

Access Statement for the Queen's House Art Gallery

The Queens 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 the Van de Velde's.

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/ 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 stops at Deptford Bridge, New Cross and Peckham
180- This bus stops at Lewisham station and shopping centre.

North Greenwich (Emirates cable car, Jubilee Line 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 routes do serve the surrounding areas of Greenwich which will stop further away from the museum grounds, please visit www.tfl.gov.uk to plan your journey.

From the Romney road bus stop it is 300m (0.2 miles) to the entrance of the house.

Please be aware if coming by bus you may need to cross Romney Road to enter the house. There is a pelican crossing 40 meters (0.02miles) 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

The nearest station is Cutty Sark for Maritime Greenwich which is 600meters (0.4miles) away from the museum. The DLR also stops at Greenwich station 950 meters (0.6miles) from the house.

Please be aware you will need to cross roads to get to the DLR station from the museum and there are several pelican crossings in Greenwich town centre to facilitate crossing.

Please see tube map on www.tfl.gov.uk for further information and routes.

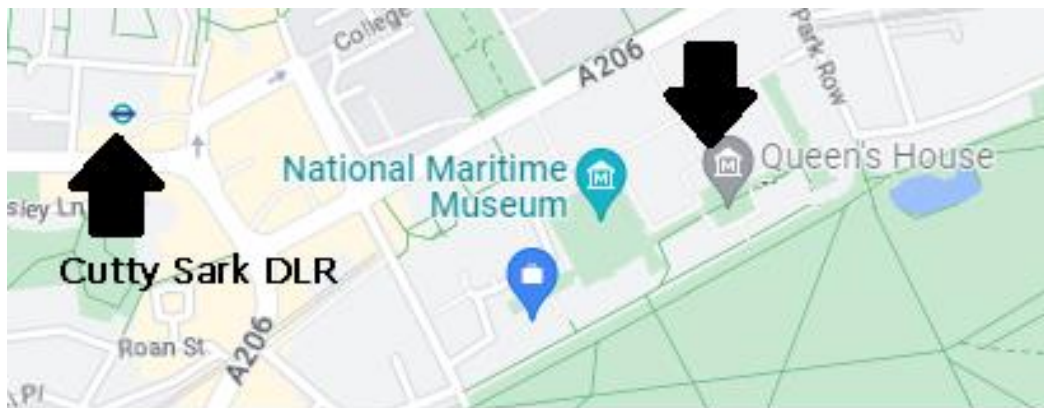


Image 1 Cutty Sark DLR station to Queen's House.

Accessible Rail travel

Maze Hill station is the closest main line train station which is 650 meters (0.4 miles) from the house.

The south-eastern and Southwestern lines has trains running approximately 3 times an hour to London Bridge and London Cannon Street.

For further information about Maze Hill please visit <http://www.nationalrail.co.uk/stations-destinations/MZH.aspx>

Greenwich station in Greenwich town centre is 950 meters (0.6miles) from the house.

For further information about Greenwich station please visit <http://www.nationalrail.co.uk/stations-destinations/GNW.aspx>

Please be aware you will need to cross roads to get from the stations to the house.

There are several Pelican crossings in Greenwich Town centre to facilitate crossing and a Zebra crossing if coming from Maze Hill.

