMATION

The Queen'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.

To access the Queen's State Apartments, please speak to a member of staff in the King's State Apartments, who will escort you to the start of the Queen's State Apartments.



ACCESS KEY



The Queen's State Apartments is a step free route



Some areas can get crowded and loud



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers



Please do not touch historic objects behind ropes and barriers



Audio tour available, including BSL

Please note: subject matter includes themes of death & illness

QUEEN'S STATE APARTMENTS

Visual Story



Please do not touch historic objects behind ropes and barriers



Some areas have low light levels



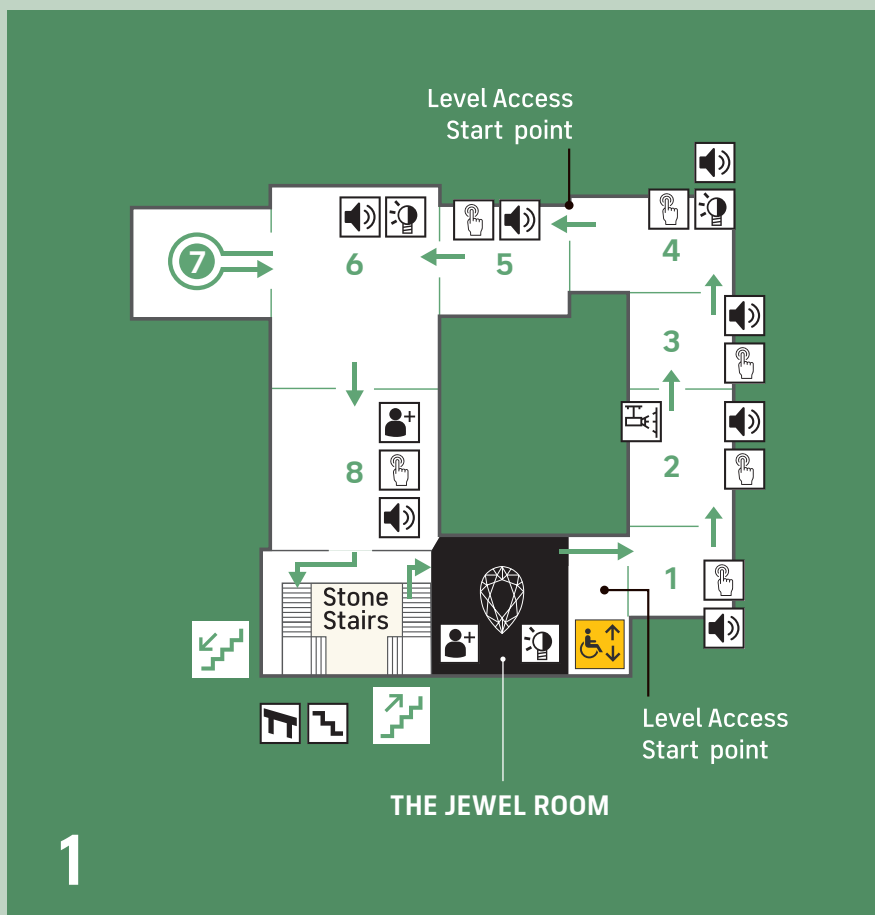
Some areas can get crowded and loud. Please take a seat in any of the windows



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

VICTORIA: A ROYAL CHILDHOOD

1800s



KEY

- | | |
|------------------------|---------------------------------|
| 1 Young Victoria | 5 Family Feuds |
| 2 The Princess at Play | 6 The Birthday Ball |
| 3 Educating Victoria | 7 The Baby in the Palace |
| 4 A Royal Performance | 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 can get crowded and loud when talks are being delivered by the Hosts



