

# Access Statement for the Queen's House Art Gallery

Please note all information contained within this document is accurate on  
30/01/2017

## The Queen's House

This splendid 17th-century royal villa was the first Classical building in England, designed by renowned architect Inigo Jones. Built especially for Queen Anne of Denmark (wife of James I) and used as a Royal residence by Queen Henrietta Maria, the House has enjoyed a glamorous and influential history. The House is famous today for its extraordinary art collection including works by Great Masters such as Gainsborough, Hogarth and the Van de Veldes.

### Planning your visit

The Queen's House is located right next door to the National Maritime Museum, less than 100m away

Frequent bus routes operate around Greenwich

The nearest bus stop is on Romney Road and comes up on the bus route as Stop G/Stop F: National Maritime Museum

Buses come regularly from:

#### Central London

**188** – This bus stops at Surrey Quays, Canada Water, Elephant and Castle, Waterloo, Holborn, Russell Square, North Greenwich

#### East London

**177** – This bus stops at Deptford Bridge, New Cross and Peckham

**180** – This bus stops at Lewisham Station and Shopping Centre

#### North Greenwich (Emirates Cable Car and the O2 arena)

**129** – This bus stops at North Greenwich

**188** – This bus stops at North Greenwich

#### Blackheath

**286** – This bus stops at Blackheath, Eltham, Queen Mary's Hospital

**386** – This bus stops at Blackheath

Additional help to plan a journey can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk)

From the Romney Road bus stop it is 300m (0.2 miles) to the entrance of the House

Please be aware if coming via bus you will need to cross Romney Road to enter the House

There is a pelican crossing 40 metres (0.02 miles) from the Museum Gates

If returning to Central London via bus there is a covered bus shelter with a small amount of seating

