

ACCESS & INCLUSION STATEMENT

Royal Collection Trust's vision is that the Royal Collection and Palaces are valued and enjoyed by everyone. We aim to promote enjoyment and understanding by the broadest possible audience.

We are committed to offering the widest and most appropriate forms of access to works of art in the Royal Collection, to the Palaces, and to the services and facilities provided therein.

Royal Collection Trust's Access & Inclusion Strategy sets out to:

- continually improve our offer for disabled visitors in order to be a leader in the sector for disability-confident customer services, resources and facilities;
- be seen as relevant and welcoming by under-reached local community audiences;
- have a clear policy for responding to requests for complimentary admission from registered charities.

ACCESS refers to our provision for disabled visitors. We are welcoming and inclusive to visitors with different access requirements. Detailed, targeted information is available online, for example: <https://www.royalcollection.org.uk/visit/windsorcastle/plan-your-visit/access>

Disability-confidence training is run on a regular basis and, where possible, offered to all new front-of-house staff. E-training materials are used when consultant-led sessions are unavailable.

The Learning section works closely with the front-of-house teams to deliver first-class customer service, resources and programmes for visitors with disabilities. The following are currently primary audiences in terms of resources and programming:

- D/deaf and hard-of-hearing visitors
- Blind and partially sighted visitors
- Visitors on the autism spectrum
- People living with dementia and their carers

Tailored visits or special requests from visitors with disabilities are dealt with on a case-by-case basis by the Access & Inclusion Manager.

Admission fees apply to Royal Collection Trust sites. A concessionary rate is available for visitors with disabilities, and visitors who require a companion are eligible for a free access-companion ticket.

INCLUSION describes our efforts to welcome under-represented, disadvantaged and disabled audiences, towards ensuring our visitor demographic better reflects wider UK society.

The Learning section offers free staff-led visits for charitable groups and societies working with under-represented, disadvantaged or disabled people and aims to break down any barriers that people perceive are preventing them from visiting.

Registered charities working with or for under-represented, disadvantaged or disabled people can apply for complimentary tickets to Royal Collection Trust sites in-line with the Conditions for Charitable Admission.

Our Access & Inclusion Strategy is overseen by the Access & Inclusion Manager with the support of an in-house Access Working Group, the Director of Content and Audiences, and the Visitor Experience Director.

For further information please contact the Learning team:

learning@royalcollection.org.uk

+44 (0)303 123 7323