**Royal Academy of Arts**

**Access Guide**

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# General information

**Burlington House and Keeper’s House**

Burlington House

Piccadilly

London W1J 0BD

**Burlington Gardens**

6 Burlington Gardens

London W1S 3ET

General Enquiries: 020 7300 8000

**General opening hours**

10am to 6pm Saturday–Thursday (last admission to galleries 5.30pm)

10am to 10pm Friday (last admission to galleries 9.30pm)

Opening times and access to the Keeper’s House and John Madejski Fine Rooms do vary.

**Please note**

The Royal Academy of Arts is housed on two separate sites. Our main building is Burlington House, on Piccadilly, which includes the Keeper’s House. Our other building, Burlington Gardens, is situated directly behind Burlington House. Currently, there is no direct access between the two sites. To get from one site to the other, you need to use Old Bond Street, Sackville Street or Burlington Arcade which has ramped access on request.

**Contact the Access Team**

To find out more about the RA’s dedicated programmes and services for disabled audiences, please visit our website or contact us:

**Website** royalacademy.org.uk

**Email** [access@royalacademy.org.uk](mailto:access@royalacademy.org.uk)

020 7300 5732

# Getting here

**Underground**

**Piccadilly Circus** (approximately 480m from Burlington House entrance)

**Green Park**

(approximately 400m from Burlington House entrance). This station has level access between the street and platforms.

**Buses**

Four bus routes stop on Piccadilly: Nos.14, 19, 22 and 38.

**Driving**

You can drive up close to the entrance of Burlington House by entering the courtyard from Piccadilly.

**Parking for Blue Badge Holders**

We have two parking spaces available for blue badge holders in the courtyard at Burlington House.

Please book at least one week in advance of your visit.

To book call: 020 7300 8028

**Ticket Booking**

Visitors with disabilities are eligible for concessions and may bring a companion free of charge.

For general ticket enquiries and group bookings please call 020 7300 5635 or visit our website (concessionary rates are available for groups of people on low incomes).

**Wheelchairs**

Standard sized manual wheelchairs are available for visitors with mobility impairments. These can be found in the entrance of the cloakroom.

To book a wheelchair in advance of your visit please call 020 7300 8028 or email [access@royalacademy.org.uk](mailto:access@royalacademy.org.uk)

**Level Access Areas**

All areas of Burlington House are accessible, except the upper garden area in the

Keeper’s House.

**Electric Mobility Scooters**

are allowed in the galleries.

**Guide and Assistance Dogs**

Guide, hearing and assistance dogs are permitted in all areas of our galleries.

**Induction Loops**

Induction loops are in operation at all Information Desks in Burlington House and Burlington Gardens, and in the Royal Academy shop. If your hearing aid has a specific function for using these, please switch it on to make use of them.

**First Aid**

There are a number of trained First Aiders in the building. Please ask the nearest member of staff if you require any help.

**Security Alerts**

In the event of a security alert, please follow instructions from our staff members. Evacuation chairs are available, and our security staff are trained to use these.

**Phones**

There are two red public phone boxes under the entrance arch in the courtyard at Burlington House.

For people who are unable to access these phones, staff on our reception desks will be happy to make important phone calls for you.

# Burlington House layout

**Burlington House**

There are two ramped entrances with hand rails.

There are two revolving doors into the building and one central wheelchair accessible door.

**The Keeper’s House**

Level access to the Keeper’s House can be gained through the Sir Hugh Casson Room Café on the far right side of the Front Hall at Burlington House. General access to the Keeper’s House is to the right of the main entrance to Burlington House.

# Ground Floor

**Cloakroom**

The cloakroom is situated on the far left side of the Front Hall. The cloakroom is for coats, umbrellas and small bags and has very limited capacity.

Items may be subject to search. Items must be no larger than 280mm width by 380mm height and 400mm depth. We regret that we cannot accept suitcases, hold-alls or large backpacks in the cloakroom or in the galleries.

**Toilets**

An accessible unisex toilet is available on the ground floor at the entrance to the men’s toilets, on the right of the main stairs.

