

GRAND TOUR | BEHIND THE SCENES TOUR | DAY IN THE LIFE TOUR



# TOURS

GUIDED GROUP TOURS

FOR GROUPS OF 15+



Royal Albert Hall

Call: 020 7959 0558  
[royalalberthall.com/group tours](http://royalalberthall.com/group tours)



**Opened in 1871, the Royal Albert Hall is one of London's most iconic music venues and tourist attractions.**

Over the past 147 years, it has hosted over 380,000 mesmerising performances; from Wagner to Sinatra, the Beatles to Beyoncé, and Muhammad Ali to Adele, and is also home to the celebrated BBC Proms.

Treat your group to a captivating guided tour of this magical Grade I-listed building to experience a piece of history like no other.

You'll hear stories of legend, love and controversy and witness views you'll never forget.



## GRAND TOUR

EN

The Grand Tour is perfect for first-time tour visitors and offers a fascinating journey into the Hall's rich history, astonishing architecture and legendary performances. Highlights include the Queen's Box, the Royal Retiring Room, the main auditorium and the Gallery.

**Tour length:** 60 minutes with the option to extend to 90 minutes.



## BEHIND THE SCENES

EN

On a rare non-show day, we offer your group the chance to go behind the scenes and gain an insight into how all our teams come together to stage over 380 different events in the main auditorium per year. You'll see areas of the Hall usually off-limits to the public, plus most of the spaces featured in the Grand Tour.

**Tour length:** 60 minutes.



## DAY IN THE LIFE

EN

From Ed Sheeran and Adele to Harry Potter book launches and Bond premieres – have you ever wondered how the Royal Albert Hall does it all?! A Day in The Life shows visitors **ages 11-18** the insider perspective on how we run one of London's most iconic and versatile venues.

**Tour length:** 60 minutes.



## SPECIAL INTEREST TOURS

We also offer a range of specialist tours which focus on the Hall's secret history or classical music history, design and architecture, and connection with Hollywood and the counterculture of the swinging sixties. These are available to groups all year round on request and work well as an extension of the Grand Tour. For more information, just ask your dedicated group tours advisor.



# FOOD AND DRINK FOR GROUPS

We are conscious that group organisers are always looking for options that not only offer good quality and value for money, but are simple to book. We hope that our packages for pre-booked groups, which can be added to any tour, will deliver just that.



## LUNCH

Choose two or three courses from Verdi's set menu and enjoy complimentary tea or filter coffee.



## AFTERNOON TEA

Treat your group to a luxurious, quintessentially British afternoon tea of freshly cut finger sandwiches, miniature desserts, scones, and jam, all accompanied by a selection of fine teas by the East India Company.



## TEA/COFFEE & DANISH PASTRY

Sit back and relax with a cup of tea or filter coffee, and a Danish pastry before or after your group tour.



Other catering options may be available on request. All of our group catering is created by our award-winning caterers, *rhubarb* and served in the Hall's beautifully bright Verdi Restaurant, located on the first floor inside the porch at Door 12. If your group has any dietary requirements or allergies, please call *rhubarb* on 020 7959 0579 and ask for a member of the catering team.



## MAKE THE MOST OF YOUR VISIT

New for 2018, we now offer groups the chance to discover more of the Hall's history by adding a second tour at a reduced rate. Your day would look something like this:

|         |  |
|---------|--|
| 10.15am | Arrival at Door 12                                     |
| 10.30am | Coffee and pastry in Verdi Restaurant                  |
| 11am    | Grand Tour   |
| 12pm    | Lunch in Verdi Restaurant                              |
| 1.30pm  | Talk or tour of your choosing from selection available |
| 2.30pm  | Finish   |
| 2.40pm  | Visit the local museums and galleries                  |

## THINGS TO DO IN THE AREA

There is plenty to see and do in the cultural hub of South Kensington. Surrounding the Hall are some of the best museums and galleries in the country including the Science Museum, Natural History Museum, the V&A, and the Royal College of Music. Opposite the Royal Albert Hall in Kensington Gardens you'll find the stunning Albert Memorial, Kensington Palace and Hyde Park.

[www.discoversouthken.com](http://www.discoversouthken.com)

# HERE TO HELP



## Easy booking

Call the dedicated group tours booking line **020 7959 0558** (manned 9am-5pm Mon-Fri) or book online at **[royalalberthall.com/groupstours](https://royalalberthall.com/groupstours)**. A £50 deposit is required to secure your booking. This will be refunded in full if the tour is cancelled two weeks or more before the date of the tour, otherwise it will be retained to cover admin and staffing costs. We can't offer refunds once payment has been made but we are happy to offer an alternative date if your group requires.



