



HISTORIC ROYAL PALACES

HAMPTON COURT PALACE

ACCESS GUIDE & SENSORY MAP

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 Hampton Court Palace and aim to make everyone's day out successful and enjoyable.

Use this guide on your visit to Hampton Court and explore the palace and our accessible routes and experiences.

Our friendly Hosts in red or blue uniforms, or our Volunteers in red sashes, are happy to help you on your visit.

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MAP KEY

- Audio Guide
- Audio Guide dropbox
- Shop
- Privy Kitchen Café (11am–3pm)
- Tiltyard Café
- Chapel Royal (open Weds–Sat)
- Accessible toilet
- Baby change
- Female toilet
- Male toilet
- Level access route
- Stairs

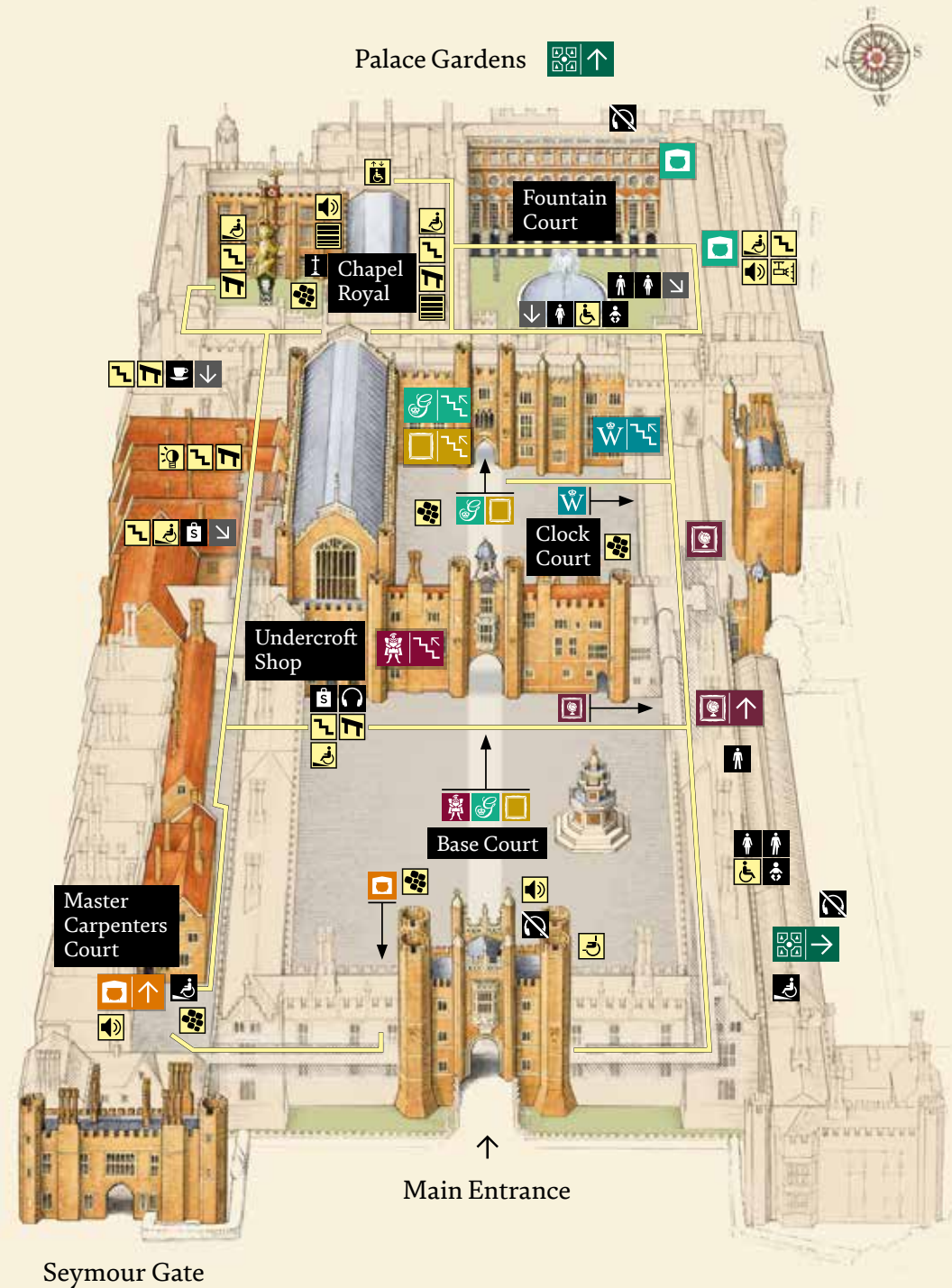
ACCESS KEY

- Ramp or slope
- Wheelchair store – a limited number of wheelchairs and motorised scooters are available to borrow
- Accessible toilet
- Accessible lift (please ask a Host in a red coat for access)
- Cobbled and uneven surfaces
- Smooth or polished surface
- Area of low light levels
- Handrail
- Steps
- Sound effects
- Wall projections
- Best route for wheelchair users

- | | | | |
|--|--------------------------|--|------------------------|
| | Henry VIII's Kitchens | | Cumberland Art Gallery |
| | Henry VIII's Apartments | | Chocolate Kitchens |
| | Georgian Story | | The Tudor World |
| | William III's Apartments | | Palace Gardens |