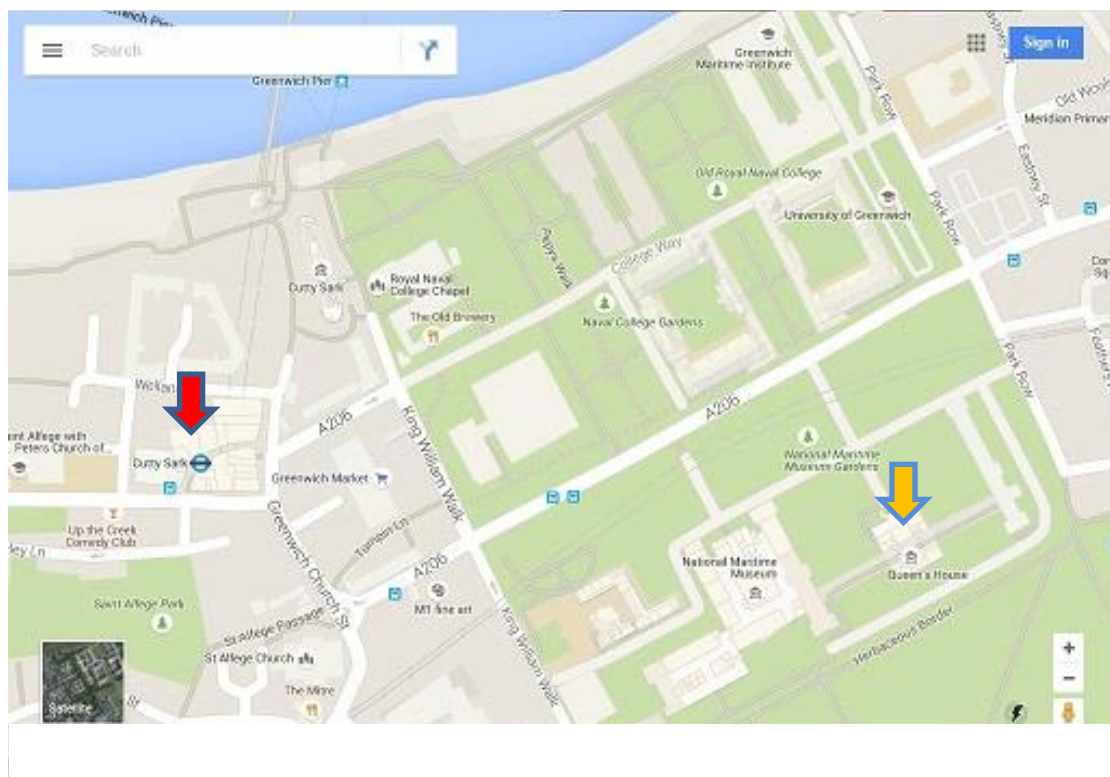
## Accessible DLR travel

Please see Tube map on [www.tfl.gov.uk](http://www.tfl.gov.uk) for further information

The nearest station is Cutty Sark for Maritime Greenwich which is 600 metres (0.4 miles) away from the museum

Please be aware you will need to cross roads to get to the DLR station from the Museum

There are several pelican crossings in Greenwich town centre to facilitate crossing



## Accessible Rail travel

The SouthEastern line has trains running approximately every 10 minutes to Charing Cross and London Cannon Street

The line serves Maze Hill station which is 650 metres (0.4 miles) from the House

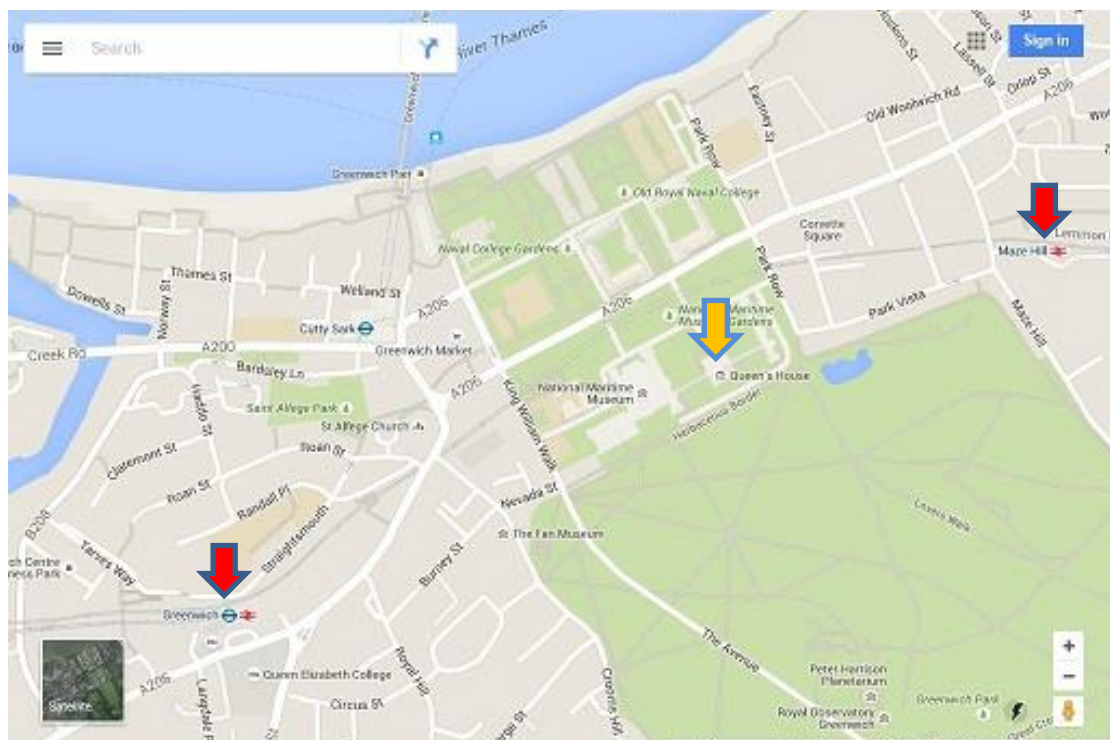
For further Access information about Maze Hill please visit [http://www.nationalrail.co.uk/stations\\_destinations/MZH.aspx](http://www.nationalrail.co.uk/stations_destinations/MZH.aspx)