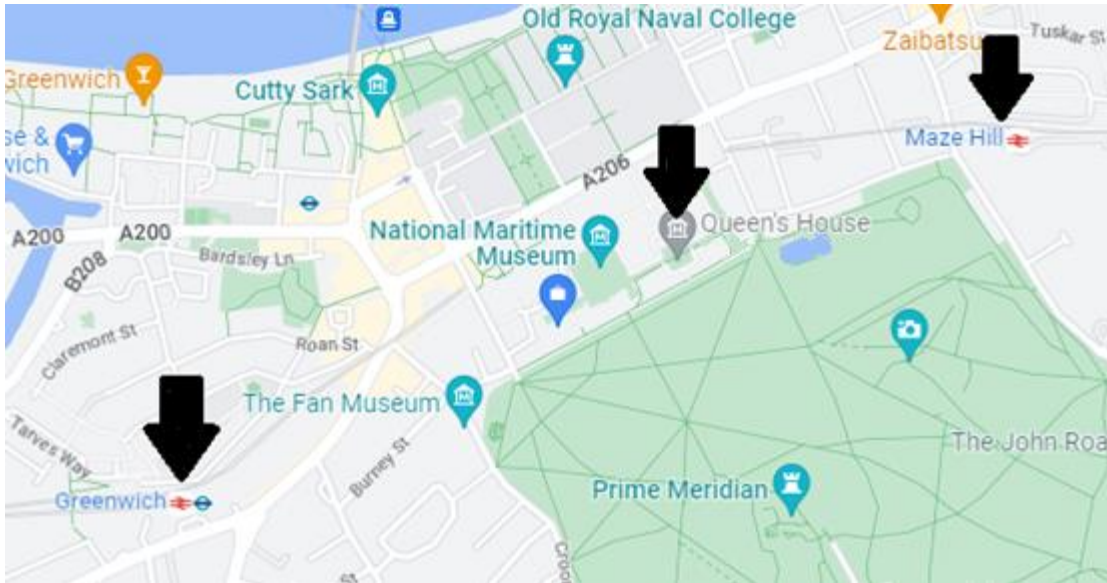


Image 2: Main line stations, Maze Hill and Greenwich to Queen's House

Accessible River Travel

Greenwich Pier is situated 650 meters (0.4 miles) from the house

Clippers for Central London stop at:

Canary Wharf
London Bridge
Bankside
Blackfriars
Embankment
London eye

Please see timetable for exact times at [Thames River Cruises & London Boat Trips - Uber Boat by Thames Clippers](#)

When coming from the pier the route is mainly pedestrianised but there is one road to cross before getting to the house.

There is a pelican crossing 40 meters (0.02 miles) from the museum gates.

Accessible Bicycle travel

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

Bike racks are located by the National Maritime Museum's Romney Road entrance and in the car park.

Accessible Car travel

The Queen's house is situated on Romney Road post code SE10 9NF

Car Park

There is a secure car park at the National Maritime Museum which is open to visitors during weekends, bank holidays and school holidays. Limited spaces may also be available Monday-Friday. The car park is located on Park Row (post code SE10 9NG) and is open from 10am – 5pm.

Charge of £10 for the day pre booked on our website <https://www.rmg.co.uk/plan-your-visit/getting-here>.

Parking is free for Blue Badge holders and available any day of the week. We have limited bays so please email bookings@rmg.co.uk or call our bookings team on 0208 312 6608 to book your space.

The Car park is open air.

The Car Park may also have some spaces available which can be paid for on arrival.

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

There are 5 designated blue badge parking bays within the car park

The dimensions of the designated parking bays are 235cm x 490cm

The nearest designated bay is 100 meters (0.08miles) from the entrance of the house.

The route from the cart park to the entrance is accessible by 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.

The security team mans the car park barrier, if you have booked a space the security team will allow access.

Smartify – Audio Tour

Free audio tours are available through downloading the Smartify app. Some tours are available in a variety of languages and also have options for subtitles or British Sign Language.

It is recommended to download Smartify in advance and bring your own headphones as we are not able to offer any on site.

Entrance to the Queens house

We ask our visitors for a £10 donation towards caring for the house and the artworks as they enter however this is optional and visitor may donate less or more if they wish.

The Queen's House Entrance is through a small arched doorway in between the two staircases commonly referred to as "The horseshoe stairs" due to their shape. This leads to the Undercroft, where there are lockers and toilet facilities.

The doorway is 87cm wide.

The floor is made up of smooth stone slabs.

The toilets are in the Undercroft located to the left as you enter the house, there is a slight slope upwards towards the toilets (please see toilet section for more information).

Additional Resources

There are two Wheelchairs available that can be borrowed*, to book in advance please email bookings at bookings@rmg.co.uk or call them on 020 8312 6608

*please note these wheelchairs cannot leave the House for example to go to the Royal observatory.

Assistance will not provided with a wheelchair.

We have a limited number of portable stools to take with you around the house, we also have seating throughout the house.

