

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

Arrivals and admissions

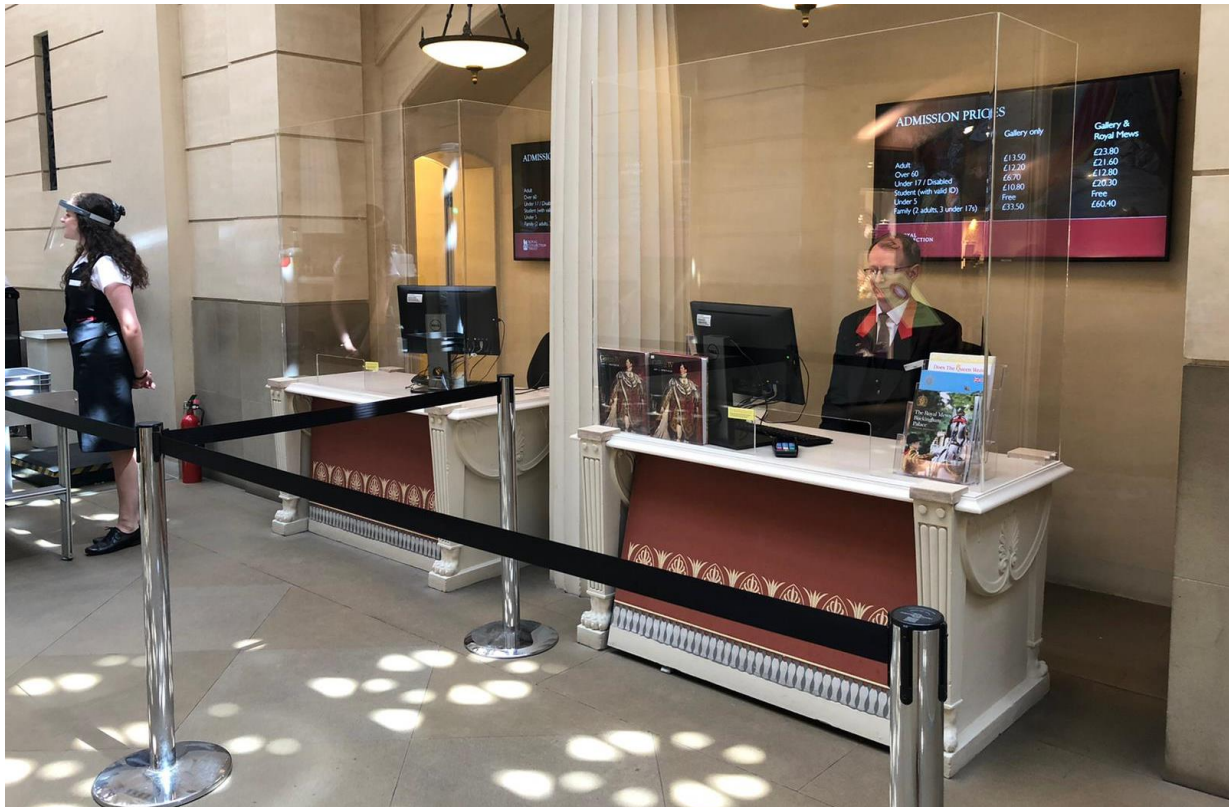


- Visitors need a ticket for admission to The Queen's Gallery. Tickets can be booked in advance online here: [Visit The Queens Gallery, Buckingham Palace \(rct.uk\)](https://www.rct.uk/visit/the-queens-gallery), by calling 0303 123 7324 or from the ticket desk at the Gallery on the day. If you book in advance, and can, please print your ticket before you arrive.
- Our Wardens, wearing a 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. 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.



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 security. 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 and the echo is worse than the Entrance Hall.

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.



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.



3. Cloakroom.

You may wish to hand over your coat and any larger 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.



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. You can hear background music, from the floor above, and the hum of the air conditioning whilst using the staircase. Not all of the steps are marked.

The Exhibition

The current exhibition is *Japan: Courts and Culture*. It shows Japanese works of art that are part of the Royal Collection. At the top of the stairs is a desk:



Here 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. Visitors who require headphones are encouraged to bring their own.

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 plain text written information.

3 Large Print Texts

Copies of all the text (labels and panels) in the exhibition and can be downloaded here: [Labels \(rct.uk\)](http://Labels.rct.uk)

5. 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 by turning right from the desk and walking around the corner to the left.



You enter via a heavy door with a cold door handle, you can push or pull the door open. If you need help with the door please ask the Warden at the desk at the top of the stairs.

First Gallery - Pennethorne



Please be aware that the floor is patterned, the lighting is low and there are decorative grates in the floor, which may make it difficult to get close to the cabinets. The space echoes and the temperature drops from the previous space outside. Once you have walked through the main part of this Gallery space there is a smaller room on the right. This room is very dark with a large circular grate in the centre of the floor which clangs when you step on it.



From the cabinet room you should exit, walk forward and then turn right into the next Gallery space. Please be aware there is a ramp which slopes down which ends with more floor grating.



Second Gallery - Nash

The next large space is the Nash Gallery. 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.



To find the third large Gallery space you exit this room the same way you entered, up the large dark ramp and then turn right. There is a large dark area on the floor, in the doorway – this is not a ramp, it is flat.



Third Gallery - Chambers

There are grates in the floor in this space which clang when you step on them. The exit from this space is at the other end from where you entered.



Exiting the exhibition

When you leave the third large space you are 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 spaces to see. Turn right and walk past the desk at the top of the stairs and into the door in front of you, there is a flickering light about this door. The space echoes and there are some low-level ropes protecting the exhibits.



The final space to visit is the Millar Learning Room. This space can be tricky for some with flickering lights, noisy air conditioning, hard benches and a flickering film running on a loop on the wall. You exit this room from the same door that you entered.

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 are also three stairs up to the higher level.



These are made of stone, and can be difficult to see when coming down. 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.