## Sales support

The marketing team can help you promote and sell your tours and day trips with supplies of images and free leaflets. You can also download basic materials from our online library.



## Free tour admission and drink for organisers and drivers

We give every group tour organiser and coach driver free admission plus a welcome drink when bringing a group of more than 15 paying visitors.



## Website

Visit the dedicated group tours and travel trade pages on the Royal Albert Hall website for further information on how to find the Hall, events with group discounts, food and drink for groups.



## Food and drink alternatives

Whilst pre-booked catering offers your group the best service, value and choice, you can still eat and drink at the Hall without pre-booking. Just show your tour ticket to receive 10% off your food bill in either Café Bar or Verdi Restaurant.



## Languages

All tours are currently conducted in English although we welcome groups who wish to provide their own translation service. It may be possible for us to provide a BSL interpreter, however this must be booked in advance and will incur an additional cost.



## Guidebooks and merchandise

Groups can buy English language guidebooks from the Hall's shop, alongside other gifts and merchandise. Show your tour ticket to receive 10% off.



## Photography

We want your group to have the best day possible, and to take home memories of their special day. However, there may be occasions where this is not possible due to events in the main auditorium.

Please check with your tour guide on the day. Please share your photos with us by email [tours@royalalberthall.com](mailto:tours@royalalberthall.com) or on Facebook, Instagram, or Twitter [@royalalberthall](https://twitter.com/royalalberthall) #ToursRAH

# PLAN YOUR VISIT

## Finding us

Royal Albert Hall,  
Kensington Gore,  
London SW7 2AP.  
Phone: 020 7959 0558  
(manned between the hours  
of 9am-5pm, Mon-Fri.)

## Arriving by coach

There are no parking facilities for coaches on the streets surrounding the Royal Albert Hall. However, there is a coach setdown point on Kensington Gore near Door 8, between the Royal Albert Hall and the Royal College of Art. The nearest coach bays are on Park Lane and the nearest coach park is on Bayswater Road. For more information, visit Westminster City Council's website.

## Bathroom facilities

There are four toilets at the meeting point at Door 12. We recommend arriving a minimum of 15 minutes early to ensure your group can use our facilities prior to the start of the tour. Any delays in the start time of the tour may result in a shortened tour.

## Food and drink

If your group choose not to order pre-booked catering, they can still grab food at our onsite Café and Verdi Restaurant and their tour ticket entitles them to 10% off their food bill. Please note, depending on group size, there may be a long wait for service as our restaurants do get busy.

## Cloakroom

We are unable to provide cloakroom facilities. Any luggage you have will need to be taken with you on the tour.

## Access

The Royal Albert Hall and all tours are fully accessible for wheelchair users and customers with mobility issues. In addition, if requested in advance, we are able to provide a wheelchair loan service for any customers who wish to use it. Unfortunately we are unable to provide a pushing service however we do offer a complimentary companion ticket for any customers who require assistance.

## Meeting location

All tours currently depart from Door 12, which is our main entrance and meeting point. As there is limited space in this area to wait, we advise your group arrives as close to the pre-booked tour time as possible.



- Get the best value, choice and offers by pre-booking catering
- Arrive 20 minutes early to allow your group to go to the toilet
- Make a day of it and book two tours on the same day with lunch in-between and receive the second tour at a reduced rate.
- Plan for 3 hours visiting time at the Hall to include a tour and lunch or afternoon tea or 4 hours if including a second tour/talk

# TICKET PRICES

Our group rates apply for parties of 15 people or more.  
The maximum group size is 200 people in groups of 20 but start times will need to be staggered by approximately 15 minutes to avoid congestion in the building.

| TOUR PACKAGE          | Grand Tour | Behind the scenes | Day in the life |
|-----------------------|------------|-------------------|-----------------|
| <b>Tour only</b>      | <b>£10</b> | <b>£13</b>        | <b>£6</b>       |
| Tour + 3 course lunch | £31        | £34               | £27             |
| Tour + 2 course lunch | £26.50     | £29.50            | £22.50          |
| Tour + afternoon tea  | £38        | £41               | £34             |
| Tour + coffee/pastry  | £14        | £17               | £10             |

| MULTI-TOUR OFFER         | Grand Tour | Behind the scenes | Day in the life |
|--------------------------|------------|-------------------|-----------------|
| 2 tours + 2 course lunch | £34.50     | £37.50            | £30.50          |
| 2 tours + coffee/pastry  | £22        | £25               | £18             |

## AVAILABILITY

Our group tours are available all year round between the following hours:  
April – October: 9.30am–4.30pm  
November – March: 10am–4pm



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