Please note there are uneven surfaces around the palace. For all access needs including lifts please speak to one of our Palace Hosts.

Palace Gardens, Maze, Magic Garden, and Tiltyard Cafe



WHEELCHAIR HIRE AND HEARING LOOPS

You are welcome to use one of our wheelchairs in our palace apartments, or an electric buggy in our courtyards and gardens during your visit today. Please speak to a Host at the Main Entrance.



Induction loops can be found in the following locations:

- Ticket Office
- Undercroft Shop
- Privy Kitchen Cafe
- Tiltyard Cafe

Switch your hearing aid to the 'T' setting to activate.

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

AUDIOGUIDES

Collect your free Audio Guide in the Undercroft Shop or scan here to access on your own device.



qrcode/HCPag

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

British Sign Language (BSL) tours are available for Henry VIII's Kitchens, Georgian Story and The Tudor World.

An Audio-Described (AD) Tour is available for The Tudor World.

Transcripts of our audio guides are available upon request. Please speak to a Host in the Undercroft Shop.



ACCESSIBLE TOILETS

You can find step-free accessible toilets in Base Court and Fountain Court.


















Base Court is closest to: Henry VIII's Kitchens, Henry VIII's Apartments, The Tudor World



Fountain Court is closest to: William III's Apartments, Georgian Story, Palace Gardens