Getting around the house

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

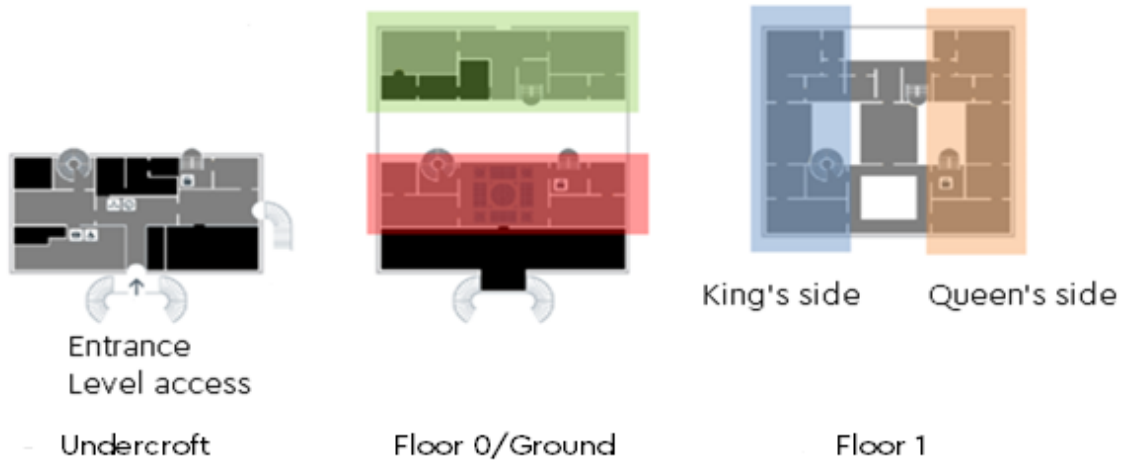


Image 3 levels of Queen's House.

Undercroft: Entrance into house and exit from the house. This level has the toilets and lifts. Please note these are the only toilets in this building.

Floor 0/ Ground: 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 (Red side) and the orangery on the other (Green side). There is no level access from the Great Hall to the Orangery. There are three small steps from the Great Hall and then three steps up into the Orangery. Portable ramps are available for those with mobility issues. Please ask a Visitor assistant and they will set this up for you.

Floor 1: The First-floor galleries forms a circuit as we have galleries over the carriageway. The east galleries are known collectively as the Kings side (Blue side) and the west galleries are known as the Queens side (Orange side). This is accessible by lift and is all one level.

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 level and the orangery (while at ground level) is floor one.

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



Undercroft at Ground Level before the steep incline

Image 4: Change in ground level across the 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 (approximately 50 meters from the Queen's house Entrance) or walk around the administration wing to the left of the house where the ground is slightly inclined (approximately 300 meters).



Image 5 external lift by the National Maritime Museum

Lifts



Image 6: lift at Undercroft in Queen's House

The house has an accessible lift to the Great Hall and floor 2.

The lift inside the Queen's House is accessible via the main entrance.

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

The dimensions of the lift are 1meter 10cms x 2 meters.

The door opening measures 1 meter.

The lift has a mirror to aid reversing in a wheelchair.

Please ask a member of staff for assistance if needed.

Stairs

There are three staircases in the Queen's house.

The Tulip stairs



Image 7: Tulip staircase

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 staircase 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 to 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 then crossing the Great Hall. Please speak to a member of staff if you require assistance.

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

The West staircase



Image 8: 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



Image 9: Orangery staircase

These stairs are the only way to reach the orangery from floor 1.

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

There are 35 steps in total.

These stairs are made of smooth stone.

The Queens House galleries

Galleries on floor 0 and 1 As you can see from the gallery plan there are lots of doorways inside the house.

