

## 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](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 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 Specialist Sales team on + 44 (0) 20 7766 7324 or [specialistsales@royalcollection.org.uk](mailto:specialistsales@royalcollection.org.uk) for details.

## **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 Specialist Sales team on + 44 (0) 20 7766 7324 or [specialistsales@royalcollection.org.uk](mailto:specialistsales@royalcollection.org.uk) for further details.

### **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.