



Re-opening FAQs



OPENING OUR DOORS - YOUR QUESTIONS ANSWERED

We have implemented several new precautions and followed Government and Visit Britain advice so that you have a safe and enjoyable visit.

We ask you to please [read these guidelines](#) before your visit. It provides clear guidance for your safety and protection. We have signs outlining guidance across the site to help you stay safe whilst you are here.

Some of these measures implemented include:

1. Limiting the number of visitors per day.
2. All visitors are advised to book tickets online in advance of their visit, so we can manage numbers safely.
3. Where possible, one-way routes and entrance and exits have been considered to help with visitor flow and to ensure social distancing.
4. Guided tours will be split into groups of 5 (including children) plus the tour guide to adhere to social distancing rules.
5. Toilets are open, they are fully accessible with baby changing facilities. We have introduced some new hygiene measures including increased toilet attendance during daytime to provide two hourly inspections and cleaning.
6. Floor markings and reminder signs throughout the site reminding all of the 2m distance.
7. Hand-sanitiser/handwash stations for visitors will be located at the entrance to the King William Undercroft and Gallery, Ante Chapel, entrance to the Visitor Centre and entrance to the Visitor Centre shop. There are banners in each entrance encouraging people to sanitise on the way in and out of buildings, along with reminders about social distancing.
8. The Skittle Alley is closed under government guidance on bowling alleys.
9. Our gift shops are open.
10. Card or mobile device payments (e.g. Apple Pay, Google Pay) only, no cash will be accepted.
11. Outdoor catering is available with an ice cream cart and a food van.
12. Regular cleaning carried out across all our buildings and grounds.

For details on our full safety measures, please refer to our frequently asked questions (FAQs) below:



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WHEN ARE YOU REOPENING?

We are delighted to reopen our grounds and buildings and welcome back anyone who is able to visit safely on Monday 13 July. [Pre-book your ticket here.](#)

WHAT IS OPEN?

From Monday 13 July, we will be reopening the grounds, the Painted Hall and King William Undercroft, the Chapel (reduced hours for private prayer only) and the Visitor Centre Shop and Ticket Desk, open 10am – 5pm daily. We are also running daily tours (which are free to Painted Hall ticket holders). Come and visit your local London landmark in the heart of maritime Greenwich. Our stunning riverside grounds will open between 7am and 7pm, 7 days a week. The Skittle Alley remains closed. The current Government guidance is that bowling alleys are not able to reopen. We will revise this as Government advice changes and reopen it when we can do so safely.

IS THE CHAPEL OPEN?

The Chapel will be open for private prayer only – people coming in should be doing so to sit in the pews and have a moment of reflection or prayer. We will open the Chapel up to wider visitation as and when the guidance from the Church of England and Government allows us to do so.

WILL THE OLD ROYAL NAVAL COLLEGE BE VERY BUSY WITH LOTS OF QUEUES?

We have acres of open space to keep everyone safe and socially distanced in our grounds. We have strictly limited the number of tickets on sale each day for the Painted Hall which has adequate space to enjoy the magnificent setting to ensure that visitors have a safe and enjoyable experience. [We recommend you pre-book your ticket here.](#)



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HOW DO I PLAN A VISIT?

If visiting the Painted Hall, we advise you to [pre-book your ticket here](#). To monitor the number of visitors, we will be limiting the number of tickets each day and we recommend you book your tickets online in advance. [We have signs outlining guidance across the site](#) to help you stay safe whilst you are here.

IS THERE A TOUR I CAN TAKE?

If you wish to take a tour you will need to book this in advance as we will be strictly limiting numbers for your and our staff's safety. For the tours, we recommend you bring your own headphones for the multimedia guides provided. We are currently welcoming visits for groups up to 25 people. Guided tours will be broken into groups of no more than five people (including children) plus the guide to adhere to social distancing guidance. We also require that all visitors to wear a mask during their tour – if you do not have a mask, you will be unable to take the tour.

CAN I SELF-GUIDE?

Yes, visitors can freely look around our grounds and [book tickets to visit the Painted Hall](#). We provide an Explorer Map available in seven languages; Chinese, French, German, Italian, Japanese, Spanish and English, to allow visitors to enjoy our beautiful buildings and grounds in their own time alongside a detailed map. The Old Royal Naval College is also launching new smartphone tours for visitors to self-guide and enjoy at their leisure. The first of these, available for free on any smartphone using the Smartify app, will be a family tour for those visiting with children aged 5 – 12 years.

HOW DO I GET TO THE OLD ROYAL NAVAL COLLEGE?

[Click here to find out details](#). Please always check before you travel.

CAN I BRING MY CAR AND PARK WITH YOU?

Please note that there is limited parking in Greenwich. We encourage you to walk, cycle and check the latest travel advice before visiting.



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WILL THERE BE FOOD AND DRINK AVAILABLE FOR VISITORS?

We have an outdoor food and drink offer in place that people can enjoy in the grounds and will be able to provide more details when they are confirmed. The Painted Hall café in the King William Undercroft will remain closed until later.

WHAT ARE YOUR TOILET FACILITIES?

The Painted Hall toilets are fully accessible and include baby change.

ARE PEOPLE ALLOWED TO BRING PICNICS?

Yes, as long as people follow government guidelines on social distancing and take their litter home with them.

WHAT COVID-SECURE MEASURES WILL YOU HAVE IN PLACE?

The safety of our staff and visitors is our main priority. We have implemented several new precautions and followed Government advice and Visit Britain so that you have a safe and enjoyable visit. [Please read this guidance before your visit.](#) It provides clear guidance for your safety and protection. We have signs outlining guidance across the site to help you stay safe whilst you are here.

WILL I HAVE TO WEAR A FACE MASK AND GLOVES DURING A VISIT?

It will not be mandatory for visitors to wear masks during a visit, however visitors taking a tour must wear a mask or face covering for the duration of that part of the visit. All visitor-facing staff and volunteers will be issued with a plastic face shield.



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WILL THERE BE HAND SANITISER AVAILABLE?

For visitors, we will be putting hand sanitising units across our buildings and grounds; these include at the entrance to the King William Undercroft; Sackler Gallery; Ante Chapel; Entrance to the Visitor Centre; Entrance to the Visitor Centre shop. There will also be banners in each entrance encouraging people to sanitise on the way in and out of buildings, along with reminders about social distancing.

WHAT IS THE CLEANING SCHEDULE FOR COMMON AREAS?

The cleaning of all areas will be extended to 7 days per week, and all spaces have undergone a deep clean before reopening. The daytime duty cleaners will be increased from 1 to 2 each day during opening times. There will be increased toilet attendance during daytime to provide two hourly inspections and cleaning using disinfectant wipes and sprays.

WHAT IF I STILL HAVE QUESTIONS?

For visits, ticket enquiries and booking please email us at boxoffice@ornc.org; for more general enquiries please email us at info@ornc.org