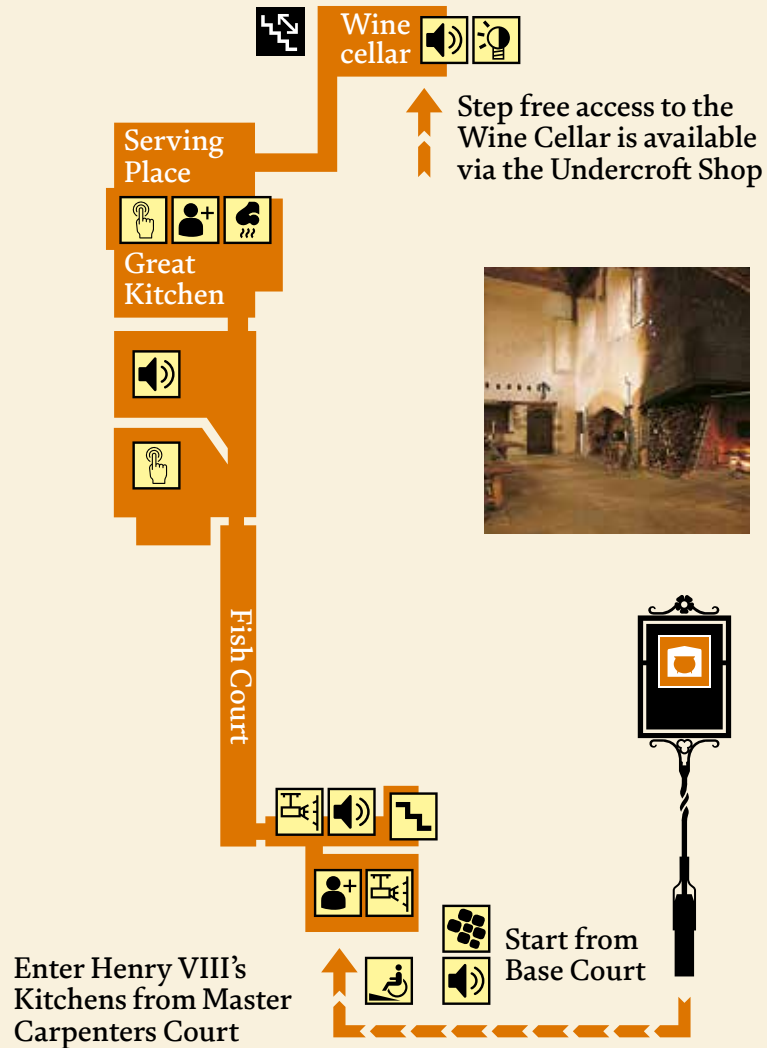


ACCESS KEY
















-  Ramp or slope
-  Wheelchair store – a limited number of wheelchairs and motorised scooters are available to borrow
-  Accessible toilet
-  Accessible lift (please ask a Host in a red coat for access)
-  Cobbled and uneven surfaces
-  Smooth or polished surface
-  Area of low light levels
-  Handrail
-  Steps
-  Sound interpretation
-  Wall projections
-  Potential crowding
-  Touch interactive
-  Strong smells
-  Mannequin

HENRY VIII'S KITCHENS

1509–1547



ACCESS INFORMATION

-  Henry VIII's Kitchens is a step free route
-  Some of the flooring is uneven
-  Some areas can get very crowded and loud
-  Some areas have low light levels
-  The kitchens have some tight spaces when busy
-  Tactile and handling objects throughout the kitchens
-  Access to the Boiling Pot is via 4 step steps
-    Access to the Wine Cellar is down 8 steep steps. A handrail is available. Step free access is available via the Undercroft Shop
-  Strong smells of burning wood and food from the fire
-  Projections are used throughout the kitchens
-  Sound effects are used throughout the kitchens
-   Audio guide available, including BSL

