

Access Guide



This is a Gallery for everyone, full of life and filled with life stories. A place to look, learn, question, listen, eat, drink, meet, play and join. We are committed to making the Gallery accessible and inclusive to all.



Admission

The Gallery is free to everyone. There is a charge for some exhibitions. Tickets can be booked in person, online or by phone.

Admission to exhibitions is free for Gallery Members and children under 12 years in family groups.

The following receive a concession rate for exhibitions:
those in receipt of Pension Credit, Universal Credit, Income Support or Job Seekers Allowance, students, children (12 to 18 years) and disabled people (with free entry for one carer).



Opening hours

Daily: 10.30 – 18.00
Friday & Saturday: 10.30 – 21.00

We start closing the building 10 minutes before the advertised time.
Last admission to ticketed exhibitions one hour before the Gallery closes.



ROSS PLACE
MAIN ENTRANCE



SAINT MARTIN'S PLACE
GROUPS ENTRANCE



SAINT MARTIN'S PLACE
CAFÉ



ORANGE STREET
OUT OF HOURS ENTRANCE
RESTAURANT

OPENING HOURS

SUN — THU
10:30 — 18:00

FRI — SAT
10:30 — 21:00



Gallery address

St Martin's Place,
London, WC2H 0HE

- All of our entrances have step-free access.
- The main entrance is at Ross Place. (see map on previous page).
- The groups entrance is on St Martin's Place.



- Charing Cross station is 320 metres from the Gallery.



- Leicester Square and Charing Cross Underground stations are both located 200 metres from the Gallery, Tottenham Court Road station is 800 metres from the Gallery.



- Travel by bus to Trafalgar Square. (our nearest bus stop is Bus Stop K/E).
- The Gallery has no car-parking facilities. There are a limited number of Blue Badge parking bays. See <https://lbhf.maps.arcgis.com/>

An accessible gallery



All our entrances have step-free access and all levels of the Gallery are connected by lifts. The Gallery has accessible toilets, a Changing Places Toilet, and our cafés, Restaurant and shops have step-free access.

Visitor Experience staff and our friendly volunteers are fully trained to support visitors who require assistance – please ask for help.



Enhanced sound

There are induction loops at the Information Desk, Cloakroom, Ondaatje Wing Theatre, shops, cafés, Restaurant, Learning studios, Orange Street Reception and the Heinz Archive and Library.



Wheelchairs

A limited number of manual wheelchairs are available to borrow free of charge from the Information Desk on Floor 0. We recommend booking these in advance by emailing: info@npg.org.uk. Alternatively, contact us on: 020 7306 0055.



Assistance dogs

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



WiFi

Free WiFi is available throughout the 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 and some include BSL.

If you need information about this website in a different format such as accessible PDF, large print, easy read, audio recording or braille please contact us by email at newmedia@npg.org.uk or call +44 (0) 20 7306 0055



Navigation

Pick up a free map to help you navigate the Collection, lifts, escalator, stairs, cafés, Restaurant, shops and toilets.

A large-print map and tactile map are available at the Information Desk on Floor 0. 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 or volunteer.

The Gallery's Collection is displayed chronologically starting with the Tudors on Floor 3 and ending with contemporary portraits on Floor 0. Exhibitions are on Floor 0 and Floor 2.



Emergency evacuation

Visitor Experience staff and Security staff are fully trained to support visitors who require step-free access during an emergency. Fire refuge points and evacuation chairs are available on all floors.

Facilities



Cloakroom

Cloakroom, Ondaatje Main Hall, Floor 0



Toilets

Toilets are on Floors -2, -3, 4

Baby-changing facilities are on Floor -2 and -3. Changing Places



Toilet on Floor -2. If you wish to use this facility, you will need to bring your own sling.



Seating

Fixed seating is located throughout the Gallery. Portable folding stools are also available. Please ask a member of staff or volunteer for a stool.



The Heinz Archive and Library

Appointments can be made by emailing The archive and library entrance is at 39 – 45 Orange Street.

Visit by appointment only.

Please make an appointment by email at archive@npg.org.uk or call 0207 321 6617.

Access Events & Resources



Access programme

The Gallery has a programme of accessible events including free monthly Deaf-led tours and British Sign Language interpreted talks, monthly picture description talks and a strong community programme. Full details see npg.org.uk/whatson/events

**Large
Print**

Large print

Large-print maps and resources are available at the Information Desk on Floor 0 and at key points throughout the Gallery. Exhibition large-print guides are available at the entrance to exhibitions.



Magnifying glasses

Magnifying glasses are available to borrow at the Information Desk on Floor 0. Please return these at the end of your visit.



Ear defenders

Child and adult ear defenders are available to borrow at the Information Desk on Floor 0. Please return these at the end of your visit.



Digital guide

Enhance your visit by downloading the Gallery's free digital guide on the Bloomberg Connects app by scanning the QR code below. The Guide offers visitors the opportunity to Meet the Portraits from the Collection in English, French, German, Spanish and Italian. An audio described version of the Meet the Portraits tour is also available via Bloomberg Connects or through our raised button players.



Raised button players

Listen to an audio described version of the Meet the Portraits tour on our raised button players, available for free from the Information Desk on Floor 0, together with an associated hand-held tactile map.



Where to Eat

Audrey Green Café

Located on Level -1
(additional entrance from the street
on St Martin's Place)

Monday – Thursday 08.00 – 18.00

Friday 08.00 - 17.30

Saturday 09.00 - 17.30

Sunday 09.00 - 17.00



Café Bar

Located on Level -3

Monday – Saturday 12.00 – 22.00

Sunday 12.00 – 21.00

The Portrait Restaurant

by Richard Corrigan

Located on Level 4

Sunday – Tuesday 12.00 – 17.30

Wednesday – Saturday 12.00 – 22.30

Booking recommended for Cafe Bar
and Restaurant at npg.org.uk

NATIONAL PORTRAIT GALLERY

National Portrait Gallery
St Martin's Place
London
WC2H 0HE

npg.org.uk

Tel: +44 (0)20 7306 0055
(lines open 10.00 – 17.00)

Text Relay Calls: 18001 020 7306 0055

Email: info@npg.org.uk

Open daily: 10.30 – 18.00

Friday & Saturday: 10.30 – 21.00

Exiting commences 10 minutes
before the closing time.

Last admission to ticketed exhibitions,
one hour before the Gallery closes.

Join our newsletter and follow us on
social to find out more about exhibitions,
events (including BSL) and the people
and portraits in our Collection.

 [/nationalportraitgallery](https://www.facebook.com/nationalportraitgallery)
and [NPGBSLevents](https://www.facebook.com/NPGBSLevents)

 [@npglondon](https://twitter.com/npglondon)

 [@nationalportraitgallery](https://www.instagram.com/nationalportraitgallery)