

HAMPTON COURT
PALACE FESTIVAL

Hampton Court Palace Festival Sensory Guide

On Arrival from Main Car Park

This is where most guests will arrive from. From here you can head to the East Front Gardens.



You will see cars parking in this area. There may be a queue to get in at busier times

You will see stewards here directing people on where to park their vehicles.



The ground is grassy, but may get a bit muddy in very wet weather.

There is a path where you will walk to get to the East Front Gardens.



You will have your car parking ticket scanned at the entrance.

Once you're at the entrance to the event itself, a member of staff will scan your concert ticket.

On Arrival from Train / Access Car Park



If you are coming by train, you will need to cross a bridge to get to the main entrance. If you are coming by bus, you will need to cross at a road with a traffic light to reach the main entrance.



You will see an entry gate, and the Palace entrance at the end of a road past these gates.



The ground is paved all the way to the Auditorium entrance.

If you are going round to the East Front Gardens, you will be directed along a tarmacked path around the Palace.



If you have a Blue Badge Parking space, a member of the security team will check your car's number plate and let you in.

Your tickets will be scanned by festival staff member when you get to the entry point.



East Front Gardens

In this area you can spend time before the concert starts, listening to music and having food and drinks.



You may hear music over speakers around the gardens, and the sound of water at the fountain.



You will be able to taste dishes from our food traders if you'd like to.



You may be able to smell some of this food being made. Some areas might have stronger smells nearer to cooking stations.

There may be a smell of freshly cut grass in the air.



You will see people walking, standing, and sitting in open grassy areas.

You will see a row of food trucks, and seating options around the fountain and gardens.



The ground is a mixture of grass and gravel.

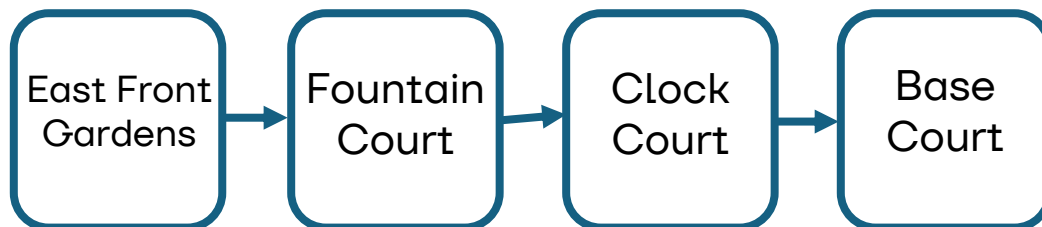
Any food you buy may be on paper plates with wooden utensils.

Inside the Palace

To get from the East Front Gardens to the Auditorium, you will walk through the inside of the Palace.



Route to Auditorium (Base Court):



Inside the building you may hear other people more loudly if it is crowded.



You will go past a fountain and see some old artworks on the walls as you walk through.

There are areas of low light levels inside the palace itself.



The building is very old, so the surface on the ground is made up of cobblestones and flagstones.



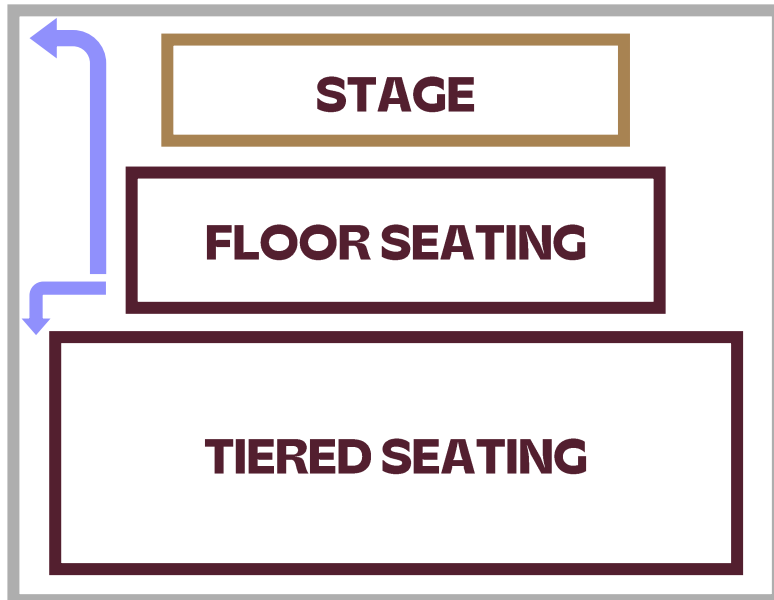
There will be stewards to direct you the right way and answer any questions you might have.



You can also get to the Auditorium by going around the Palace if you would prefer.

Auditorium

This is where the concert will take place, in an area of the Palace called 'Base Court'.



The show's sound will be coming through speakers. This may be loud, but you are welcome to bring ear defenders with you if you would like to.



If you would like any water, this is available at the bar before entry.



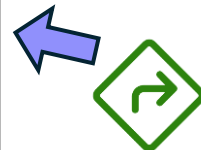
There may be bright lights from the stage during the show. You will see the sun setting and it will get dark during the show. You will see the Access Viewing Platform on the left side of the stage.



The seats are plastic, with metal legs.



Our Front of House team will be there to direct you to your seats.



The toilets will be open throughout the show. If you would like to exit for a while, speak to a steward who will be able to help. Exit routes during the show are on the left side of the auditorium.