**Baby Changing and High Chairs**

A baby changing facility is available in the accessible toilet at the entrance to the men’s toilets. High chairs are available in the Restaurant and Café. For breastfeeding, the most comfortable area may be the leather seats by the entrance to the Burlington House restaurant.

**Seating**

There are black wooden window seats in the Front Hall.

**Restaurant and Cafés**

The Burlington House Café and Restaurant are located to the back and either side of the main stairs and can be very busy during peak times.

During the summer months, the Burlington House Café relocates to the courtyard. The Sir Hugh Casson Room and Belle Shenkman Café are the home of our RA Friends until 4pm, after which time they are open to the public.

**Stairs**

The main stairs have 30 steps with two landings.

**Lifts**

The Sackler lift is located in the Burlington House Café (situated to the back right of the main stairs) and allows access to our Main Galleries on the first floor and the Sackler Galleries on the second floor. The doors are 110cm wide.

# Lower Ground floor Keeper’s House

**Cloakroom**

The cloakroom is situated near the men’s toilets. The cloakroom is for coats, umbrellas and small bags and has very limited capacity. Items may be subject to search. Items must be no larger than 280mm width by 380mm height and

400mm depth.

**Toilets**

There is an accessible unisex toilet by the Restaurant and there are ambulant toilets in both the men’s and women’s toilets. There is also an accessible unisex toilet and a unisex ambulant toilet on the First Floor Mezzanine, which you can get to using the Keeper’s House lift.

**Baby Changing and High Chairs**

A baby changing facility is available in the accessible toilet. High chairs are available in the Restaurant and Café.

**Restaurant and Bar**

The only area that does not have level access is the upper level of the garden seating area that connects to the Shenkman Bar.

**Lifts**

A lift is situated next to the Belle Shenkman Room and allows level access to all rooms in the Keeper’s House. It also allows level access to the Library, Print Room and Archives. The doors are 80cm wide.

# First and Second Floor RA Galleries and Shop

**Seating – Permanent**

There is seating provided throughout all our exhibition galleries. There are stone benches on the far side of the Sackler Galleries by the ‘Taddei Tondo’.

**Seating – Portable**

Portable folding stools are available for use in the galleries and can be found at the entrances to exhibitions.

**Stairs**

The Sackler stairs are situated to the left at the top of the main stairs. They have 54 steps with three landings and are made of glass.

**Large Print Gallery Guides**

Large print lists of works and gallery guides are available for most of our exhibitions and are free of charge. They are available from the wall holders in the galleries, or from the gallery entrance. They are also available to download from our website.

**Audio Guides**

Audio guides are available for the majority of our Main and Sackler Gallery exhibitions and include a number of audio described artworks. These are free of charge for disabled visitors. Transcripts of our audio guides are available on request from the Audio Guide Desk at the entrance of the exhibition.

**Library, Print Room and Archives**

The RA library and archive is open to the public by appointment from Tuesday to Friday, 10am to 1pm and 2pm to 5pm. Please contact the Library Information Service on 020 7300 5737 or library@royalacademy.org.uk. The Print Room often holds exhibitions taken from the RA’s Collection. Level access can be gained to the Library and Print Room via the Keeper’s House lift.

# Access Services

**Wheelchair User Gallery Escorts**

If you need someone to assist you with a wheelchair or lend a supportive arm, a trained volunteer escort can assist you. To book an escorted visit, contact our Access Team. Please allow two weeks notice for your booking as this is a volunteer service.

**Audio Described Tours**

We organise audio described tours and handling sessions for all our major exhibitions. If you are unable to attend these, recordings of these tours are available on our website. Trained volunteers can also offer descriptive tours of an exhibition. Please book this volunteer service two weeks in advance of your visit. To book either of these, contact the Access Officer or visit our website.

**Summer Exhibition**

Every year a number of sculptures in the Summer Exhibition are available to be explored by touch. They are identified by a list available online and within our Large Print Guides in the galleries.

**British Sign Language and Speech-to-text transcription**

For deaf, deafened and hard of hearing visitors, we organise talks and gallery tours in British Sign Language and in spoken word with speech-to-text transcription. For deaf or hard of hearing children, Art Detective worksheets are available for all exhibitions from the Information Desk.