

# Visitor Guide

Welcome to UK Parliament

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### **Accessibility**

UK Parliament is accessible for wheelchair users and there is step-free access to the public galleries and committee rooms of both Houses. Wheelchairs may be borrowed on the day if you have not booked one in advance – please let a Visitor Assistant know.

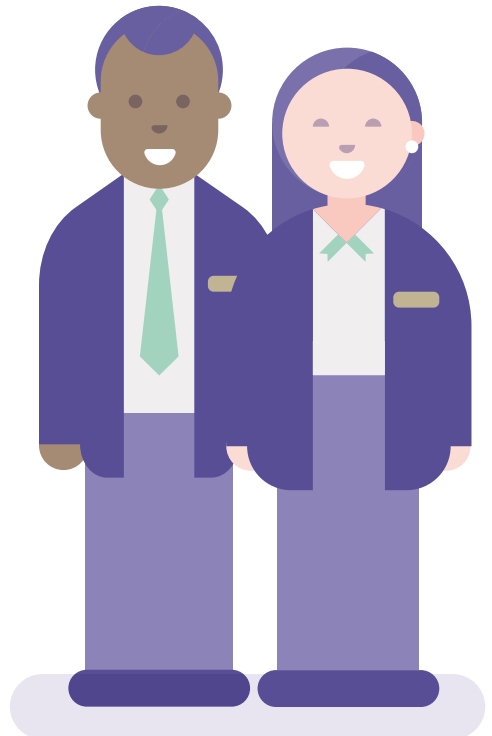
If you are on a guided tour, induction loops are available at the information point in Westminster Hall, please ask your guide for one. If you are on an audio tour, BSL and subtitled versions of the tour are available, please ask at the collection desk.

More information about accessibility can be found on the Parliament website: [parliament/accessibility](https://www.parliament.uk/parliament/accessibility)

### **Visitor Assistants:**

*Here to help you*

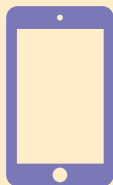
Look out for our Visitor Assistants – they wear navy blue uniforms. They are available along the visitor route if you need any help.



# Welcome to the UK Parliament

This guide tells you what you can do on your visit

## Guidance for visitors on the parliamentary estate



### Using your mobile phone

To help everyone have an enjoyable experience we ask that you don't take phone calls, and you switch your phone to silent on the parliamentary estate.



### Eating and drinking

You cannot eat or drink around the building. The Jubilee Café, off Westminster Hall, is where you can enjoy a range of hot and cold snacks and drinks. The Café has a lift for step-free access.



### Photography and videography

You can take photographs in Westminster Hall and St Stephen's Hall. Photography is not permitted anywhere else. Filming is not permitted anywhere in Parliament.



### **Toilets and changing facilities**

In the Palace of Westminster male, female, gender neutral and accessible toilets are located just off Westminster Hall (next to the Jubilee Café and Shop). An accessible (Changing Places) toilet, with changing bench and hoist can be found off Central Lobby. These are all marked on the map.

In Portcullis House, male, female, gender neutral and accessible toilets are available on the 1st floor. There are two accessible toilets on the first floor (dimensions: 214cm deep x 150cm wide).

Members of the public should use facilities that correspond to their biological sex or the gender-neutral toilets.



### **Smoking and vaping**

Smoking or vaping is not permitted while you are on the Parliamentary Estate.



### **Shopping**

The Jubilee Shop is just off Westminster Hall, next to the Café. It sells a range of gifts, souvenirs and books. You can also visit the UK Parliament Shop on the corner of Bridge Street and Parliament Square.



### **Seating and rest stops**

There are benches in Westminster Hall, St Stephen's Hall and Central Lobby if you need to stop and rest while you are visiting. If you are taking a tour of Parliament, you will be shown other places where you can sit down along the route.

# Sitting days and times

Please note that sitting times are approximate and may vary daily. The House of Lords usually sits until 10pm.