Greenwich Station in Greenwich town centre is 950 metres (0.6 miles) from the House

For further access information about Greenwich station please visit [http://www.nationalrail.co.uk/stations\\_destinations/GNW.aspx](http://www.nationalrail.co.uk/stations_destinations/GNW.aspx)

Please be aware you will need to cross roads to get to the station(s) from the House

There are several pelican crossings in Greenwich town centre to facilitate crossing and a zebra crossing if coming from Maze Hill



## Accessible River Travel

Greenwich pier is situated 650 metres (0.4 miles) from the House

Clippers from Greenwich Pier comes approximately every 20 minutes

Clippers for Central London stop at:

Canary Wharf  
London Bridge  
Bankside  
Blackfriars  
Embankment  
London Eye

Please see timetable for exact times at <http://www.thamesclippers.com/>

When coming from the pier the route is mainly pedestrianised but there is one road (Romney Road) to cross before getting to the House

There is a pelican crossing 40 metres (0.02 miles) from the Museum Gates

## Accessible Bicycle Travel

The Queen's House is situated on Romney Road, postcode SE10 9NF

Bike racks can be found on the North side by the National Maritime Museum's Stanhope Entrance and in the Car Park (see Car Park section below for directions)

## Accessible Car Travel

The Queen's House is situated on Romney Road, postcode SE10 9NF

## Car Park

The car park is open to the general public at weekends but Blue Badge holders may use the designated parking bays on any day of the week

Limited pre-booked spaces are available

Parking is free for Blue Badge holders. Please call our switchboard on 0208 858 4422 or e-mail [bookings@rmg.co.uk](mailto:bookings@rmg.co.uk) to book

If you do not have a Blue Badge and wish to park on the weekends the prices are:

Up to 1 hour - £3  
Up to 2 hours - £6  
Up to 3 hours - £9  
Up to 4 hours - £12  
All day - £15

Please note the metres take cash only

The car park is open air

The car park is on Park Row within the grounds of the museum, postcode SE10 9NF

There are 6 designated Blue Badge parking bay(s) within the car park

The dimensions of the designated parking bay(s) are 235cm x 490cm

The nearest designated bay is 100 metres (0.08 miles) from the Entrance of the Queen's House

The route from the car park to the entrance is accessible to a wheelchair user

The car park is tarmac leading onto a gritted non-slip surface

There are no roads to cross once inside the car park

The car park does not have a height restriction barrier

## Entrance to the Queen's House

We ask our visitors for a £4 donation towards caring for the House and the artworks as they enter however this is optional and visitors may donate less or more if they wish

The Queen's House Entrance leads to the Undercroft, where there are cloakroom and toilet facilities

The Undercroft is positioned underneath the Great Hall and is reached through a small arched doorway in between the two staircases commonly referred to as 'The Horseshoe stairs' due to their shape

The doorway is 87cm wide

The floor is made of smooth stone slabs and slopes downwards slightly to reach the cloakroom (see Level Change)

The Undercroft floor has smooth stone slabs

The toilets are in the Undercroft located to the left of the cloakroom and then left again (see Toilets section for more information)

## Additional Resources

Wheelchairs\*\* – to book in advance please call 0208 858 4422

\*please note: these wheelchairs cannot leave the House, for example to go to the Royal Observatory

Wheelchairs can be hired from the Discover Greenwich centre for a small deposit which can be taken outside and around Greenwich

