

CONDITIONS FOR COMPLIMENTARY ADMISSION FOR REGISTERED CHARITIES

Royal Collection Trust is a registered charity and the income from ticket sales contributes directly to the care and conservation of the Royal Collection and the promotion of public access. One of Royal Collection Trust's Charitable Aims is to broaden and increase access and in-line with this, this scheme has been set-up to grant complimentary admission to registered charities. All requests must be for tickets to be used by individuals benefitting from the aims of the charity; they are not to be passed-on, sold-on or used for financial gain in any way. The allocation of tickets is not an indication of any further support for the charity or of royal approval. Requests for tickets to be used as raffle prizes, and other means of financial gain, will continue to be dealt with by the Head of Ticketing and Sales according to the 'Donation Request' procedure held by the Ticket Sales and Information Office.

Complimentary admission to The Official Residences of The King will be granted, according to preferred conditions and site specific guidelines (see below), via one of three routes:

1. Straightforward requests, which align with our preferred conditions, will be approved by the Access & Inclusion Manager.
2. Less straightforward requests will be reviewed by the Access Working Group, or appropriate Head of Visitor Operations for London or Windsor.
3. Sensitive requests will be taken to the Visitor Operations Director and Communications and Audiences Director.

PREFERRED CONDITIONS

Requests will be granted if, in principle, all the following conditions are met:

- the request comes from a charity working with, or for, under-represented, disadvantaged or disabled people
- the request comes from an official representative of a registered charity and their registration number is given
- the request is received in writing, on headed paper, or email to the: Access & Inclusion Manager, Royal Collection Trust, Pug Yard, Windsor Castle, Berkshire, SL4 1NJ. Or access@rct.uk
- charities make only one request, per site, each year

Once an admission is received by Royal Collection Trust amendments to the specified date and site will not be accepted and multiple requests for the same date, at the same site, will not be authorised. Basic background checks (Google, Linked In and Facebook) will be made on the contact and charity. Charities or individuals found to be passing on or profiting from the complimentary tickets will be denied future applications.

SITES: Each of the applicable Royal Collection Trust sites, due to the nature of their opening arrangements, have specific criteria for charitable requests:

	Request timing	Dates available for Charitable requests	Time conditions	No. of ticket available for Charitable requests	Maximum no. per request
The State Rooms of Buckingham Palace (for the summer opening period, 11 July to 29 September 2024.)	By the end of April – so all requests for Buckingham Palace can be considered together.	Mondays, Thursdays and Fridays in September	N/A	500 for each summer opening – including 50 via the Access Route.	30
The Royal Mews	At least two months before the desired date.	March to June, excluding Westminster school holidays.	N/A	100 a month	30
The Queen's Gallery at Buckingham Palace:	Two months before the start of the desired exhibition.	Mondays, Thursdays and Fridays only, excluding the BPSO period	After 15:00	500 for the exhibition run	30
Windsor Castle	At least two months before the desired date.	October to March	After 13:30	100 a month	50
Palace of Holyroodhouse	At least two months before the desired date.	October to March	N/A	50 a month	50
The Queen's Gallery, Palace of Holyroodhouse	Two months before the start of the desired exhibition.	Weekdays only	N/A	250 for the exhibitions run	30

If no site is requested the Access & Inclusion Manager will allocate tickets to the Royal Mews, Windsor Castle or the Palace of Holyroodhouse, at her discretion. Royal Collection Trust reserves the right to exclude certain days, at its discretion, if other events are taking place or known large groups are visiting.

CONDITIONS FOR COMPLIMENTARY ADMISSION FOR CHILDREN IN CARE

Royal Collection Trust is a registered charity and the income from ticket sales contributes directly to the care and conservation of the Royal Collection and the promotion of public access. One of Royal Collection Trust's Charitable Aims is to broaden and increase access and in-line with this, this scheme has been set-up to grant complimentary admission to children in care. All requests must be for tickets to be used by children in care and those supporting them; they are not to be passed-on, sold-on or used for financial gain in any way. The allocation of tickets is not an indication of any further support for the charity or of royal approval.

Complimentary admission to The Official Residences of The King will be granted, according to preferred conditions and site specific guidelines (see below), via one of three routes:

1. Straightforward requests will be approved by the Access & Inclusion Manager.
2. Less straightforward requests will be reviewed by the Access Working Group, or appropriate Head of Visitor Operations for London or Windsor.
3. Sensitive requests will be taken to the Visitor Operations Director and Communications and Audiences Director.

PREFERRED CONDITIONS

Requests will be granted if, in principle, all the following conditions are met:

- the request comes from an individual, charity or care home supporting children in care
- the request is received in writing, on headed paper, or email to the: Access & Inclusion Manager, Royal Collection Trust, Pug Yard, Windsor Castle, Berkshire, SL4 1NJ, or access@rct.uk
- only one request, per site, each year, is received

Once an admission is received by Royal Collection Trust amendments to the specified date and site will not be accepted and multiple requests for the same date, at the same site, will not be authorised. Basic background checks (Google, Linked In and Facebook) may be made on the contact/charity. Charities or individuals found to be passing on or profiting from the complimentary tickets will be denied future applications.

SITES:

Each of the applicable Royal Collection Trust sites, due to the nature of their opening arrangements, have specific criteria for charitable requests:

	Request timing	Dates available for Charitable requests	Time conditions	No. of ticket available for Charitable requests	Maximum no. per request
The State Rooms of Buckingham Palace (for the summer opening period, 11 July to 29 September 2024.)	By the end of April – so all requests for Buckingham Palace can be considered together.	Thursdays and Fridays in August	N/A	100 for each summer opening – including 10 via the Access Route.	6
The Royal Mews	At least two months before the desired date.	School holidays.	N/A	50 across a calendar year	6
The Queen's Gallery at Buckingham Palace:	Two months before the start of the desired exhibition.	School holidays	After 15:00	1500 for the exhibition run	6
Windsor Castle	At least two months before the desired date.	School holidays	After 13:30	50 across a calendar year	6
Palace of Holyroodhouse	At least two months before the desired date.	School holidays	After 13:00	50 across a calendar year	6
The Queen's Gallery, Palace of Holyroodhouse	Two months before the start of the desired exhibition.	School holidays	N/A	100 for the exhibitions run	6

If no site is requested the Access & Inclusion Manager will allocate tickets to the Royal Mews, Windsor Castle or the Palace of Holyroodhouse, at her discretion. Royal Collection Trust reserves the right to exclude certain days, at its discretion, if other events are taking place or known large groups are visiting.

Amy Stocker
Access & Inclusion Manager
Royal Collection Trust
December 2023