HENRY VIII'S KITCHENS VISUAL STORY



Sound effects are used throughout the kitchens



Projections are used throughout the kitchens



Some areas can get very crowded and loud



Tactile and handling objects throughout the area



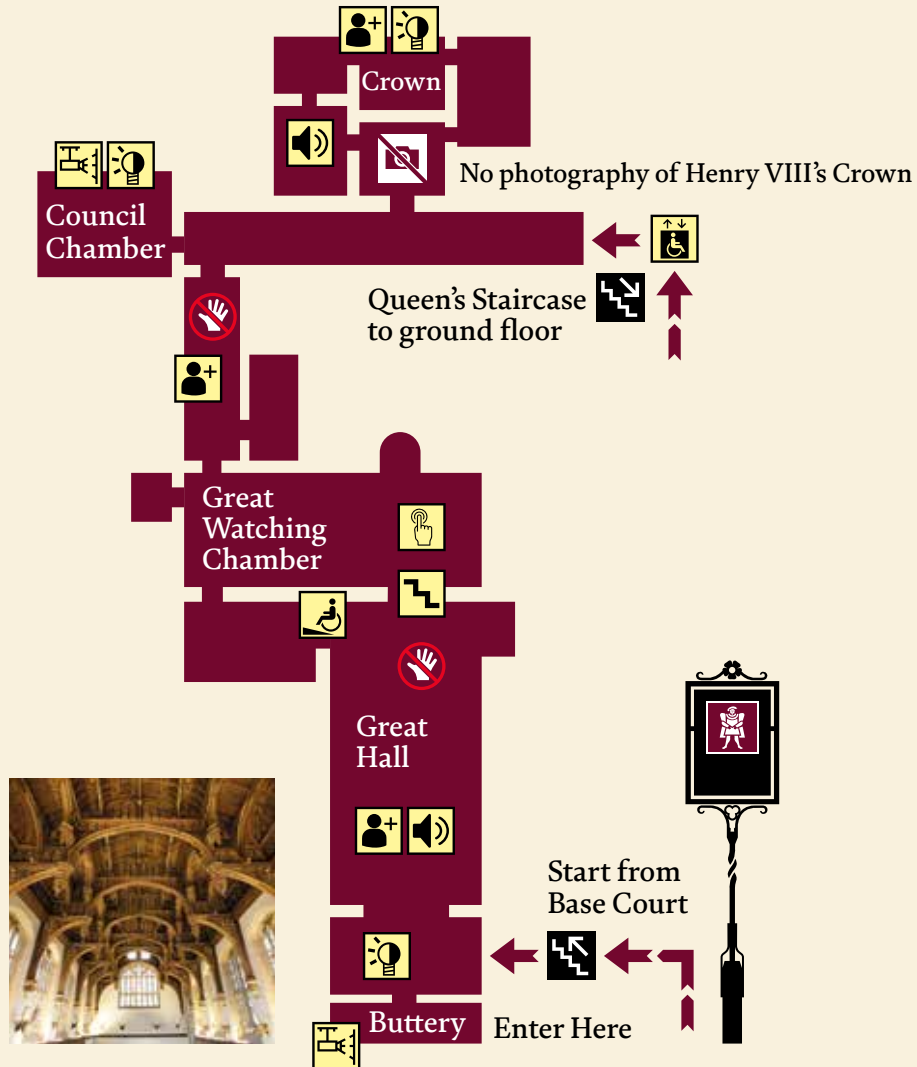
Strong smells of burning wood and food from the fire



Access to the Wine Cellar is down 8 steep steps. A handrail is available. Step free access is available via the Undercroft Shop

HENRY VIII'S APARTMENTS

1509–1547



ACCESS INFORMATION



Once on the first floor, Henry VIII's Apartments is a step-free route. To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas can get very crowded and loud



Some areas have low light levels



Tactile and handling objects throughout the apartments



Please do not touch historic objects behind ropes and barriers



Projections are used throughout the apartments



Sound effects are used throughout the apartments



Audio Guide available

Please note: subject matter include themes of death, illness, imprisonment and execution



ACCESS INFORMATION

Henry VIII's Apartments are on the first floor but are accessible via lift for visitors with limited mobility.

To access Henry VIII's Apartments via a staff-operated lift, please ask a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to use it.

They will take you up the lift and escort you to the start of the route or you can complete the route in reverse order.

HENRY VIII'S APARTMENTS VISUAL STORY



Once on the first floor, Henry VIII's Apartments is a step-free route.

To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



An interpretive film about The Queens of Henry VIII is projected in the Buttery.

There are low light levels



Some areas can get very crowded and loud.

Please take a seat at one of the tables



Please do not touch historic objects behind ropes and barriers



Tactile and handling objects throughout the apartments. You can find them in the chests or on the games tables



Please do not touch historic objects behind ropes and barriers



Projections are used throughout the apartments. There are low light levels.