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers

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

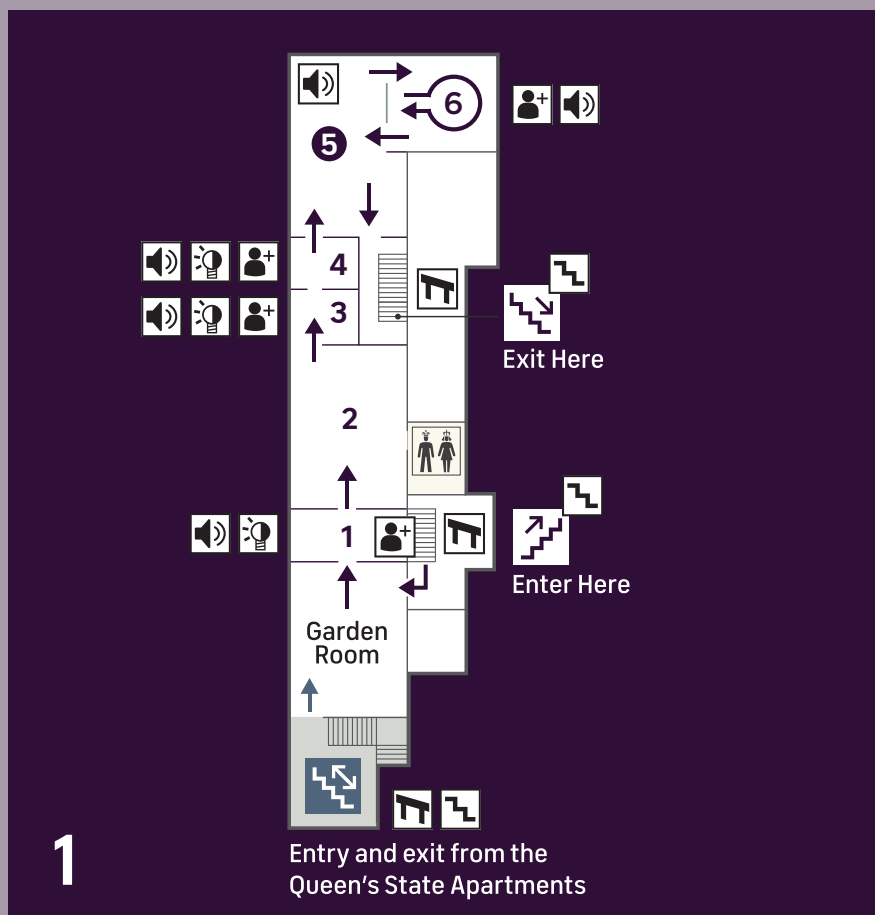


Sound effects are used throughout the exhibition



DRESS CODES

1780s to Present



KEY

- | | |
|---------------------|-----------------------------|
| 1 Introduction | 4 Decoding Materials |
| 2 Writing the Codes | 5 Cracking the Codes |
| 3 Writing the Codes | 6 Resetting the Codes |

ACCESS INFORMATION

Dress Codes is on the first floor and accessible via lift for visitors with limited mobility.

The lift is located at 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.

To access the Dress Codes, please speak to a member of staff in the Victoria: A Royal Childhood exhibition, who will escort you across to Dress Codes.

Please note, to get to Dress Codes, you will go across an external terrace.

