

Hampton Court Palace Festival Access Guide

Ticketing

Within Base Court, there are **6 wheelchair spaces** and **6 complimentary companion seats** per concert on the wheelchair platform. These are subject to availability at the time of booking.

In addition, wheelchair and ambulant accessibility requirements can be accommodated on the flat areas of the auditorium in specific locations within Blocks B, C & D. Spaces are limited, subject to availability and booked in advance on a first come first serve basis. (Please Note: Your view may be restricted as guests are not prohibited from standing)

COMPANION TICKET

- We offer a companion ticket for disabled visitors who require assistance.
- This is a complimentary ticket for a partner, accompanying friend or personal assistant (PA).
- Companion tickets, with exclusion of the wheelchair platform, are subject to availability.
- Companion Tickets are available throughout the venue however, please ensure that the seats you select meet your access requirements.
- A companion ticket can also be booked online at the same time as an accessible ticket.

For further information on the accessibility of seating areas please contact the organisers office on 02082335400 (this is not a booking line).

Accessible customers are required to accept a disclaimer that advises supporting documentation may need to be presented at the event. Accessibility tickets can be purchased online, via our website or by emailing Ticketmaster's access team on access@ticketmaster.co.uk.

In order to comply with emergency evacuation procedures please be aware that wheelchair users who book non-dedicated wheelchair space might be asked to leave their wheelchairs outside the Palace Courtyard.

Parking

The **main Palace car park** is tarmacked and, during the festival, is reserved for Access Customers.

- We would recommend using this car park if you require a stable surface to enter and exit your vehicle.
- This car park is closest to the Main Entrance of the place.
- There is also a tarmacked route from the car park to the entrance of the East Front Garden via the Wilderness path. This walk takes approximately 5 minutes at an average pace.

The **general car park** is located on a field next to the East Front Gardens.

- It is closer to the East Front Gardens than the Palace car park but further from the Main Arena.
- Depending on where you park it can take between 2- 5 minutes to walk to the entrance at an average pace.
- This car park may be appropriate for access customers who wish to picnic on the East Front lawn.
- Please note that the surface in that area consists of a mixture of grass and gravel. There are no paved paths.

Blue Badge parking is accommodated within the Palace Car Park which is kept exclusively available for accessible parking.

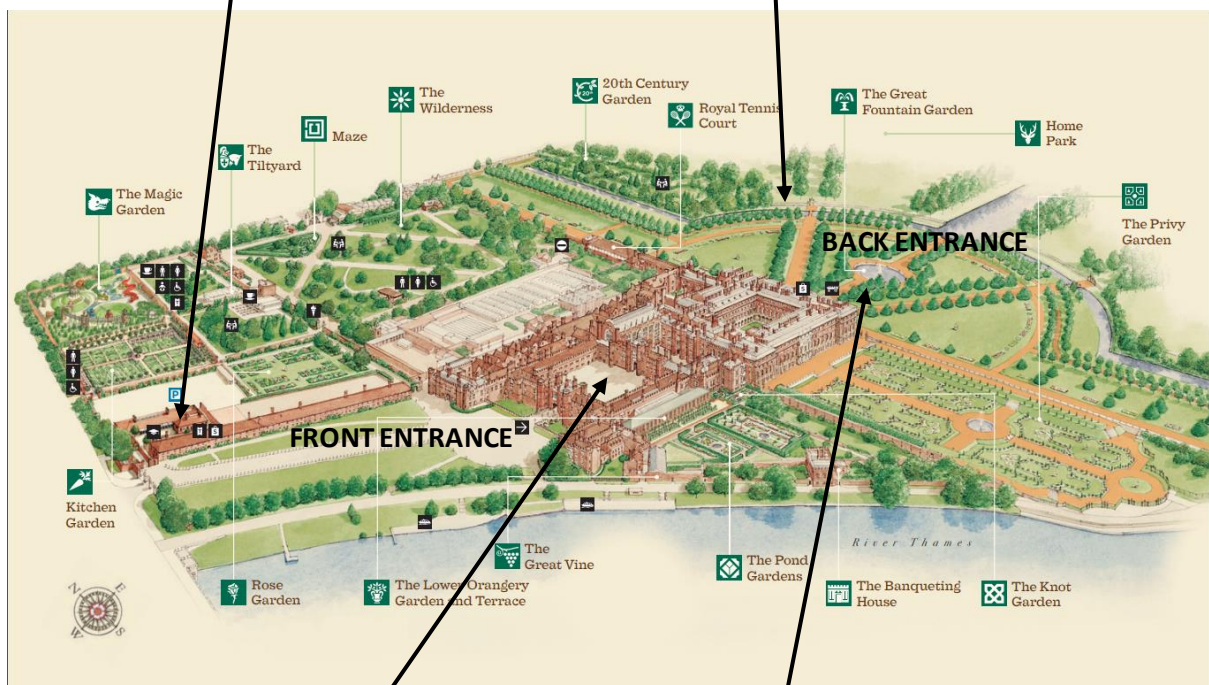
- This can be booked by completing the [ACCESSIBLE PARKING FORM](#). If you have any queries, you can contact the organisers either via email at festivalinfo@img.com or via telephone on **0208 233 5400**. Please note that spaces are limited by the size of the car park and completing the form does not guarantee a space in the car park. The organisers will contact you to confirm your booking and provide your parking permit in the weeks leading up to the festival.