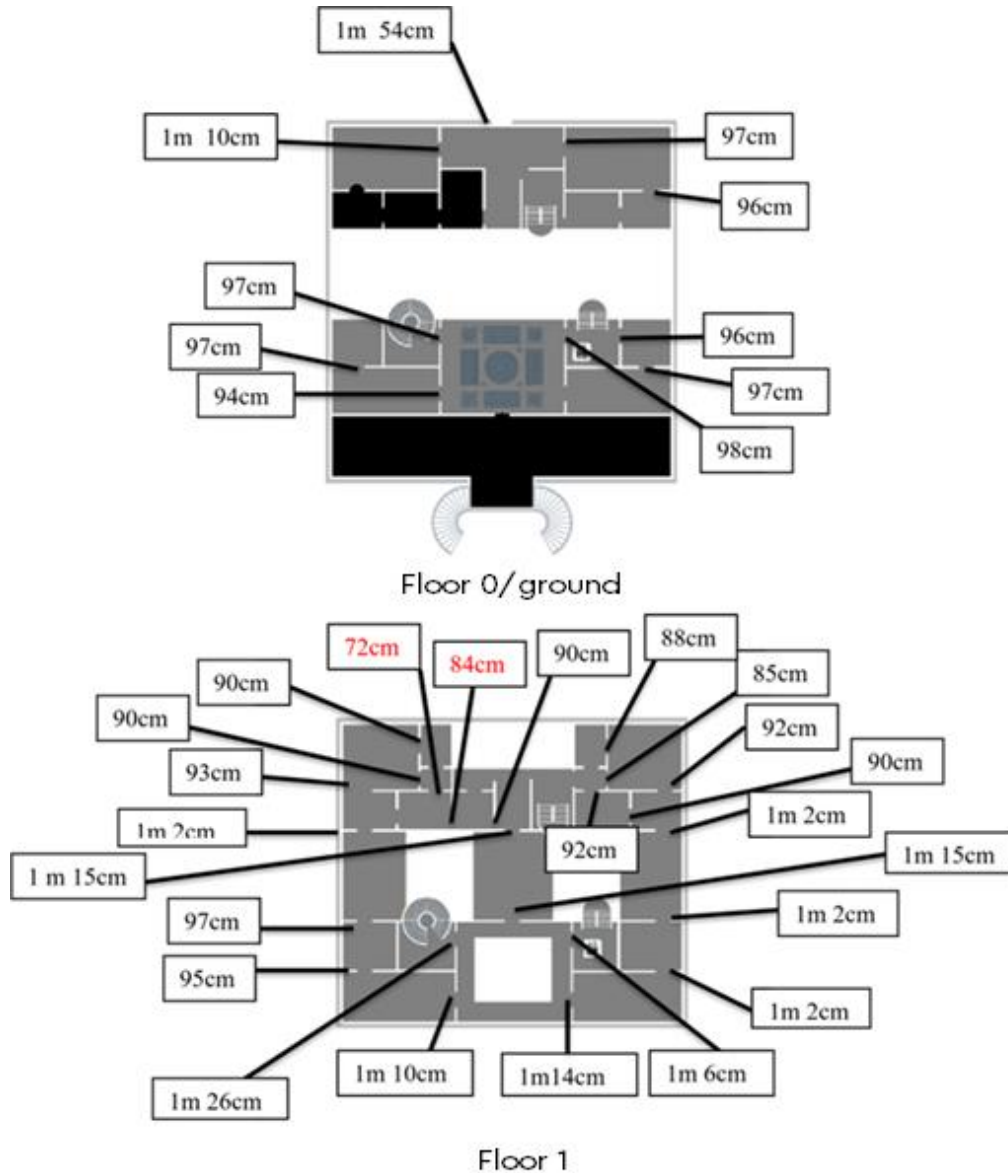


Image 10: measurement of door widths

The only room which you may not be able to enter with a wheelchair is the Kings writing closet on floor 2 as the doors are 72cm and 84 (marked Red on the plan)

If you are concerned about plotting a route through the House to avoid narrower doors, please let us know your requirements before you visit, and we will try to assist you. Contact information at the end of this document.

Below are some information and photography of the galleries/rooms.

The light levels are good in some of the rooms with lots of natural light coming through the windows and spots over paintings. In some rooms however where there are more sensitive works of art and the light levels are lower so they are not damaged.

The floor in the Great Hall is made of marble.

The floor in the galleries is wooden floorboards.

The Orangery and South Parlours



Image 11: Orangery



Image 12: Back of house from Orangery

The Orangery is accessible three ways, the visitor route will take you to the orangery via the orangery stairs on floor one.

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

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

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

There are three small steps from the Great Hall and then 3 steps up into the orangery. Portable ramps are available for those with mobility issues. Please ask a Visitor assistant and they will set this up for you.

Please note the carriageway is cobbled as per the photo.



