

## THE QUEEN'S GALLERY, PALACE OF HOLYROODHOUSE: GUIDE FOR AUTISTIC VISITORS

We are very much looking forward to welcoming you to The Queen's Gallery at the Palace of Holyroodhouse. We want to ensure that we re-open the Gallery in a safe way and that we look after the health and wellbeing of you, our visitors, and the staff. To achieve this we have made a number of changes to the way we operate. The information provided below describes what you can expect when you visit The Queen's Gallery, whether this will be your first time or if you are a returning visitor.

### Admissions

- We have introduced timed tickets to manage the number of visitors inside The Queen's Gallery. By reducing capacity, we are making sure that everyone can enjoy their visit while maintaining social distancing and staying safe. For guaranteed entry while capacity is reduced, please book your ticket in advance: <https://www.rct.uk/visit/the-queens-gallery-palace-of-holyroodhouse>. If you can, please print your ticket before you arrive.
- In line with government guidance you can visit us and interact in groups of six people from a maximum of two households (Children under 12 from within the two households will not be counted in the new limit of six people).
- To comply with Scottish Government guidelines and to help us with [NHS Scotland's Test and Protect](#), you will be asked to provide your contact details when purchasing your admission tickets at the Palace.

### Face Coverings

- In line with government policy, we ask visitors (above the age of 5) to wear a face covering, unless exempt from doing so. Face coverings should be worn inside the Gallery, the shop and until sat down at a table in the Café.
- For everyone's safety most staff members will be wearing face coverings and possible face visors (unless they are exempt from doing so).

### Social Distancing

- Signs will show you how to keep the correct distance from other visitors throughout your visit.
- Our warden team will assist in actively encouraging social distancing throughout your visit.

### Hand Sanitising

- Hand sanitiser dispensers, that you do not have to touch to operate, are available along the visitor route. The dispenser makes a gentle 'puff' sound and the sanitiser has a subtle sweet smell to it.



- If you have any questions please speak to a uniformed Warden, all our staff have been trained in Covid-Secure procedures which will help keep you safe whilst you visit us. These procedures include maintaining safe distances, hand washing and cleaning.
- Toilets are available once you have entered the Gallery space, and in the Mews Courtyard next door.

The visitor entrance is on Horse Wynd:



If you arrive without a ticket, and cannot purchase one on a mobile device you will be directed round to the entrance on the Abbey Strand:



A ticket office is available through this entrance:



The ticket office is currently not accepting cash. Payment should be made by Contactless means – credit/debit card, mobile device, smart watch – or by chip and pin with a credit/debit card.

### Entering the exhibition



The ticket desk in The Queen's Gallery is currently closed, but you pass through this area and through glass double doors to enter the exhibition.



The doors have large, moulded brass handles, with decorative figures, which are very tactile.



The doors will also open if you push the glass.

Once inside the exhibition space can borrow a Multimedia Guide. Please note that the Cloakroom is currently closed.

**Multimedia Guide:**

The multimedia guide is available from the desk on the right.



The Warden at the desk will tell you how to use it. The multimedia guide is a touch screen operated device and tells you about the exhibition. It has some background music, videos and interactive features. You can stop and restart the multimedia guide at any point. If you listen to all of the tour it will take you about 60 minutes. The multimedia guide can be used with or without headphones. We recommend that visitors bring their own headphones. If used without, you should hold it like a mobile phone.

The exhibition is introduced on the ground floor and then continues upstairs. Visitors are asked to go up the left-hand side of the stairs and come down on the right. A lift is available back out the glass doors, to the left of the ticket desk.



## The main exhibition floor

A lot of the décor of the main exhibition floor is wooden, with ceiling spot lights causing patterns and shadow.



The exhibition is displayed in the main open space around the staircase bannister:





and is continued in the back room:



## The shop

You can enter the shop from the Gallery reception area. When entering and exiting the shop, from the Mews Courtyard you must cross a large stripy mat. In line with Scottish Law if you visit our shops you should, if you are not exempt, wear a face covering.



