

# THE QUEEN'S GALLERY BUCKINGHAM PALACE

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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](mailto:learning@rct.uk)

# We hope you enjoy your visit to The Queen's Gallery, 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. The document contains 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 Queen's Gallery 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 at The Queen's Gallery on the day.

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.

# About your booking / continued

## **Can I make changes to the size of my group?**

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.

## **How long will we stay?**

Depending on the session you have chosen your time in the gallery will be between 1 ¼ to 2 hours (see specific workshop information for details). In addition, please allow around 10 to 15 minutes before and after your session to visit the lavatories and deposit and collect coats and bags. You may also like to allow time to visit the Gallery shop in small groups (please see below).

## **Is there a lunch room?**

Unfortunately, there are no lunch room facilities available.

However, both St James's Park and Green Park are within close proximity and can be used for picnic lunches on fine days. PLEASE NOTE: the Girl guiding UK ICANDO centre on Buckingham Palace Road, which has previously taken School group bookings for their lunch room facilities, is currently closed for refurbishment. It is due to re-open in 2015. Please telephone the ICANDO centre directly on 020 7592 1818 for more details.

## **Is there somewhere to leave coats and bags?**

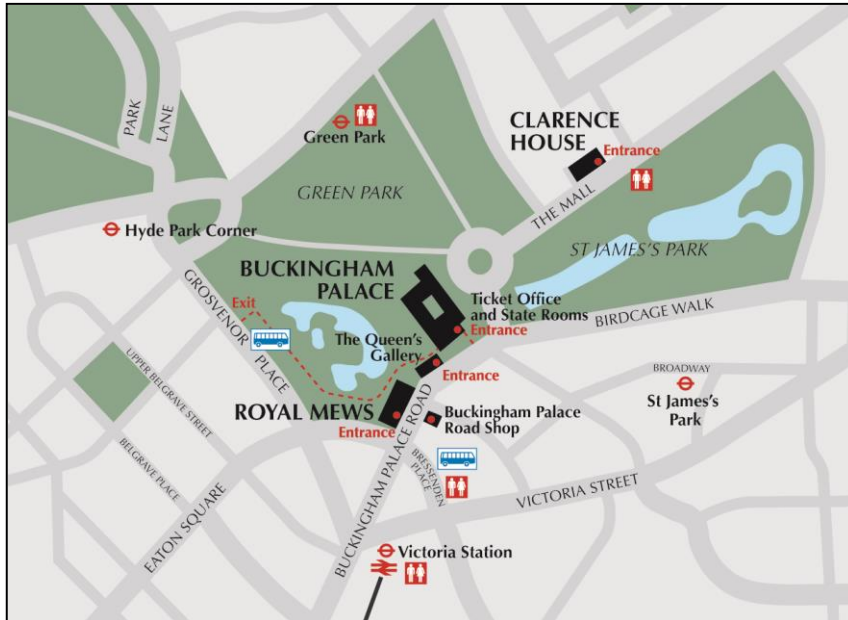
We can provide containers to collect children's coats and bags for storage in the Millar Learning Room. A member of the Learning team will advise you on the day.

**To make your arrival through Security faster and easier, it is very helpful if children can be encouraged to bring as few belongings as possible.**

## **Is there a shop?**

The shop at The Queen's Gallery offers a range of items suitable for children. If you would like to visit the shop we ask that you divide your group into smaller groups of 5-6 children, each accompanied by an adult.

# Arriving at The Queen's Gallery



## Your arrival time can be found on your letter.

Please arrive at the Visitor Entrance of The Queen's Gallery 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 Gallery entrance (see details below). As the Gallery 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.

## 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.

## Guard Change Travel advice

Please note that on Mondays, Wednesdays and Fridays (June/July – everyday) the Guard Change ceremony takes place at the Mall facing side of Buckingham Palace. The ceremony begins at 11:00, however large crowds start to gather prior to the start time.

If you are travelling to The Royal Mews, The Queen's Gallery or The State Rooms (September only) for your school visit, RCT recommends:

- Travelling to these locations from the direction of Victoria Station, if using London Underground or other forms of Public Transport. Please avoid exiting and travelling from Green Park if using London Underground.
- Planning your journey in advance if travelling to the area on a privately hired coach/bus. A number of roads around the area are closed prior to the Guard Change ceremony, causing traffic to move slowly and traffic jams to build.

## Tickets

Tickets will be sent out prior to your visit. Please keep these and your confirmation letter safe. The group leader must have a copy of the confirmation letter to present on arrival.

## Security Measures

The Royal Collection'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
- Walk through a metal detector arch, one at a time
- Switch off mobile phones

The Royal Collection Learning Section asks that teachers undertake the following guidelines to make entry to Royal Collection sites as smooth and quick as possible:

- Please arrive at the Royal Collection site at least 15 minutes before the scheduled time for the booked workshop.
- Teachers and children should not bring the following: scissors, compasses, metal cutlery, sharp metallic implements.
- Only bring what you need. The Royal Collection Learning Section will provide all necessary equipment such as clipboards, pencils and drawing materials (Groups can bring their own sketchbooks if they prefer to use these).