Image 13: Carriageway

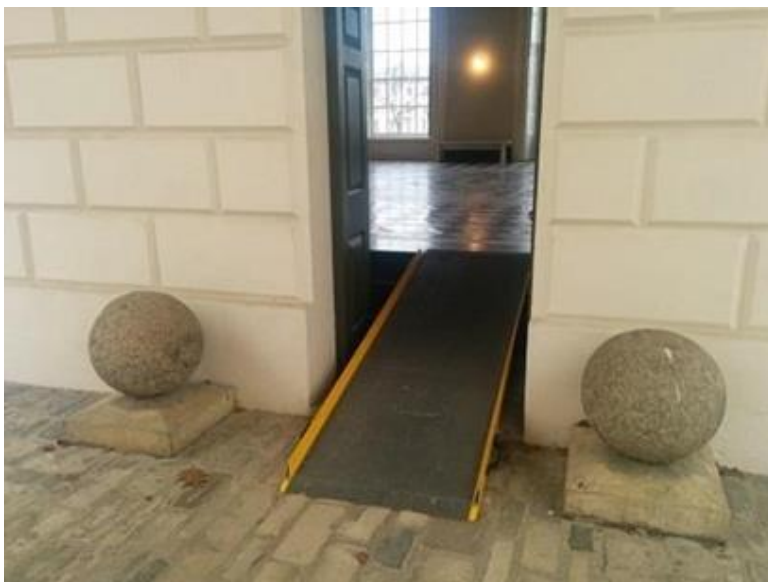


Image 14: Ramp from Great Hall

Toilets

The toilets are located in the Undercroft on level 0, to the left of the entrance. These are the only toilet within the house.

The Accessible toilet is 2meters 5cms x 1-meter 40cms.

The doorway is 1meter wide.

There is a small incline to get to the toilets.



Image 15: Upwards slope to toilets

The toilet is 50cms from the floor.

The sink is 74cms from the floor.

There is a Changing places toilet located in the National Maritime Museum less than 100 meters from the back of the Queen's House.

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.

The doorway is 74cms wide.

The first Aid couch is 57cms from the floor.

The sink is 94cms from the floor.

There are three level changes in the house.

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



Image 16: Downwards slope into Undercroft

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

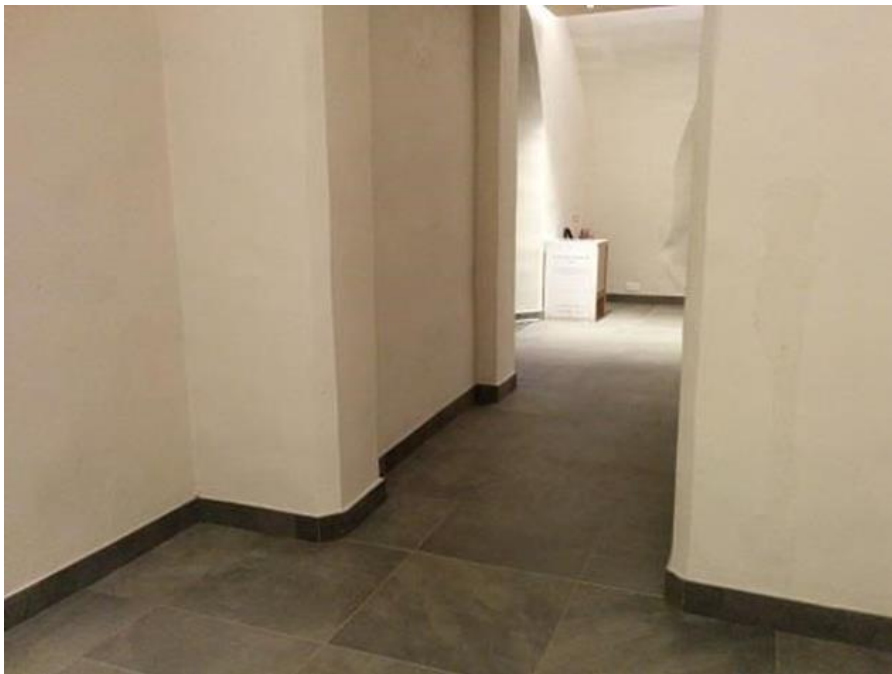


Image 17: Downwards slope to lift.

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

Café

There is no café inside the Queen's house itself however the National Maritime Museum café is less than 100 meters from the back of the house.

The café is open daily from 10:00-17:00 every day.

The café has large windows which provide natural light and strip lighting.

Highchairs are available.

You order at the tills for food and drinks, drinks are collected from the end of the till and ordered food will be delivered to your table, you will need a table number before you order hot food.

Large print menus are available.

The café can cater for various dietary needs on request.

Water bowls are available in the outdoor café space for dogs.

The floor service is smooth and level.

The tables are 74 centimetres from the ground.

Additional information

Please let us know if you have any suggestions for the access statement or our facilities by emailing enquiries@rmg.co.uk, you can also speak to a member of staff when you are on site.

Contact information.

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

Bookings: bookings@rmg.co.uk

Enquiries: enquires@rmg.co.uk

General enquiries: 0208 858 4422