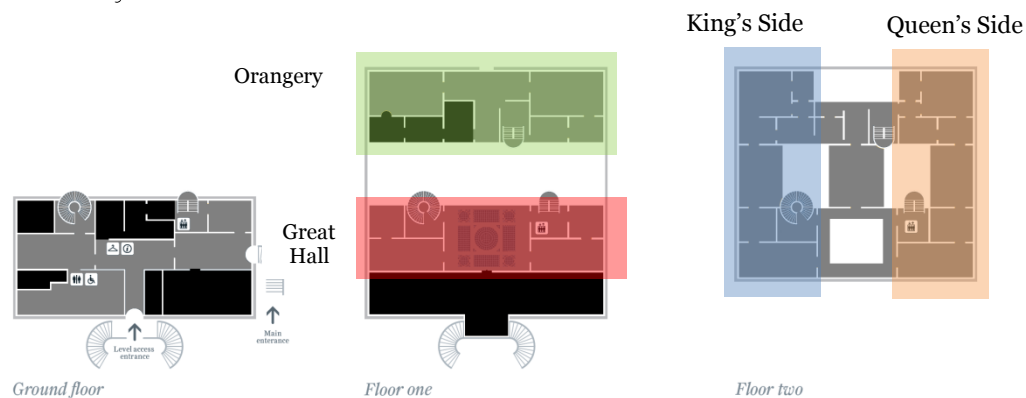
\*Assistance is not provided with a wheelchair

Portable stools – these are available throughout the museum on the wall and standing racks in the galleries and open spaces and do not need to be booked in advance

A member of staff will be happy to assist you in finding one

## Getting Around the House

Getting around the House can be a little confusing for first-time visitors due to the layout and the number of rooms



*(Shaded areas are currently accessible to the public, black areas are staff only)*

Floor 1 of the House is separated by a carriageway (left over from the old road it was built over) and forms two distinct halves: - the Great Hall on one side and the Orangery on the other

Floor 2 of the House is connected via the First floor galleries and forms a circuit. The East galleries are known collectively as the 'King's Side' and the West galleries are known as the 'Queen's Side'

While both the front and back of the House are on level ground the House is on a steep terraced incline, meaning that the Entrance is at Ground Floor level and the Orangery (while at the ground level) is on Floor One

Orangery (Floor 1) at Ground Level after the steep incline



Undercroft at Ground Level before the steep incline

Photo 3: Exterior of Queen's House

In order to walk around to the back of the House without using steps or having to walk up the steep incline visitors can either use the External Lift next to the Maritime Museum (approx.. 50m from the Queen's House Entrance) or walk around the Administration wing to the left of the House where the ground is slightly inclined (approx. 300m - 4 minutes to walk)

## Lifts

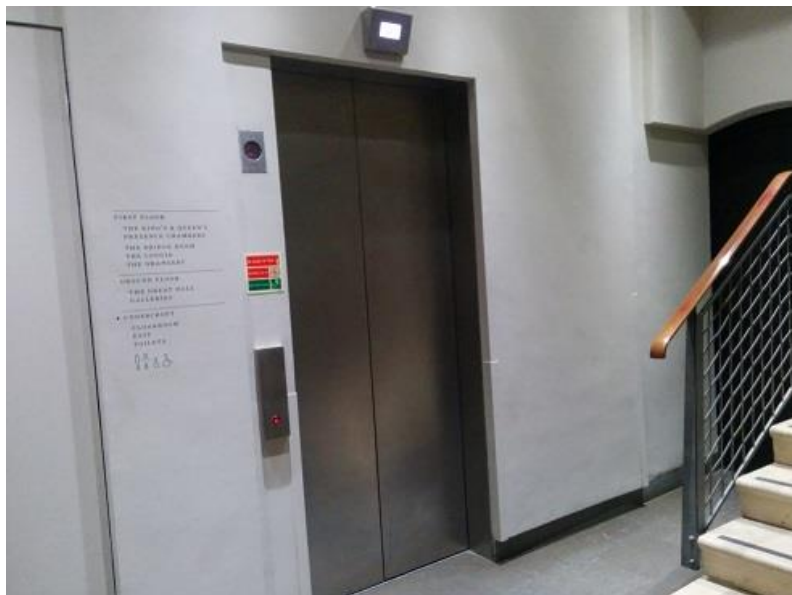


Photo 5: Queen's House Lift

The House has an Accessible lift to the Great Hall and Floor 2

The lift inside the Queen's House can be reached via the North Entrance



The lift is located to the right as you enter the Undercroft and through a doorway

