



National
Portrait
Gallery



Access Guide



We hope this guide supports your visit. Please speak to any member of staff for more information or support.

Admission



The Gallery is free to everyone. There is a charge for some exhibitions. Ticket prices vary so do ask a member of staff. Tickets can be booked in person, online or by phone.

Concessionary rates apply to young people aged 12-18, disabled visitors, senior citizens, ES40 cardholders and students in full-time education. Carers are entitled to free admission. Children under 12 are free.

Opening Hours

Daily 10.00-18.00 (Fridays until 21.00)
Exiting commences 10 minutes before the closing time.

Ticket Desk closes, and last admission to ticketed exhibitions, one hour before the Gallery closes.

Due to staff training on some Monday mornings, galleries on Floors 1 and 2 and the Main Shop will open at 11.00.



Free WiFi is available throughout the Gallery.

Accessing the Gallery



The main entrance at St Martin's Place has one step. Step-free access is via the Shop entrance on St Martin's Place.

Getting around the Gallery



The Gallery's Collection is displayed chronologically starting with the Tudors on Floor 2 and ending with contemporary portraits and exhibitions on Floor 0. The Gallery is fully accessible.



Pick up a map to help you locate the galleries, lifts, stairs, café, restaurant, shops and toilets. A large-print map is available at the Information Desk. The lifts are in multiple locations around the building so if you need help to find them do not hesitate to ask a member of staff.

Your Visit



Cloakroom

Floor -2

This includes a lockable buggy park.



Toilets

Toilets can be found on Floors 0, -2, -3, 3.

The Gallery has four accessible, unisex toilets located on Floors 0, -2, -3, 3.



Baby-changing facilities are located on Floor -2 and -3.

The toilets on Floor 0 are located within the exhibition space and are not available to non-ticket holders during some exhibitions.



Water Fountain

Floor 0 next to the toilets. The water fountain is located within the exhibition space.



Wheelchairs

Manual wheelchairs are available from the Information Desk or to book a wheelchair in advance contact us on 020 7306 0055.



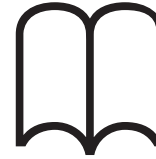
Seating

There are benches in some galleries and portable stools are available. Please ask a member of staff for a stool.



Dogs

Guide, hearing and assistance dogs are welcome at the Gallery. A water bowl is available at the Information Desk.



Heinz Archive & Library

The Gallery's Library and Archive is located on Orange Street in the Gallery's administrative offices and is accessible. Visit by appointment only. Check website for details.



Where to Eat

Portrait Café, Floor -3

Open daily 10.00-17.00. Friday until 20.00

Portrait Restaurant, Floor 3

Open daily 10.00-16.30. Thursday, Friday and Saturday evenings for dinner 18:30-22:00

Booking recommended.

Check website for details.



Emergency Evacuation

Visitor Services staff and Security staff are fully trained to support visitors who require step-free access during an emergency.

Fire refuge points are available on all floors along with evac chairs.

Access Resources

Large Print

Large Print

Large-print maps and the What's On guide are available at the Information Desk.

Exhibition large-print guides are available at the entrance to exhibitions.

Magnifying Glasses

Magnifying glasses are available to borrow from the Information Desk.



Enhanced Sound

There are induction loops at the Information Desk in the Main Hall and in the Ondaatje Wing Theatre. Portable induction loops are in the Shops, Café, Restaurant, Education Studio, Orange Street reception and the Heinz Archive and Library.



Audio Guides

Audio guides feature commentary on over 300 portraits in the collection as well as films of curators. They are available from the Information Desk and are free to disabled visitors.



Audio guides interpreted with British Sign Language are available free of charge from the Information Desk and as a free download. Neck loops are available for visitors to use with the audio guide.

They are available in six languages- English, French, German, Italian, Japanese and Spanish.

Audio guides are sometimes developed for exhibitions. Please ask a member of staff.



Audio Descriptions

140 audio descriptions of portraits in the Collection are available on raised-button audio players and can be downloaded online. Associated tactile images with Braille are available from the Information Desk.



Access Events

The Gallery has a programme of accessible events including monthly tours led in British Sign Language. For details see the What's On guide or check online.

Getting to the Gallery

A film explaining how to reach the Gallery is on our website.



Rail

Charing Cross station is 320 metres from St Martin's Place entrance.



Tube

Charing Cross underground is 230 metres from the Gallery. Leicester Square is 195 metres away and Embankment is 490 metres away. Please note these stations do not have a lift.



Bus

To Trafalgar Square, approximately 100 metres from the Gallery.

For public transport information visit tfl.gov.uk or call 0843 222 1234.



Taxi, Dial-a-Ride

Set down and pick up by the main Gallery entrance on St Martin's Place.



