

# THE QUEEN'S GALLERY, BUCKINGHAM PALACE: GUIDE FOR AUTISTIC VISITORS

## Arrivals and admissions



- Visitors need a ticket for admission to The Queen's Gallery. Tickets can be booked in advance online here: [Visit The Queens Gallery, Buckingham Palace \(rct.uk\)](https://www.rct.uk/visit-the-queens-gallery), by calling 0303 123 7324 or from the ticket desk at the Gallery on the day. If you book in advance, and can, please print your ticket before you arrive.
- Our Wardens, wearing a dark blue uniform, will be managing a queuing system.
- Toilets are available once you have been through the security process.
- If you have any questions please speak to a uniformed Warden.

## The Entrance Hall

The Entrance Hall is a large space. Like most tall stone spaces, it echoes. There are some fluorescent, flickering lights. Visitors queue to buy tickets, and then enter the exhibition or go into the shop. It can be more difficult to hear voices clearly in this hallway, because of the levels of background noise, including the security equipment. Staff try to speak as clearly as possible.



If you wish to purchase a ticket you will be directed to next available till – see photo below. The different ticket options are: **adult, young person (12-24), under 17/disabled person and under 5**. All visitors who require an access companion are entitled to a free ticket for that companion. No proof of disability is required.



## Entering the exhibition

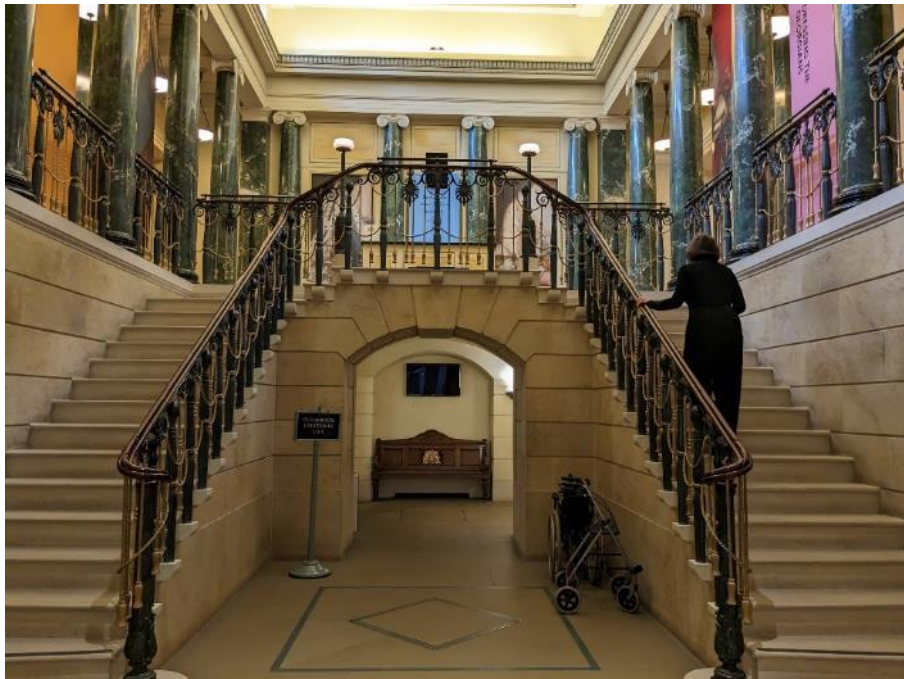
Before you enter the exhibition you must show your ticket to a Warden, who will scan the barcode. Then you go through the security process. You must follow the instructions of the Wardens. You will be asked to put bags through an x-ray machine and all metallic items that could trigger the metal-detecting alarm – keys, coins, mobile phones etc. – must be removed e.g. from pockets, and put into your bag.

You will then be asked to walk through a metal detecting arch. This arch makes a loud noise if it detects something metal. If that happens, staff will use a hand-held detector and wave it around your body to find out what set-off the alarm. The detector should not touch your body. Often a watch or metal belt buckle will have caused the alarm to sound. You are then given your bags again.