All parking at the Palace is free for festival goers attending their booked concerts.

Venue Layout

The general car park is next to the East Front Gardens. The **general car park** is free for all festival guests. This car park is on a field so there is no paved access.

The accessible car park is located in the general Palace car park. There is a paved path between the **accessible car park** and the front of the Palace and between the car park and the entrance to the East Front Garden.



The concert is located in **Base Court** at the front of the Palace.

The pre-concert picnic and drinks area, including Gazebos and pre-purchased picnic collection, is in the **East Front Gardens**. The East Front Gardens contains a mixture of grass and gravel surfaces. The East Front Gardens is where the bars, food stalls, Gazebos, picnic collection tent, and merchandise tent (if merchandise is available for this concert) are located.

THEATRE BAR

- There is an additional **theatre bar** in the Clock Courtyard which is next to Base Court.
- This bar serves a limited selection of drinks prior to the start of the performance.
- There is no interval and the bar stops selling promptly at the concert start time.

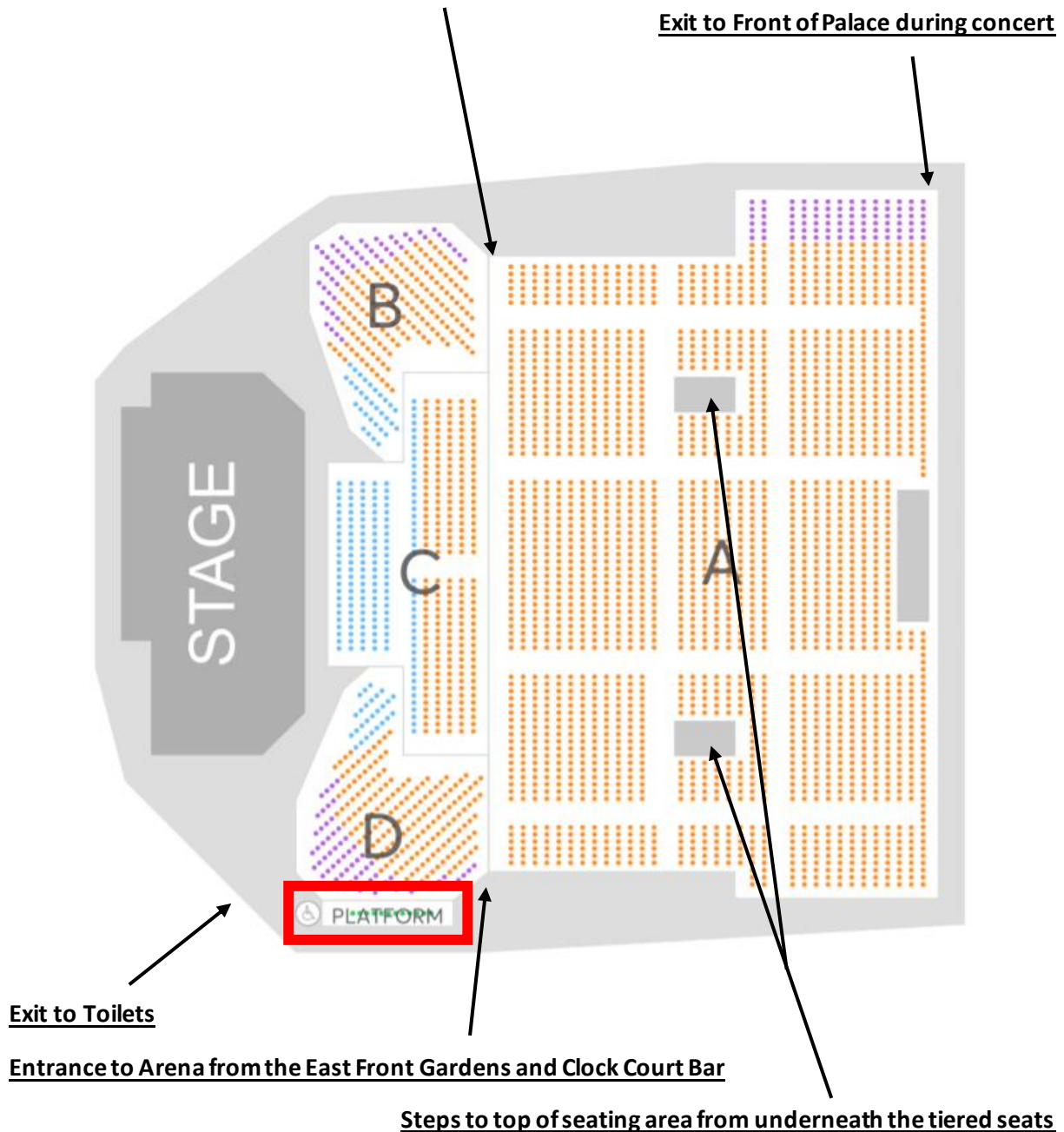
HAMPTON COURT PALACE

- Hampton Court Palace is an historic building and, therefore, has uneven surfaces.
- There is a step-free route from the Palace Gardens to Palace Courtyard – please ask the stewards for assistance with this route.

The flooring throughout the Palace is a combination of paved and cobbled stones.

Arena Layout, Base Court

Entrance to the Arena from the front of the Palace



The floors in Base Court are predominantly cobbled. We would advise guest to arrive at their seats slightly earlier if they believe they will need additional time to navigate this flooring.

The platform is located next to the entrance from the East Front garden.

All seats in Blocks D, C, and B are zero steps. The front row of Block A are also zero step seats. The rest of the seating in Block A is tiered.

The steps up to the tiered seating from the front of the venue are vertically shallow and horizontally deep. There is no hand rail. There are 34 steps to the top of the tiered seating area.