Please note: the Council Chamber includes themes of execution and may cause some distress

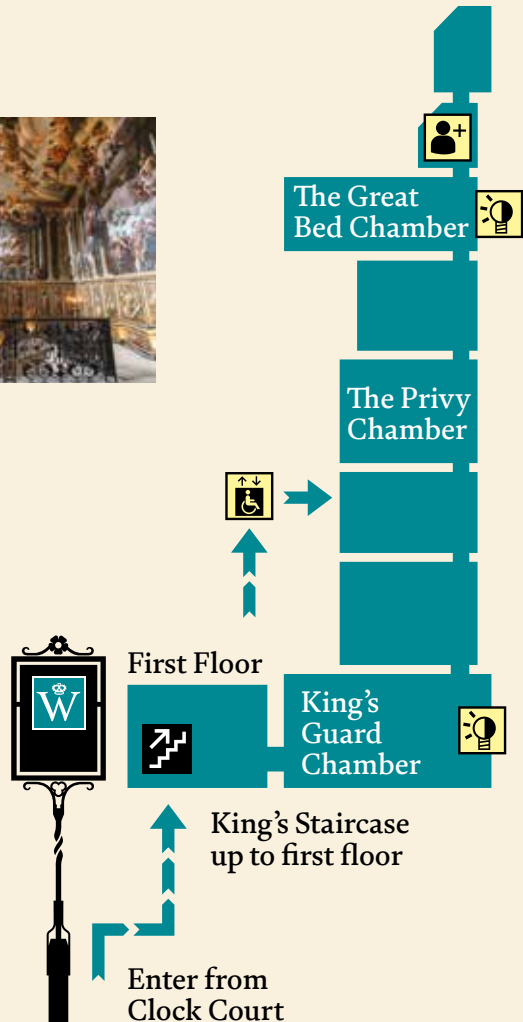


Sound effects are used throughout the apartments.

There are low light levels

WILLIAM III'S APARTMENTS

1689–1702



ACCESS INFORMATION

William III's Apartments are on the first floor but are accessible via lift for visitors with limited mobility.

To access William III's Apartments via a staff-operated lift, please ask a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to use it.

They will take you up the lift and escort you to the start of the route or you can complete the route in reverse order.



Once on the first floor, William III's Apartments is a step-free route. To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers



Some areas can get very crowded and loud



Audio Guide available

Please note: highly coloured, painted and textured walls and ceilings could be overstimulating.

WILLIAM III'S APARTMENTS VISUAL STORY



Take care on 33 shallow steps. Once on the first floor, William III's Apartments is a step-free route.

To exit to the ground floor, if required please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas have low light levels



Please do not touch historic objects behind ropes and barriers.

