

The Queen's Gallery, Buckingham Palace

Length of Visit



The average duration of a visit to The Queen's Gallery is one hour. Visitors are, however, free to explore the exhibitions at their leisure using the complimentary self-guided audio tour.

Information for Visitors with Physical Access Requirements



Wheelchairs

Manual wheelchairs are available to borrow free of charge on a first come, first served basis for the duration of a visit.

Access

There are 17 steps leading to the exhibition level. The Queen's Gallery Shop is at split levels, with three steps between levels. A ramp is available on the left-hand side of the shop.

Lifts

A lift provides wheelchair access to the main exhibition and measures 145cm in depth by 82cm in width.

Flooring

There are stone and polished wooden floors throughout. There are ornamental grilles in the flooring surrounding each of the Galleries.

Respite Seating

Benches are provided in the lobby and in each Gallery.

Lavatories

Accessible lavatories are located on the ground floor at the rear of the Gallery.

Assistance dogs



Assistance dogs are welcome and water is available on request.

Parking & Transport

There is no parking available at The Queen's Gallery. The nearest public parking is on Palace Street. 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 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 Queen's Gallery, London 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 point are equipped with induction loops. Hearing aids should be switched to the T position. A complimentary audio tour is available in English. The audio tour handsets are T-coil compatible and equipped with volume control. Neck loops are also available on request.

Audio Tour Transcript



A printed version of the audio tour transcript in large print is also available.

Guided Tours



BSL interpreted and Lipspeaking guided tours of The Queen's Gallery are available on selected dates. Please contact the Education Bookings team on + 44 (0) 20 7766 7323 or adulteducation@royalcollection.org.uk for details.

Ten BSL video clips, exploring key items in the *Victoria & Albert: Art & Love* exhibition, are available to view on e-Gallery kiosks, in the Education Room, and online via the exhibition microsite.

Assistance dogs



Assistance dogs are welcome and water is available on request.

Information for Visitors who are Blind or Partially Sighted



Access

There are 17 steps leading to the exhibition level. The Queen's Gallery Shop is at split levels, with three steps between levels. A ramp is available on the left-hand side of the shop.

Lifts

A lift, with voice announcer, provides wheelchair access to the main exhibition and measures 145cm in depth by 82cm in width.

Flooring

There are stone and polished wooden floors throughout. There are ornamental grilles in the flooring surrounding each of the Galleries.

Audio Tour

A complimentary audio tour is available in English.

Visual aids



Exhibit labels, the audio tour transcript and the Visitor Information leaflet are all available in large print. The e-Gallery terminals allow text and images to be enlarged.

Guided Tours

Verbal Description Tours are available at The Queen's Gallery on selected dates. Please contact the Education Bookings team on + 44 (0) 20 7766 7323 or adulteducation@royalcollection.org.uk for further details.

Lavatories

Accessible lavatories are located on the ground floor at the rear of the Gallery.

Assistance dogs



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