

THE ROYAL MEWS: GUIDE FOR AUTISTIC VISITORS

Arrivals and admission

- Visitors need a ticket for admission to the Royal Mews. Tickets can be booked in advance online here: [The Royal Mews, Buckingham Palace \(rct.uk\)](https://www.royalcollection.org.uk/visiting-the-royal-mews), by calling 0303 123 7324 or from the ticket desk at the Mews on the day:



- If you book in advance, and can, please print your ticket before you arrive.
- Our Wardens, wearing a blue uniform, will be managing a queuing system.
- Toilets are available once you have been through the security process, about half-way along the visitor route.
- If you have any questions please speak to a uniformed Warden.

The entrance to the Royal Mews is marked by a large red sign over the doorway:



It is on a noisy, busy road – Buckingham Palace Road – and this noise travels through to the entrance area. In this area you can purchase tickets:



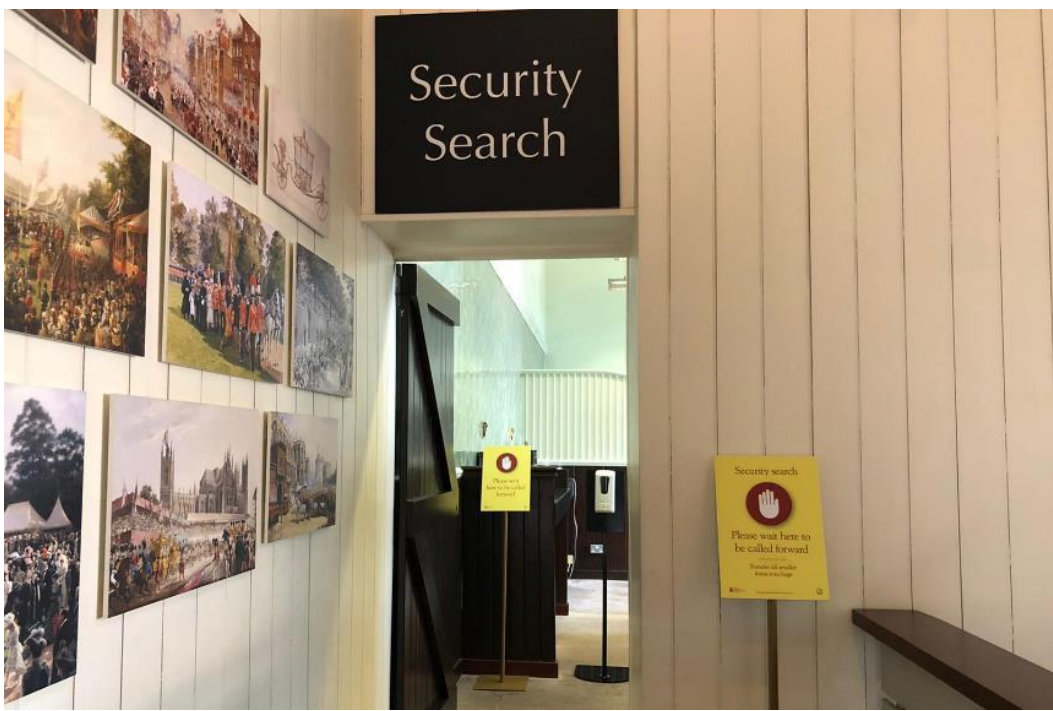
If you wish to purchase a ticket, join the queue for the next available till. If you, or someone in your party, are autistic and finds queuing difficult, please ask a uniformed Warden to call the Duty Manager who may be able to arrange a quicker entrance time. The different ticket options - with appropriate prices displayed on a white board between the 2 windows - are: adult, young person,

under 17/disabled and under 5. If you require an access companion you are entitled to a free ticket for that companion.



Security

All visitors to the Royal Mews must go through a security search. Before you get to security you just show your ticket to a Warden who will scan your ticket. You then go through the security area. To get there you must go up a slight slope into a dark, narrow space – there is a brown mat on the floor which blends in with the wooden floor surface. An additional upward slope is marked by a beige area on the floor.