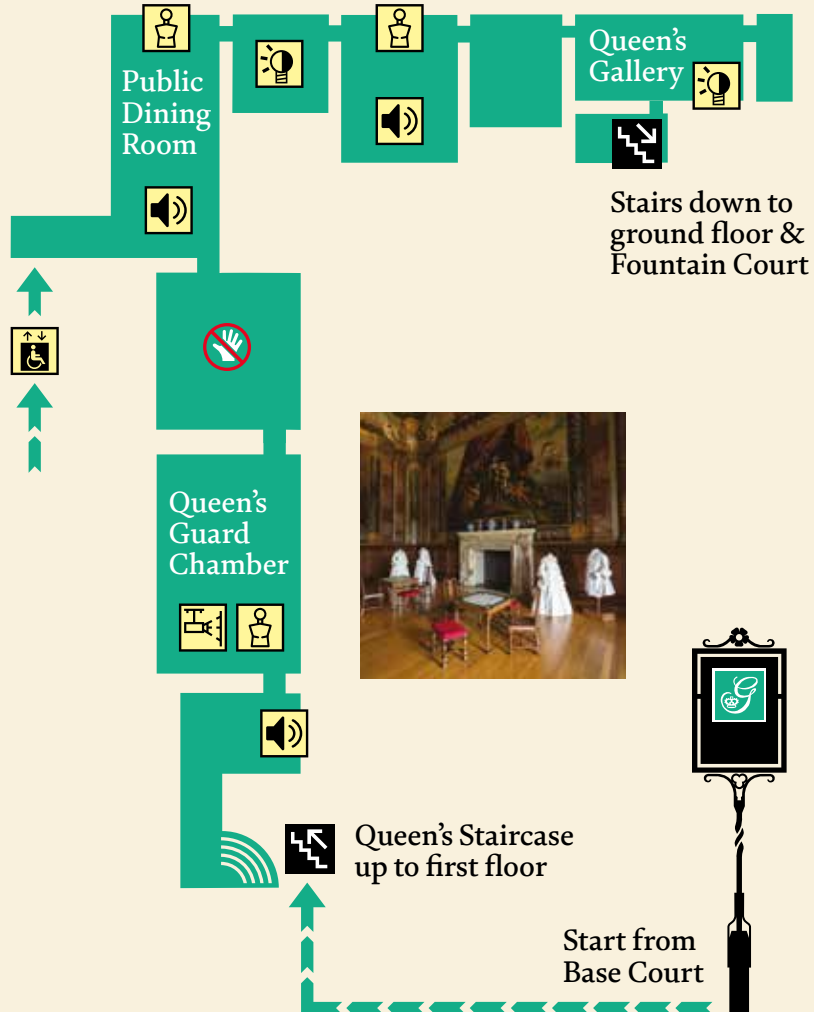
Entrance via the staff-operated lift begins here



Some areas can get very crowded and loud

GEORGIAN STORY

1714–1737



ACCESS INFORMATION



Once on the first floor, Georgian Story is a step-free route. To exit to the ground floor, please ask a Palace Host or Volunteer to use the staff-operated lift



Some areas have low light levels



Tactile and handling objects throughout the exhibition



Please do not touch historic objects behind ropes and barriers



Projections are used at the beginning of the exhibition only



Sound effects are used throughout the exhibition



Mannequins of historic characters are used throughout the exhibition



Audio guide available, including BSL

Please note: highly coloured, painted and textured walls and ceilings could be overstimulating.



ACCESS INFORMATION

Georgian Story is on the first floor but is accessible via lift for visitors with limited mobility.

To access Georgian Story via a staff-operated lift, please ask a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to use it.

They will take you up the lift and escort you to the start of the route or you can complete the route in reverse order.

GEORGIAN STORY VISUAL STORY



Take care on the 33 shallow steps. Once on the first floor, the Georgian Story is a step-free route.

To exit to the ground floor, if required please ask a Palace Host or Volunteer to use the staff-operated lift



Tactile and handling objects are available. Projections are used at the beginning of the exhibition.