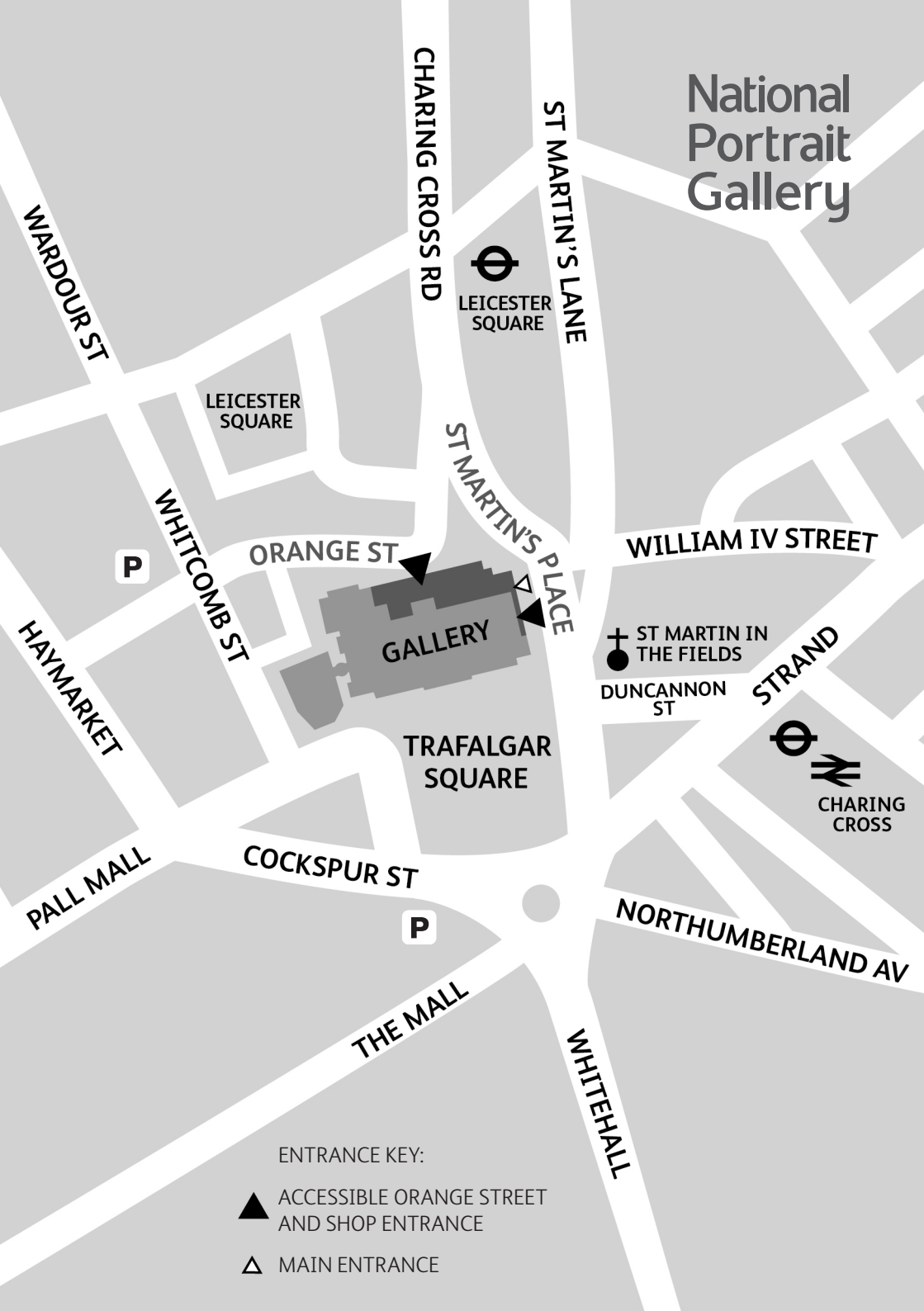
Car

The Gallery has no car-parking. A public carpark is 195 metres from the Orange Street entrance on the corner of Whitcomb Street and Orange Street. To discuss parking arrangements please contact the car park directly on 0207 839 5858.



Coach

Set down and pick up by the main Gallery entrance on St Martin's Place.



National Portrait Gallery

Website

The Gallery's website has comprehensive information about visiting the Gallery, accessible facilities and resources. All films on the Gallery's website include closed captions. The Gallery is committed to providing an accessible website and endeavours to do so by supporting the use of web accessibility standards.

npg.org.uk/visit

- ENTRANCE KEY:
- ▲ ACCESSIBLE ORANGE STREET AND SHOP ENTRANCE
 - △ MAIN ENTRANCE

Access programme supported by the Lord Leonard and Lady Estelle Wolfson Foundation.

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npg.org.uk

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Text Relay 18001

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before the closing time.
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one hour before the Gallery closes.

Register online for the Gallery's e-newsletter
and join us online at

 /nationalportraitgallery
and NPGBSLevents

 @npglondon

 @nationalportraitgallery