The dimensions of the lift are 1m10 x 2m

The door opening measures 1m

The lift has a mirror to aid reversing in a wheelchair

Please ask a member of staff for assistance

## Stairs

There are 3 staircases in the House:

### The Tulip Staircase



*Photo 7: The Tulip stairs*

The sweeping Tulip Stairs are one of the original features of the Queen's House. This ornate, wrought iron structure was the first geometric self-supporting spiral stair in Britain

The stairs are in a wedge shape to create the spiral but at their thinnest point are 23cm deep. They are 1m 18cm wide and 14cm high

The steps are made from smooth stone

There are 22 steps from the Undercroft from the Great Hall

There are 35 steps from the Great Hall to Floor 2

Even if you cannot use these stairs we would recommend that you pop in and have a look up at the iconic cream and blue spiral by using the lift and then crossing the Great Hall

The door to the Tulip stairs from the Great Hall is 97 cm wide

## The West Staircase



*Photo 8: The West Staircase*

These stairs are right next to the lift and are much more modern than the other staircases in the House

They are 97cm wide, 30cm deep and 19cm high

There are 20 steps from the Undercroft to the Great Hall

There are 15 steps from the Great Hall to a landing area and then a further 15 before you reach Floor 1

These stairs are made of smooth stone with a non-slip black stripe on every step

## The Orangery Stairs



*Photo 9: The Orangery Stairs*

These stairs are the only way to reach the Orangery from Floor 1

They are 31cm deep, 17cm high and 1m 28cm wide

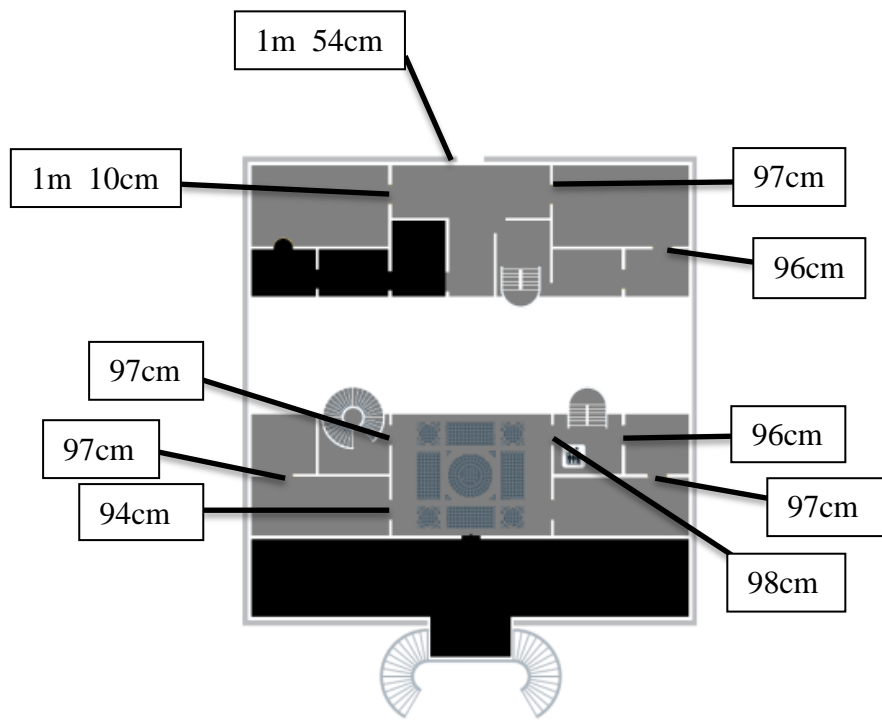
There are 35 steps in total

These stairs are made of smooth stone

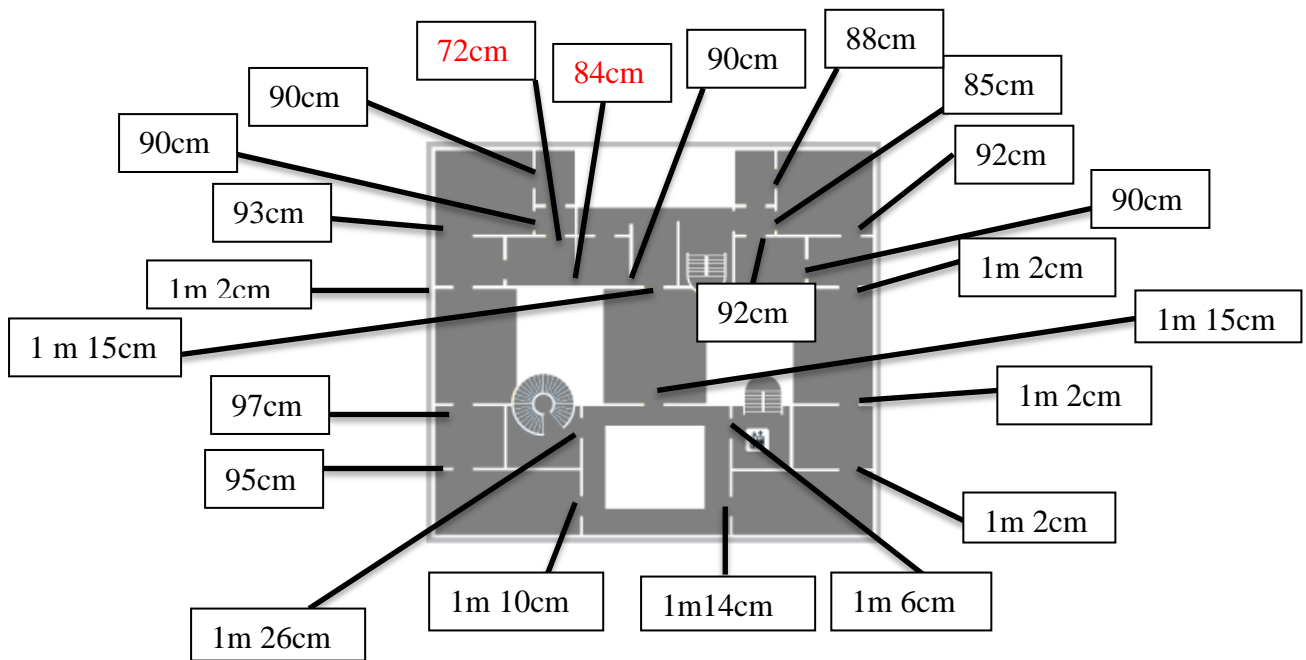