ACCESS KEY



Dress Codes is a step free route



Some areas can get crowded and loud



Some areas have low light levels



Sound effects are used throughout the exhibition



There is sound from a television playing an introduction video

DRESS CODES

Visual Story



Some areas can get crowded and loud



Some areas have low light levels



There is sound from a television playing an introduction video



Sound effects and music are used throughout the exhibition

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



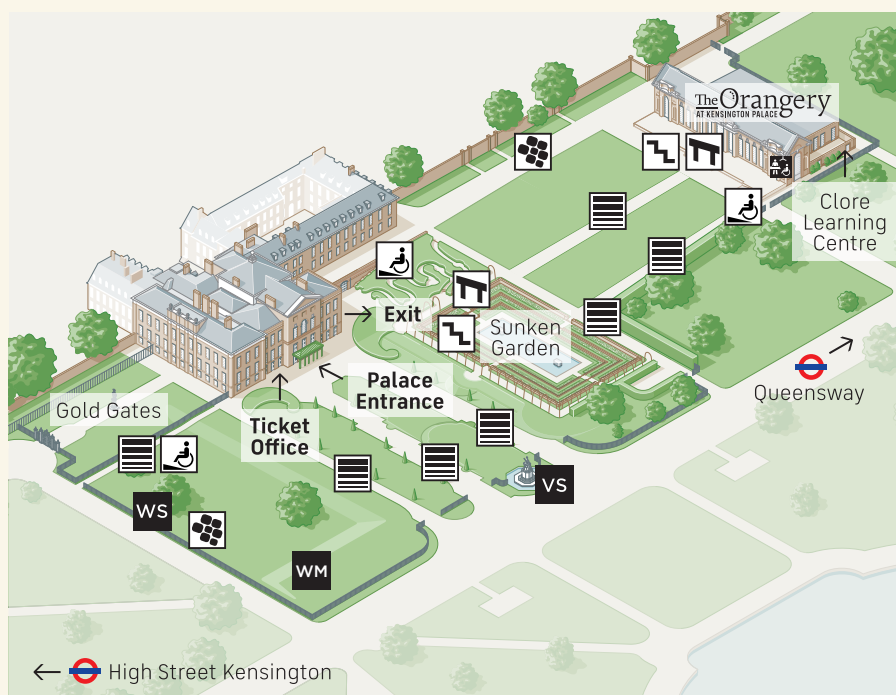
Handrail















Steps

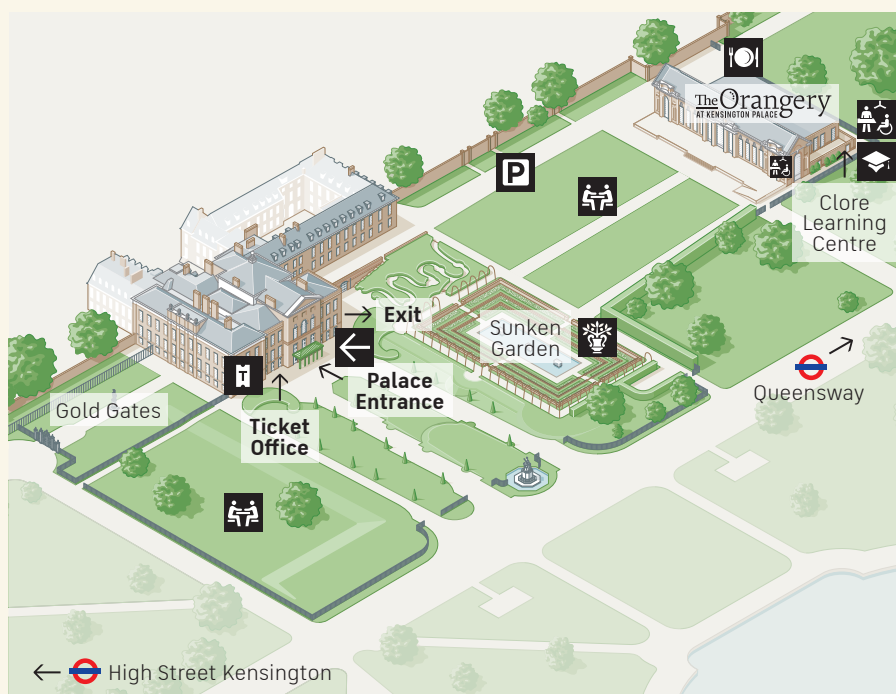


Ramp or slope



MAP KEY

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

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.

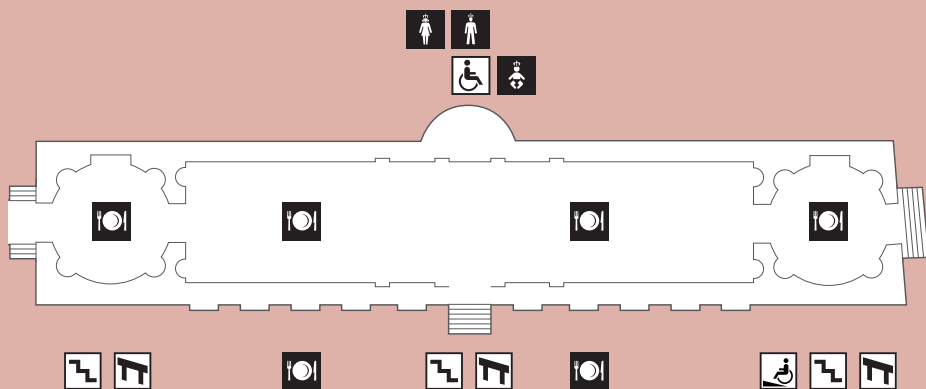
THE ORANGERY RESTAURANT

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



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