Entrance via the staff-operated lift begins here



Please do not touch historic objects behind ropes and barriers



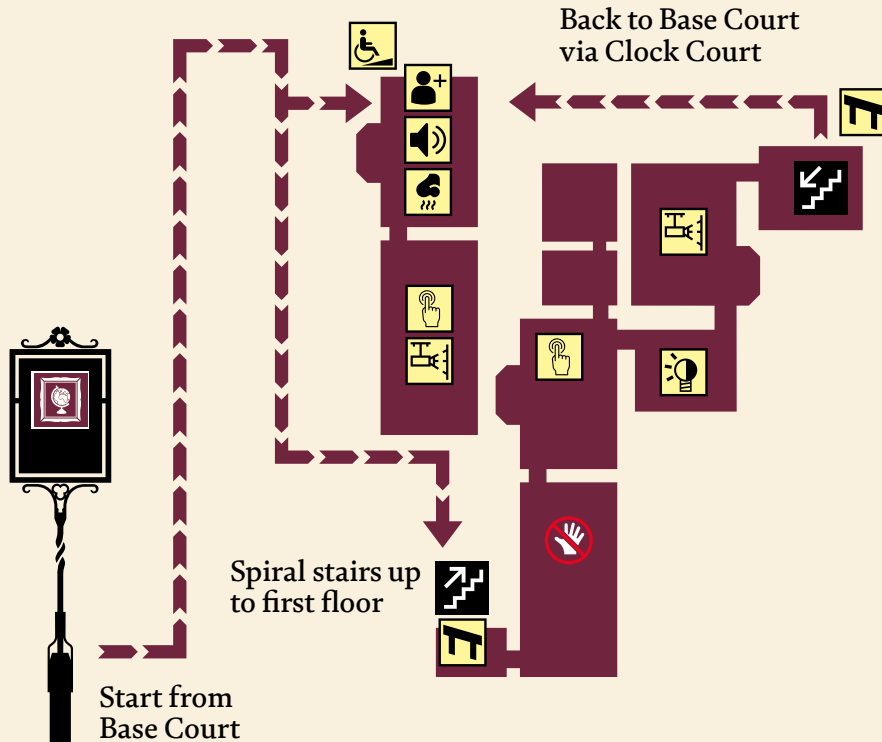
Sound effects are used throughout the exhibition.
Highly coloured, painted and textured walls and ceilings could be overstimulating



Some areas have low light levels

THE TUDOR WORLD

1509–1601



ACCESS INFORMATION



Some areas have low light levels



Tactile and handling objects throughout the exhibition



Please do not touch historic objects behind ropes and barriers



Projections are used throughout the exhibition



Sound effects are used throughout the exhibition



Strong smells of spices are used in the exhibition



Audio Guide available, including BSL and AD

Please note: subject matter includes themes of death, execution, and slavery



ACCESS INFORMATION

The Tudor World includes a ground floor, step-free exhibition including hands-on interactives, historic objects, replica artefacts, and digital projections.

Whilst we strive to make all of Hampton Court accessible, due to the constraints of the building there is limited access to the first floor. Staff-operated lift access is available via four steep steps. Please speak to a Palace Host or Volunteer, wearing either a red uniform or red sash, if you wish to know more.

THE TUDOR WORLD VISUAL STORY



Tactile and handling objects throughout the exhibition.

Strong smells of spices are used in the exhibition



Projections are used throughout the exhibition



Some of the flooring is uneven.

Sound effects are used throughout the exhibition



Access to the first floor is via 20 steep steps. Please speak a Palace Host or Volunteer, wearing either a long red coat or a red sash, if you wish to know more.



Please do not touch historic objects behind ropes and barriers



Some areas have low light levels



Projections are used throughout the exhibition

Staff-operated lift access to the first floor is available via four steep steps. Please speak to a Palace Host or Volunteer, wearing either a long red coat or a red sash, if you wish to know more.

PALACE GARDENS






The Palace Gardens are generally flat but there are some steep slopes and drops from height in some areas.

There are uneven surfaces and gravel paths throughout the gardens, and there are several ponds; please be careful near water.

Smooth tarmac paths are available in The Wilderness, Rose Garden and Kitchen Garden.