## The Queen's House Galleries

### Galleries on Floor 1 and 2

As you can see from the gallery plan on the next page, there are lots of doorways inside the House!



*Floor one*



*Floor two*

The only room which you may not be able to enter with a wheelchair is the King's Writing Closet on Floor 2 as the doors are 72cm and 84cm (marked in red on the plan)

If you are concerned about plotting a route through the House to avoid the narrower doors please let us know your requirements before you visit (via the Museum switchboard number at the end) and we will try to assist you

Below are some photographs of the doors of the room:

The light levels in most of the galleries are good with lots of natural light coming in through the windows and spots over paintings. In some rooms however where there are more sensitive works of art the light levels are lower.

The floor in the Great Hall is made of marble

The floors in the galleries are wooden floorboards

## The Orangery and South Parlours



*Photo 15: The Orangery interior*

The Orangery is normally only accessible via the Orangery stairs on Floor 2

The floor is made of marble and the flooring inside the parlours is wooden floorboards

There are 2 external doors which can be used by visitors with mobility issues:

The South door- this door is located on the South side of the Orangery and can be reached by making your way around the building (see 'Getting Around the House' for directions)

There is a permanent ramp to reach this door made of stone and the lead up to the ramp is a gravel path



*Photo 16: The external ramp to the Orangery from the South side of the House*

There is also an alternative route that can be made available on request:

There is a door to the carriageway which bisects Floor 1 of the House and can be reached from the Great Hall