You will go through a set of doors into a lobby area:



## Gallery Lobby



The Gallery lobby is quite dark, and the light levels change dramatically from the Entrance Hall. There are patterns on the floor, the echo is worse than the Entrance Hall and there is a background humming sound.

There are four options from the lobby:

### 1. The Lavatories

These can be found round the corner through the small arch (shown above). There is an accessible lavatory with a wheelchair sign on the door. It can be used by any visitor who cannot use the other lavatories – there is a fluorescent light above the mirror in this lavatory. The other lavatories are through a doorway, opposite the accessible lavatory. They are indicated by a sign of a man and a woman on the wall. You can take a short flight of steps or a ramp, with a cold handle. The lavatories and the baby nappy changing facilities often smell strongly of fragrance. There are noisy hand driers in all the toilets and lots of flickering fluorescent lights in the Gents.



### 2. The Lift

The Lift is in the far corner, near the accessible lavatory. It will take you up to the exhibition level on the first floor. There are lots of sensory hazards in the lift and it may be a difficult space for some to use. If you are visiting for an event, the lift will take you to the Redgrave Room and the doors will open on a different side.

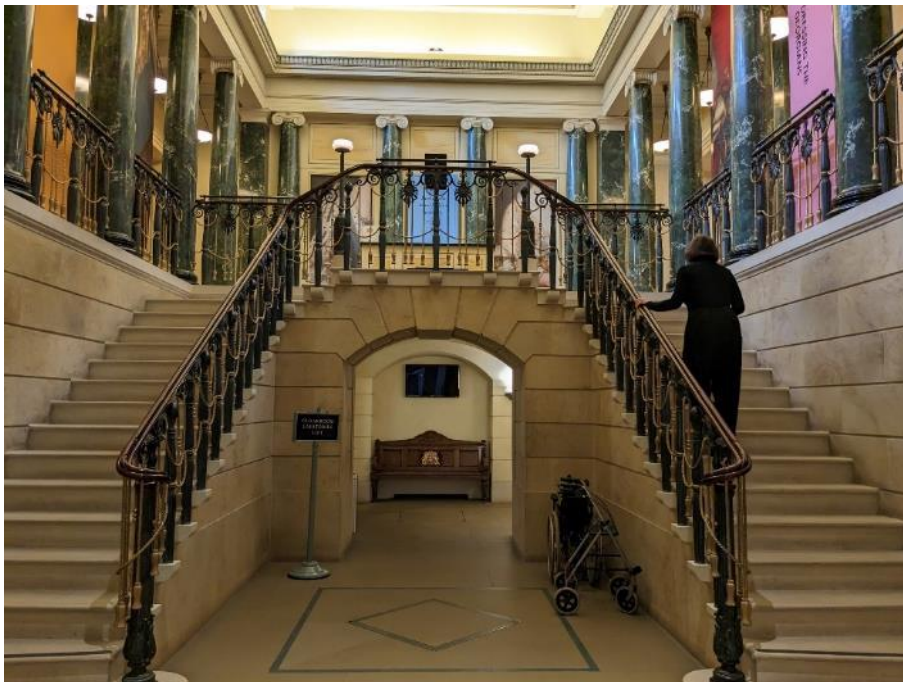


### 3. Cloakroom.

All visitors are being asked to leave their bags in the cloakroom, so they don't accidentally bang against works of art in the exhibition spaces. Only small, compact handbags can be taken in to the exhibition space. Please hand over your items to the Warden behind the desk. They will give you a ticket. Give this back to a Warden at the end of your visit, and they will give you your belongings. Please be aware that the space here echoes a lot and the humming is louder.



#### 4. The Staircase



If you do not wish to use the lift, go back towards the entrance. There are two flights of stairs which will also take you up to the exhibition. Not all of the steps are marked, please be careful after the first two.