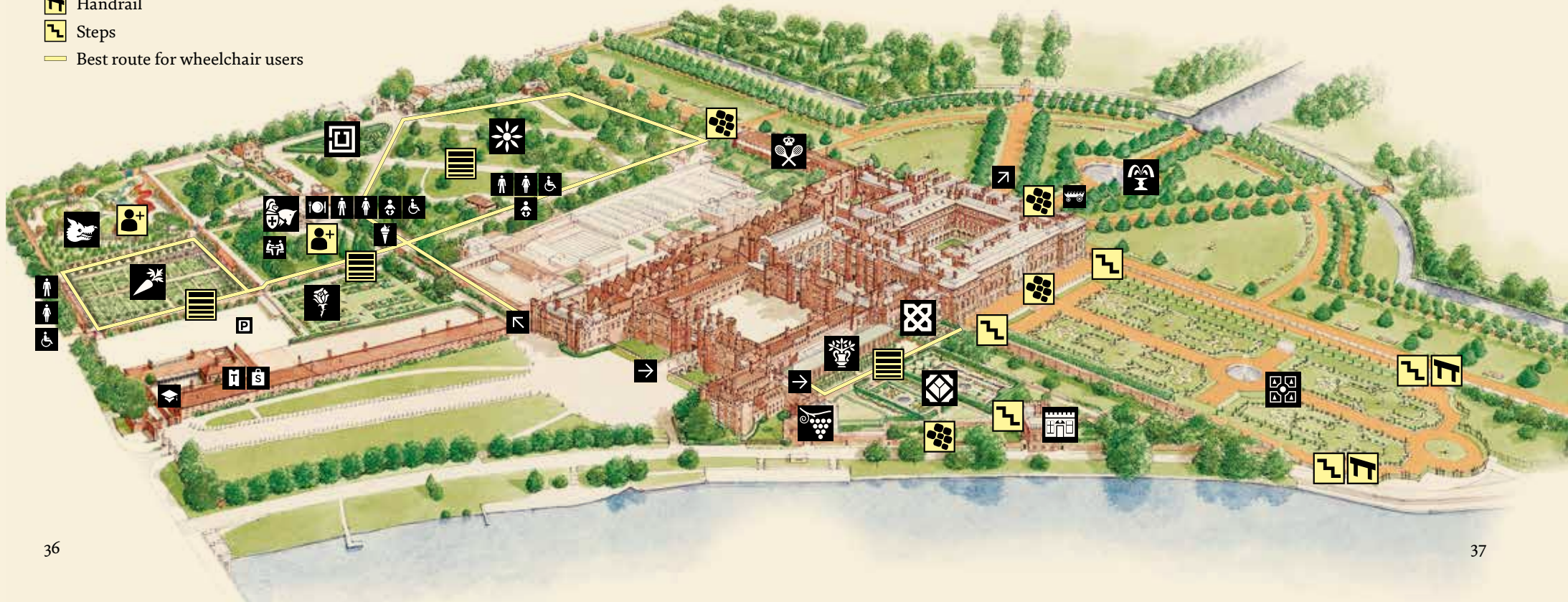
The Maze has narrow paths and 2-metre-high hedges. The paths inside are only 1 metre wide.

ACCESS KEY

-  Cobbled and uneven surfaces
-  Smooth or polished surface
-  Handrail
-  Steps
-  Best route for wheelchair users

MAP KEY

- | | | | |
|---|-----------------------|---|-----------------------|
|  | Ticket office |  | Magic Garden |
|  | Palace entrance |  | The Tiltyard |
|  | Picnic area |  | Maze |
|  | Carriage rides* |  | The Wilderness |
|  | Male toilet |  | Royal Tennis Courts |
|  | Female toilet |  | Great Fountain Garden |
|  | Accessible toilet |  | The Privy Garden |
|  | Baby change |  | Banqueting House |
|  | Clare Learning Centre |  | Knot Garden |
|  | Car park |  | The Pond Gardens |
|  | Shop |  | The Great Vine |
|  | Tiltyard Cafe |  | Lower Orangery Garden |
|  | Ice cream kiosk |  | Rose Garden |
| | * seasonally only |  | Kitchen Garden |




SHOP AT HAMPTON COURT PALACE

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



PALACE SHOP


This shop is located opposite the Ticket Office, selling a wide range of souvenirs, jewellery, gifts, toys and books. Its is the ideal shop to visit as you're leaving the palace.


 There is level access to this shop



UNDERCROFT SHOP

This shop is located in Base Court, selling a wide range of souvenirs and gifts. You can pick up an audio guide for your tour of Hampton Court here. Why not visit during your tour of the palace today.

 There is level access to this shop

 There are low light levels inside this shop

SHOP ONLINE

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

Visit www.historicroyalpalaces.com to discover more.

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www.hrp.org.uk/membership