## House of Commons Chamber

**Mon:** 2.30pm – 10.30pm

**Tue:** 11.30am – 7.30pm

**Wed:** 11.30am – 7.30pm

**Thu:** 9.30am – 5.30pm

### Sitting Fridays:

9.30am – 3.00pm

## House of Lords Chamber

**Mon:** from 2.30pm

**Tue:** from 2.30pm

**Wed:** from 3pm

**Thu:** from 11am

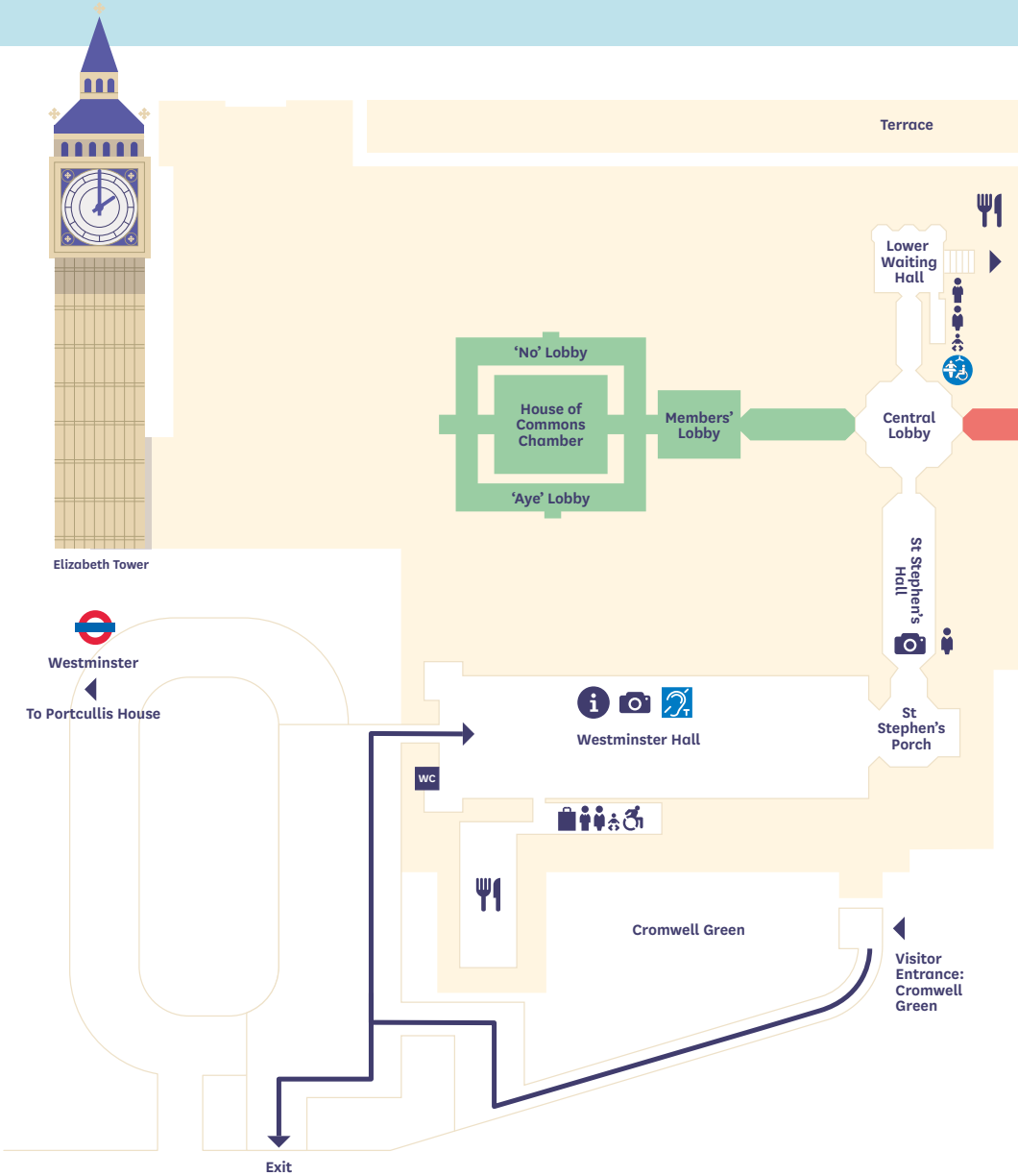
### Sitting Fridays:

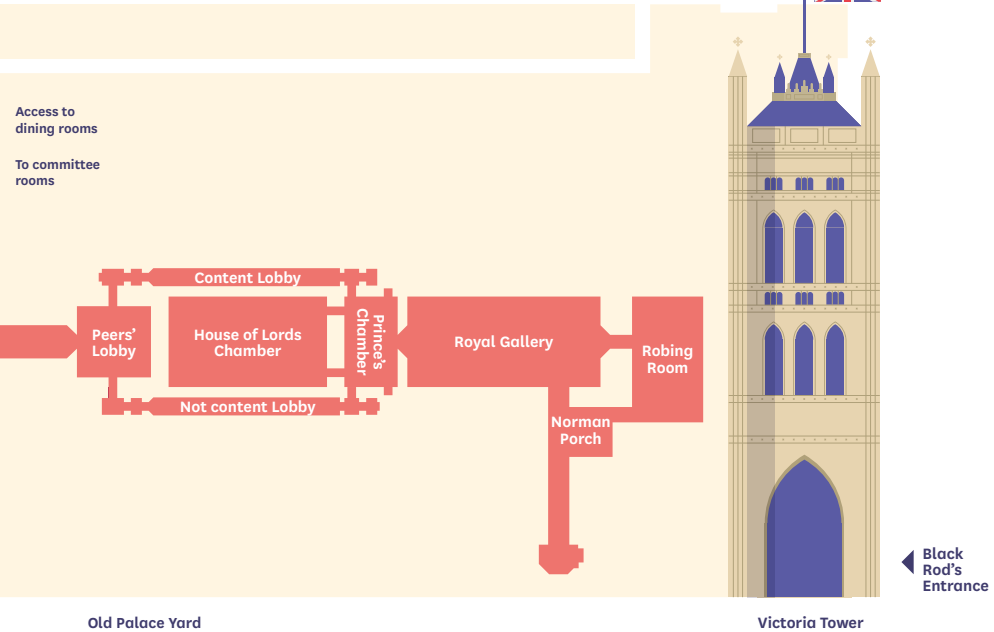
from 10am











To find out what other debates are taking place in the Commons and Lords and what time committees are meeting, please check the parliamentary online calendar or ask a Visitor Assistant on the day of your visit.

UK Parliament is usually in recess (not sitting) over Easter, Summer and Christmas. When Parliament is in recess tours are available.







	Baby Changing		Jubilee Café
	Photography permitted		Jubilee Shop
	Induction loop		Toilets
	Information point		Gender Neutral Toilet
	Changing Places		Accessible Toilet

# What to see when Parliament is sitting

## Watching Parliament at work

When Parliament is sitting, you are welcome to join the queue for the public galleries of the House of Commons or the House of Lords Chambers.

You can also watch debates taking place in the Westminster Hall Chamber or attend public committee meetings in both Houses.

## Queuing for the public galleries

Queuing for the galleries opens approximately one hour before a sitting begins.

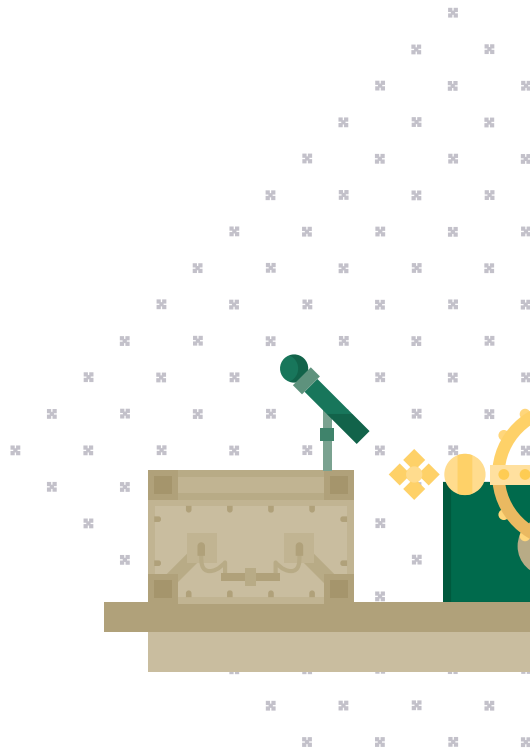
The Visitor Assistants will show you where to queue and they can give you an idea of how long your wait will be.

## What debates are happening?

Ask a Visitor Assistant what debates are taking place in the House of Commons and House of Lords. They can also tell you which committees are meeting.

Go online to find out what's being debated in the week ahead, search: [parliamentary calendar](#)

You can find out more about what happens in UK Parliament on our website. Search: [how parliament works](#)





## Do I need a ticket for the public galleries?

No, entry is free and on a first-come, first-served basis.

However, to be sure of a place in the House of Commons gallery for Prime Minister's Questions (12 noon on Wednesdays) a ticket is recommended. Tickets are free of charge but they are only available to UK residents and can be requested in advance from your local MP.