The security area is a small, echoing, narrow area lit by fluorescent lights. There is background machinery noise. The security process may involve queuing. All visitors must follow the instructions of the Wardens. You will be asked to put your bags through an x-ray machine and all metallic items – keys, coins, mobile phones etc. – must be removed from pockets and put into your bag or onto the tray provided. You will be asked to walk through a metal detecting arch. The metal detecting 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.

Multimedia Tour

After the security process you can collect a free multimedia tour from the desk on the left:



The tour tells you about the history of the Royal Mews, and how its work supports The Queen and the Royal Family. The tour contains music and video, you can stop and restart the tour at any point.

If you listen to all of the tour it will take you about an hour.

The Stables

After collecting a multimedia tour, or continuing your visit independently, you continue into the first of two stable areas, where you may see two horses.



Both areas are brightly lit. The floor, which is heavily patterned, can be wet, and the area smells strongly of horse. Both stables have olive green tiled walls which reflect a glare from the lighting. Above the exit door is a silent film about the Royal Mews and how it supports The Queen.

To get from the first to the second stables you have to go outside, briefly. You go through a ramped doorway, from which you can hear the noise of the main road traffic, over a road that is used for horses and motor vehicles to access the Royal Mews. You will be warned to wait by the Front Arch Warden if traffic is approaching from left or right. The entrance to the second stables is ramped, and the stables are lit by fluorescent lights. When you leave the stables you exit via a ramped doorway into an outside parking area/courtyard. This is called the quadrangle, which is a basic exercise yard for the horses. Motor vehicles and horses may be crossing this area. You can see the horses in the stables from this area as well.

The Carriages

Once in the quadrangle, the route may at first seem unclear. You will be walking round most of the edge of the quadrangle – the route is one way. Look for the signs saying Visitor Route.



All of the Carriages along the right-hand side of the Mews are displayed individually in small areas called carriage houses with barriers in front. The carriages are lit by fluorescent lights.

The walkway, to the left of the carriages, has numerous large grates within it. It is possible to walk around these.

The Diamond Jubilee State Coach



To see the Diamond Jubilee State Coach you must go into its room through an open doorway.



It is a large, dark space that echoes slightly, and there is some reflection off the Coach itself. There is a silent film on display, on the screen at the end of the room, taken from the camera concealed in the crown on top of the carriage; it shows the first outing of the Diamond Jubilee State Coach in 2014 when The Queen attended The State Opening of Parliament. There are no fluorescent lights.

When you have seen all the carriages, and the State Limousine, along this side of the Royal Mews you will come to a carriage house now named the Livery Room but also used as a Learning Room. This room has additional displays, including uniforms and a timeline, explaining the Royal Mews. The room is lit by large, fluorescent lights on the sides of the room.

You have to re-cross the road you walk past a number of metal barriers and under a metal staircase to get to the Working Harness Room.





The Working Harness Room

This is a small space with lots of reflection, glare and potential for background noise. During weekdays, you may see the leather harnesses being cleaned or repaired.

The State Stables



This is a large area, with good lighting, but the floor is heavily patterned and there is a glare from the olive green wall tiles. There may be a background sound of running water. There are 16 stalls down each side of the room, some of them contain smaller carriages with cream ropes in front. In addition there are information boards and 3 short, silent films showing the care of the horses. There are a number of activities in this space where you can sit in a replica carriage, dress up in livery and harness a model pony



Gold State Coach



To get to the final coach, the Gold State Coach, you must once again cross the internal road. You can walk round the coach in either direction. The floor is very uneven and visually confusing. Attached and harnessed in front of the coach are models of four Windsor Grey horses and two postilion riders in full livery.

Toilets

One you leave the Gold State Coach house, in the corner here you will find the toilets:



There is an accessible toilet which can be used by all visitors who need it as well as a Changing Places.





There are hand driers in the toilets, under the mirrors:



.The end of your visit

When you have seen all the carriages along this side of the Royal Mews you have reached the end of your visit. There is an area to return the multimedia tour, if you have borrowed one.



You will experience many different floor surfaces as you exit.

The shop

The final place you walk through is the Royal Mews shop:



The carpet is highly patterned and there are many glass and china items at an easy grab level for children.



When you exit the shop you are back on the busy, Buckingham Palace Road – this is a main road, with lots of traffic and parents/carers should be careful if they have young children.