The steps from underneath the tiered seats are steep and horizontally short. There is no handrail.

FAQs

Which seats (apart from wheelchair platform) have zero steps?

All of Blocks C, D and B are zero steps seats. Seats in Block A, Row A have zero steps. The following seats can accommodate a wheelchair if a seat is removed:

BLOCK	ROW	SEAT
D	E	14
D	F	14
D	G	14
D	H	16
D	J	19
D	K	21
D	L	23
D	M	24
D	N	24
D	P	21
D	Q	16
D	S	8
D	T	5

Which seats have 1-3 steps?

BLOCK	ROW	SEAT	NUMBER OF STEPS
A	B	1-72	1 STEP
A	C	1-72	2 STEPS
A	D	1-72	3 STEPS

Which seats are end of row railing and not aisle seats?

End of Row Railing Seats

BLOCK	ROW	SEATS
A	A-U	1
A	V-MM	991
A	A-MM	72

All other aisle seats shown on the seating map are true aisle seats.

What facilities are available onsite for disabled patrons?

- Accessible toilet facilities are available throughout the Palace.
- There is a lift that can be used for hospitality guests with access requirements who are dining in the palace (this is staff operated so organisers would preferably need to be made

aware of this prior to the guest's attendance). The lift door is 900mm wide. The lift is 1220mm wide. The lift is 1710mm deep. Lift users have to be accompanied by a member of staff as it opens into an area off the visitor routes which is normally locked.

- Accessible Parking.
- Wheelchair hire is available from the Palace upon prior organisation. Organisers must be informed of this requirement prior to the guest's attendance in order to arrange this with the Palace.
- Complimentary companion ticket available for access customers.

Can wheelchairs be stored anywhere for possible wheelchair transfers?

In order to comply with emergency evacuation procedures please be aware that wheelchair users who book non-dedicated wheelchair space might be asked to leave their wheelchairs outside the Palace Courtyard. Wheelchairs are left at the customer's own risk.

Are guide dogs allowed?

Yes, guide dogs are welcome. Guide dogs would be best accommodated in the zero step blocks on an aisle due to the limited space available between seats.

I have another question regarding accessibility, can you help?

Please contact our team on festivalinfo@img.com or call 02082335400, where we will be happy to assist you with any further venue access queries.