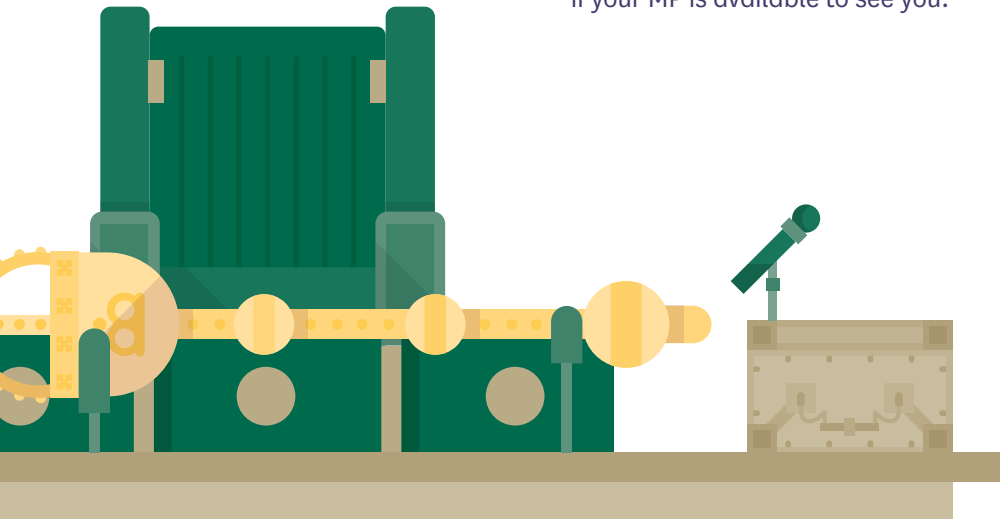
To find out who your local MP is search: [find my mp](#)

## How long can I stay in the gallery?

You can stay for as long as you like and leave when you choose. Once you have left, though, you will need to join the queue again if you want to go back in.

## Can I ask to see my MP?

It is always best to make an appointment in advance if you want to speak to your MP as they may be in meetings or attending an event in their constituency when you visit. However, you can ask at the main desk in Central Lobby and staff will attempt to find out if your MP is available to see you.



# Book a Tour of the UK Parliament

Tours of Parliament run on Mondays to Saturday throughout the year.

## **Guided and Audio Tours**

Specialist guided and audio tours focusing on the history and heritage as well as how Parliament works run on Saturdays throughout the year and when Parliament is in recess.

## **Inside UK Parliament tours for UK residents**

UK residents can book a free guided tour of the Palace of Westminster by contacting their local MP.

## **Speaker's House tours**

See where the Speaker of the House of Commons lives and conducts their official business outside of the Chamber. These tours take place during the Easter and Summer recess periods.

## **Big Ben and the Elizabeth Tower tours**

This guided tour of the Elizabeth Tower takes you up a narrow 334-step spiral stairwell to the belfry where Big Ben, the Great Bell, hangs. Tickets are released on the second Wednesday of every month.

Discover more about the Palace of Westminster, Speaker's House, and the Elizabeth Tower by picking up the official guidebooks available from the Jubilee shop or online:

[shop.parliament.uk](https://shop.parliament.uk)

For full details about the tours on offer and how to purchase tickets, search:

[visit Parliament](#).

For tour enquiries, including your accessibility requirements, call the Bookings Team on

**+44 (0)20 7219 4114.**



# Keep up with what's happening at UK Parliament

- Watch debates live or on catch-up on Parliament TV  
[parliamentlive.tv](https://parliamentlive.tv)
- Read transcripts of committee and Chamber debates  
[hansard.parliament.uk](https://hansard.parliament.uk)
- **Sign up to Your UK Parliament newsletter**  
[parliament.uk/get-involved](https://parliament.uk/get-involved)
- **Follow UK Parliament**



# Want to know more?

Contact us if you have a question about the House of Commons or House of Lords.

## House of Commons Enquiry Service



[hcenquiries@parliament.uk](mailto:hcenquiries@parliament.uk)



0800 112 4272 (Freephone) or 020 7219 4272



House of Commons, London, SW1A 0AA

## House of Lords Enquiry Service



[hinfo@parliament.uk](mailto:hinfo@parliament.uk)



0800 223 0855 (Freephone) or 020 7219 3107



House of Lords, London, SW1A 0PW

Callers with a text phone can talk through Text Relay by calling **18001** followed by the full number.

## Contact us if you have queries about your tour booking or accessibility requirements



[visitparliament@parliament.uk](mailto:visitparliament@parliament.uk)



+44 (0)20 7219 4114

For alternative formats, contact:  
[hcenquiries@parliament.uk](mailto:hcenquiries@parliament.uk)