Please gather with your group to the right of the portico at the Gallery entrance. You will be met here by a Warden and your workshop leader, who will explain the security procedure and lead the group through the process to ensure a straightforward entry to the Gallery.

Meeting Point

## Ground Floor

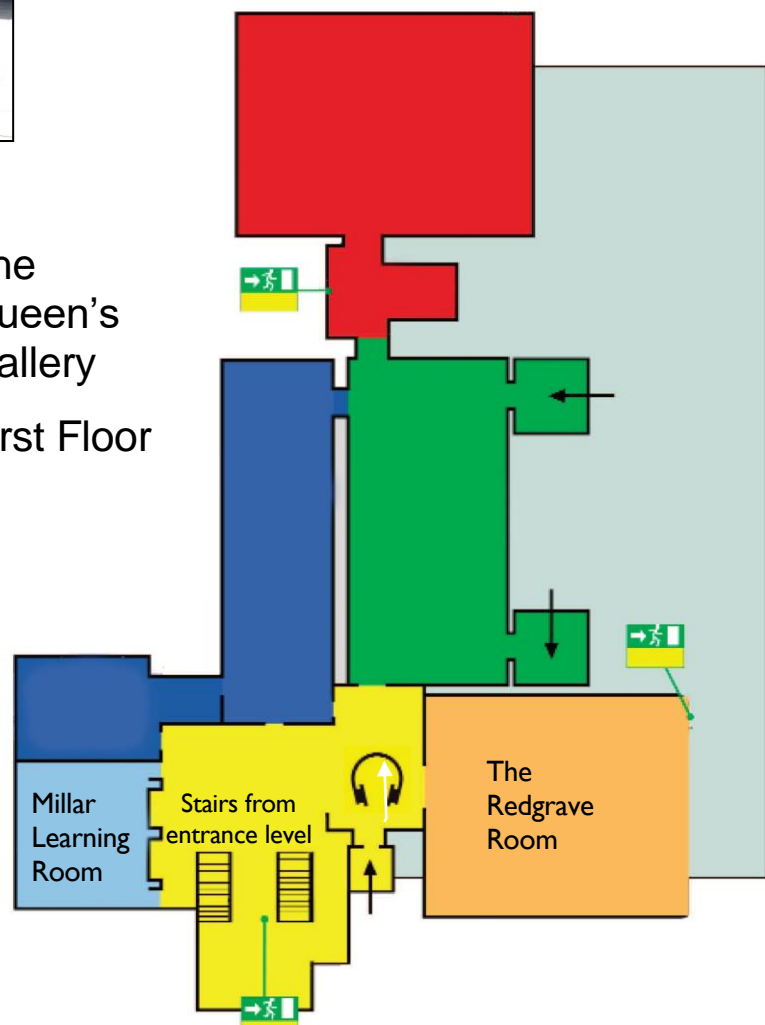
Entrance vestibule  
Shop  
Security  
Staircase and lift  
Cloakroom  
Lavatories

## First Floor

Millar Learning Room  
Audio desk/Information  
The Redgrave Room

Exhibition located in Blue, Red and Green galleries

The Queen's Gallery  
First Floor



## Making the most of your visit:

Please share this with all accompanying adults

### During your visit to The Queen's Gallery

- 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 without flash is permitted inside The Queen's Gallery. Passes will be handed to adults in your group to allow for photography of the children in the galleries. Filming is not permitted.
- Do not touch! No one may touch or get too close to any of the works of art in the exhibition, 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 exhibition, please stay together in small groups and be aware of other visitors
- There may be times when your session teacher may ask the adults to help support their group of children's learning with handling objects and other resources



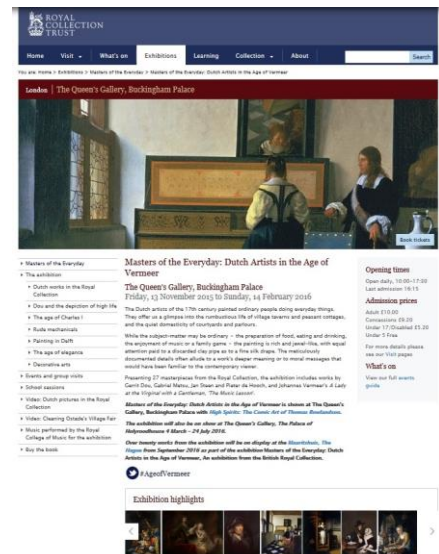
# eLearning interactive resources

[www.rct.uk/exhibitions](http://www.rct.uk/exhibitions)

The exhibition microsite features digital versions of all the paintings and works of art from the exhibition at The Queen's Gallery,

The microsites include:

- A zoom feature enabling you to closely examine the detail of the amazing images and works of art.
- Video footage featuring Royal Collection Trust staff and other experts talking about aspects of the exhibition themes.



## What is The Queen's Gallery?

The Queen's Gallery is a permanent art gallery on the south side of Buckingham Palace. It shows changing exhibitions from the Royal Collection.

Originally opened in 1962, it was built on the site of Queen Victoria's private chapel, which had suffered bomb damage during the Second World War. The Gallery was expanded and reopened in the Golden Jubilee year of 2002.

## 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](http://www.rct.uk)