

## The State Rooms, Buckingham Palace

### **Length of Visit**



The average duration of a visit to the State Rooms at Buckingham Palace is two hours. Visitors are however, free to explore the State Rooms at their leisure using the complimentary self-guided audio tour.

### **Information for Visitors with Physical Access Requirements**



#### **Wheelchairs**

Wheelchair users are requested to pre-book their visit by contacting the Specialist Sales team on + 44 (0) 7766 7324. Manual wheelchairs are available to borrow free of charge for the duration of a visit. They must be pre-booked by contacting the Specialist Sales team on + 44 (0) 20 7766 7324.

#### **Access**

There are six steps at the main entrance to the Palace and 47 steps in the Grand Staircase leading to the State Rooms. At the end of the tour, there are ten steps from the West Terrace down into the garden.

An alternative Access Route with step-free access is available for visitors with mobility difficulties. A golf buggy provides access from the Quadrangle into the garden and back but is not able to carry visitors the length of the garden. Mobility scooters are not permitted inside the State Rooms but they can be used in the garden.

#### **Lifts**

A platform lift provides step-free access into the building from the Quadrangle. A lift measuring 160cm in depth by 94cm in width gives access to the principal floor.

#### **Flooring**

Most rooms are carpeted and some have polished wooden floors. The temporary structures on arrival and in the garden have decking flooring and the garden path is gravelled. As Buckingham Palace is an historic building, the floors may be uneven and visitors should take care.

#### **Respite Seating**

Seating is available at the Visitor Entrance, in the Ballroom, on the West Terrace and in the garden. Visitors are welcome to use walking sticks or folding stools with seat attachments, provided that they have rubber stoppers.

## **Lavatories**

Accessible lavatories are located at the start of the Access Route inside the palace and in the garden.

## **Assistance dogs**



Assistance dogs are welcome and water is available on request.

## **Parking & Transport**

Parking for Blue Badge holders is available but must be pre-booked by contacting the Specialist Sales team. If all parking spaces are full, the nearest public parking is on Palace Street or Grosvenor Gardens. A disabled space can be reserved in the NCP Trafalgar Car Park, Spring Gardens SW1A 2BN by ringing + 44 (0) 20 7930 1565 or + 44 (0) 20 7930 6194. Please see [www.westminster.gov.uk/carparks](http://www.westminster.gov.uk/carparks) for further information.

The following buses run close to Buckingham Palace and are accessible for wheelchair users: 2, 8, 11, 16, 36, 52, 73, 148, 211, C1 and C10. The nearest London underground station with wheelchair access is Westminster.

For full information on how to get here please see The State Rooms, Buckingham Palace page on our website.

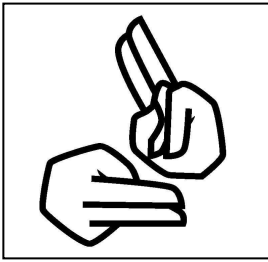
## **Information for Visitors who are Deaf or Hard of Hearing**



## **Induction loops**

The ticket sales desks, shop till counters and the audio tour collection and return points are equipped with induction loops. Hearing aids should be switched to the T position. A complimentary audio tour is available in English, French, German, Spanish, Italian, Japanese, Chinese and Russian. The audio tour handsets are T-coil compatible and equipped with volume control. Neck loops are also available on request. A printed version of the audio tour transcript is also available in the above languages.

## **Guided Tours**



BSL interpreted and lipspeaking guided tours of the State Rooms run on selected dates. Please contact the Specialist Sales team on + 44 (0) 20 7766 7324 or [specialistsales@royalcollection.org.uk](mailto:specialistsales@royalcollection.org.uk) for details.

BSL video tours are available to borrow free of charge. The device can be collected from the Audio Guide distribution area at the start of the tour. To avoid disappointment it is advisable to pre-book by contacting the Specialist Sales team on + 44 (0) 20 7766 7324 or [specialistsales@royalcollection.org.uk](mailto:specialistsales@royalcollection.org.uk)

## **Assistance dogs**



Assistance dogs are welcome and water is available on request.

## **Information for Visitors who are Blind or Partially Sighted**



### **Access**

There are six steps at the main entrance to the palace and 47 steps in the Grand Staircase which leads to the State Rooms. After the tour, there are ten steps from the West Terrace down into the garden.

### **Flooring**

Most rooms are carpeted and some have polished wooden floors. The temporary structures at the Visitor Entrance and in the garden are floored with wooden decking and the garden path is gravelled. As Buckingham Palace is an historic building, the floors may be uneven and visitors should take care.

### **Audio Tour**

A complimentary descriptive audio tour is available in English. Non-descriptive, standard tours are also available in English, French, German, Spanish, Italian, Japanese, Chinese and Russian.

## **Visual aids**



The transcript of the audio guide and the Visitor Information leaflet are available in large print.

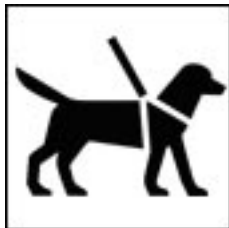
## **Guided Tours**

Introductory or themed Verbal Description Tours are available. Tours last approximately 90 minutes and must be booked in advance. Please contact the Specialist Sales team on + 44 (0) 20 7766 7324 or [specialistsales@royalcollection.org.uk](mailto:specialistsales@royalcollection.org.uk) for further details.

## **Lavatories**

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