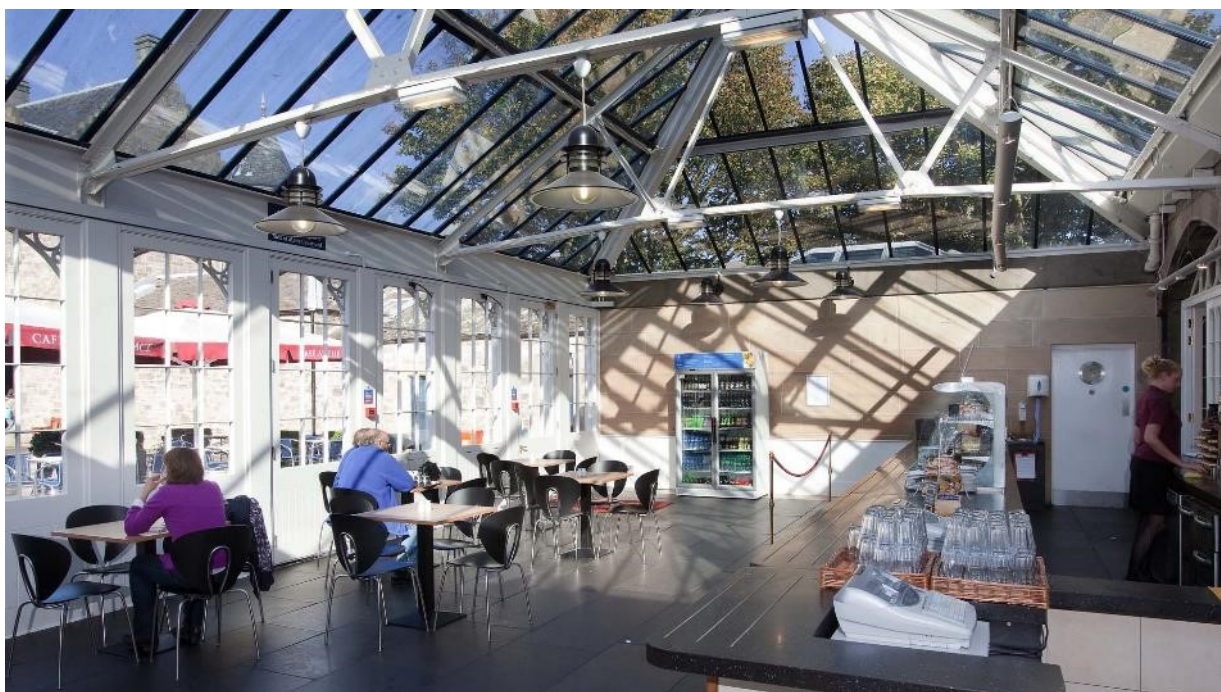
The shop is a brightly lit environment that can get very busy. The shop is currently not accepting cash. Payment should be made by Contactless means – credit/debit card, mobile device, smart watch – or by chip and pin with a credit/debit card.



An online shop is available here: [www.royalcollectionshop.co.uk](http://www.royalcollectionshop.co.uk)

## Café and lavatories

The entrance to the Café is opposite the exit from the shop, across a courtyard. Seating is available in three spaces – outside, inside in front of the service area, and in the back, behind the service area. The Café is currently not accepting cash. Payment should be made by Contactless means – credit/debit card, mobile device, smart watch – or by chip and pin with a credit/debit card.



The front of the Café is covered with a glass roof so the lighting can be very bright. It can be a very difficult sensory experience with noise, light and strong smells. If you would like any assistance, carrying a tray, please ask a member of staff. The seating area in the back is generally quieter:



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Lavatory facilities are located in the front room of the Café. There are noisy hand-driers in both the main and accessible toilets.