There are 3 small steps from the Great Hall and then 3 up to the Orangery but portable ramps can be set up for those with mobility issues

Please ask a visitor assistant and they will set up the portable ramps for you

Please note the carriageway is cobbled as per the photo



*Photo 17: The carriageway*



*Photo 18: The portable ramp set up from the Great Hall to the carriageway*

## Toilets

The toilets are located in the Undercroft on Level 0, to the left of the Entrance

The Accessible toilet is 2m 5cm x 1m 40cm

The doorway is 1m wide

There is a small incline to get to the toilet (see Level Changes for photo)



*Photo 19: The Accessible toilet*

The toilet is 50cm from the floor

The sink is 74cm from the floor

First Aid Room

There is a First Aid Room opposite the Accessible toilet in the Undercroft  
This room can be used upon request as a changing room or private space  
Unfortunately due to the narrow door this space may not be suitable for those in wheelchairs



*Photo 20: The First Aid Room Couch*

The doorway is 74cm wide

The First Aid couch is 57cm from the floor

The sink is 94cm from the floor

## Level Changes

There are 3 level changes in the house

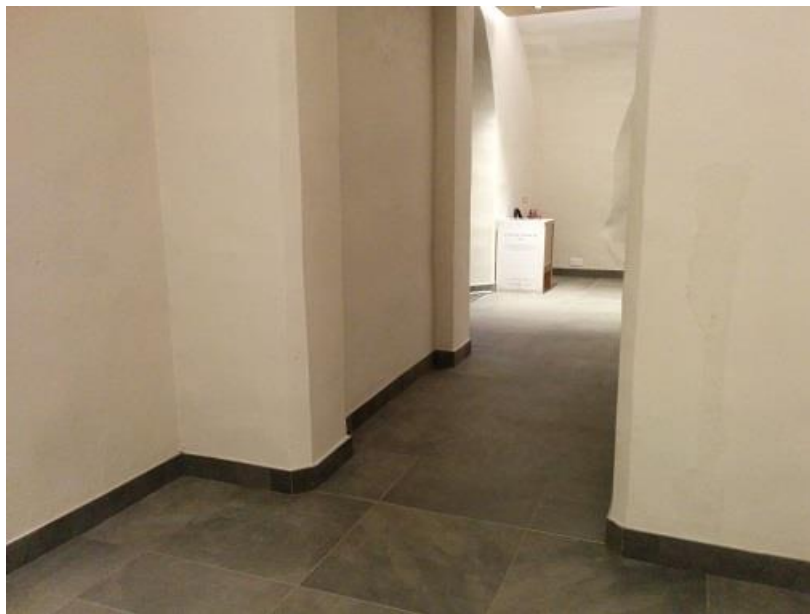
At the entranceway there is a slight slope to reach the Undercroft





*Photo 21: The tunnel which slopes downwards to reach the Entrance*

In the Undercroft there is a short, medium level change on the way to the lift:



*Photo 22: The level change to reach the lift*

There is a short medium incline on the way to the toilets



*Photo 23: The slight level change to reach the toilets*

## Café

There is no café inside the Queen's House itself however the National Maritime Museum Café is less than 100m from the Orangery Entrance

The Café is open from 10.00-17.00 every day, with service ending at 16.30

The Café has large windows which provide natural light and also strip lighting

High chairs are available

It is a self-service café with assistance available on request

Large print menus are available

The Café can cater for various dietary needs on request

Smaller portions are available on request

Water bowls can be provided for Assistance Dogs

The floor surface is smooth and non-slip

The tables are 74cm from the ground

## Additional Information

## Future Plans

Please let us know if you have any suggestions for future improvement of our Access Statement or our facilities by filling in our Visitor Survey [here](#) or calling us on 0208 858 4422 or speaking to a member of staff when you are on site

## Contact Information

**Address:** The Queen's House, Royal Museums Greenwich, London SE10 9NF

Museum switchboard (general enquiries): +44 (0)20 8858 4422