### The Exhibition

The current exhibition is *Holbein at the Tudor Court* – Hans Holbein was one of the most talented artists of the 16th century. From his arrival in England in search of work he rose to royal favour, chosen to paint the portraits of Henry VIII, his family and leading figures of the Court.

At the top of the stairs is a desk:



Here you can should be greeted by a member of staff and you can ask to borrow one of these:

### **1. Multimedia tour**

The Warden will tell you how to use it. The tour tells you about the exhibition using spoken word, with some background music, images and film clips. You can stop and restart the tour at any point. The tour lasts just over an hour. The tour can be used with or without headphones. If used without, you should hold it like a mobile phone.

### **2. Plain English Script**

Suitable for D/deaf and hard of hearing visitors who cannot listen to the audio tour and other visitors who would prefer written information.

### **3. Large Print Texts**

Printed copies are available in the exhibition spaces.

### **4. Neck Induction Loops**

For visitors who wear a hearing aid, to help them hear the audio guide better.

## **Entering the exhibition**

You enter the exhibition via the door to the right of the desk. The door will be closed, please be aware that it is a heavy door you will need to push open and it may swing back on you. If you need help with the door please ask the Warden at the desk at the top of the stairs.

## First Galleries - Chambers



Please be aware that the floor is patterned, the lighting is low and there are decorative grates in the floor. These grates may, in some areas of the exhibition, make it difficult to get close to the exhibits without the potential for these to clang when stepped on. There is a bench in the first room which can be hard to see. The space echoes and the temperature drops from the previous space outside. Once you have walked through this small room you move into a bigger Gallery space, which also has blue walls.



Again, there are decorative gratings on the floor, which may clang when you step on them. The lighting is variable and there is a lot of shadow in the space.





In some spaces there are glass cases, and the glass can be difficult to see:





## Second Gallery – Pennethorne

The second, large gallery space, is the green room through the open door:



There is more decorative grating in this space and a humming sound can be heard.

After the green gallery visitors should see the Nash Vestibule.

## The Nash Vestibule



Please note there are two large grates in this space. There is a dark, downward slope into the room, with no handrail. It can echo in here. The final space is the large, bright red room, there is some shadow on the floor as you enter:



The space echoes and other people's conversations can be over-powering. There are benches in this space. They are hard wooden benches with no arm rests. There is some reflection in the glass display cabinets.

## Third Gallery – Nash



Please be aware of the benches as they can blend in with the floor.



## Exiting the exhibition

To exit, retrace your steps back through to the end of the green gallery. When you leave this large space you can push or pull the heavy door, please be aware the handle may be cold to the touch. You will find yourself back on the landing, just round the corner from the desk.

You will see another desk where you should return your Multimedia guide. You put the headphones on the rack and the machine in the box on the desk. To the left is a short staircase which leads to staff areas of the Gallery. You can give back other borrowed guides and equipment at the other desk at the top of the stairs.



There are two more space to see, the Millar Room and Baby Chambers. Turn right and walk past the desk at the top of the stairs and into either of the doors in front of you.



To the left is the Millar Learning Room:



This is a relaxed space where you can reflect on the exhibition and find out more about Holbein's materials and techniques. The space is bright, it echoes and it can be a bit chilly. You exit this room from the same door that you entered.

To the right is Baby Chambers, where you can find out more about some of the details, in the works in the exhibition:



Please be careful going down the stairs where you will find the cloakroom, toilets and shop.

## The shop

The entrance to the shop is in the Gallery Foyer, you can visit the shop before or after the exhibition.



There are lots of items on open display in the shop.

The shop is very brightly lit. There are central ceiling lights and a lot of glass cabinets with lights.

To the left, as you enter, there is a ramp taking you up to the higher level. The ramp brings you up near the jewellery counter where there is a lot of bright light and glass. There is also a staff door here, which has a noisy keypad that staff use to enter.

There are also three stairs up to the higher level, the handrail is cold to the touch.



These are made of stone, please be careful. There is a hidden slope up on the top level, to the right-hand side. You exit the shop the same way you came in.