

UK Parliament Easy Read

# Arrival and security



# Booking tickets to visit to UK Parliament



You need to book your ticket before you can visit UK Parliament. Tickets can be booked online or by visiting the ticket office: **[parliament.uk/visiting/visiting-and-tours/](https://parliament.uk/visiting/visiting-and-tours/)**



The ticket office is at the front of Portcullis House on Victoria Embankment. To plan your journey, use our ‘How to find us’ webpage: **[parliament.uk/visiting/access/directions/](https://parliament.uk/visiting/access/directions/)**



# How you can get ready for your visit to UK Parliament



You should read the ‘terms and conditions’ before your visit to UK Parliament.



‘Terms and conditions’ are like a set of rules. They tell you what you can and can’t do, like no smoking.



The bookings team from UK Parliament will send you an email before your visit.



Visit the ‘Plan your visit’ webpage to find out how to get here and what facilities are available:  
**[parliament.uk/visiting/access](https://parliament.uk/visiting/access)**



Some of the facilities are:

- A café
- Toilets and baby changing rooms
- Prayer room or quiet space
- Gift shop
- Lost property



It is good to make a plan of what you would like see and do before you visit UK Parliament.

You can take a virtual 360 tour of UK Parliament to feel prepared.



There is an online virtual tour for the Houses of Parliament: **[virtualtour.parliament.uk/palaceofwestminster](https://virtualtour.parliament.uk/palaceofwestminster)**

And there is an online virtual tour for Big Ben: **[virtualtour.parliament.uk/bigben](https://virtualtour.parliament.uk/bigben)**



Make sure you check the date and time of your booking or invitation.

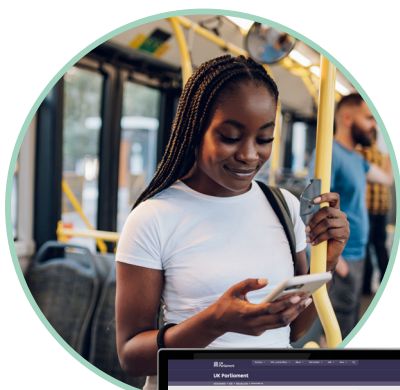


You should arrive 30 minutes before the time on your ticket or invitation.

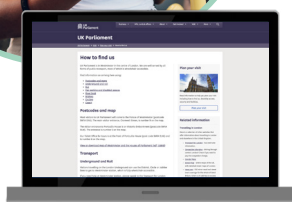
# How to make your way to UK Parliament



The visitor entrance is called Cromwell Green and is on Abingdon Street.



You can travel to UK Parliament by public and private transport.



You can find more information about getting to UK Parliament online: **[parliament.uk/visiting/access/directions/](https://parliament.uk/visiting/access/directions/)**



There are accessible parking spaces on site. The entrance for these is through Black Rod's Garden entrance. If you would like accessible parking, you need to tell us before you plan to visit UK Parliament.



You can contact us:

- On the phone 020 7219 0516
- Or text phone dial 18001 followed by 020 7219 0516
- By email:  
**[visitorservices@parliament.uk](mailto:visitorservices@parliament.uk)**



The area around UK Parliament can be busy with traffic and people. You may see political protests happening outside.



If you are too early for your tour or event, you may need to wait outside the entrance. You will be able to enter UK Parliament closer to the time given on your ticket.

# The visitor facilities you will find at UK Parliament

Visitors can find these accessible facilities when coming to UK Parliament:



Inclusive toilets



Escorted step-free access along the visitor and tour route



British Sign Language (BSL) guide and an interpreter. If you would like a BSL guide, you can let the team know before you visit.



Other facilities at UK Parliament are:

- Toilets – the main visitor toilets are by the Gift Shop and café, to the right of Westminster Hall
- Baby changing facilities
- Jubilee Café



‘Left luggage facilities’ are when luggage can be stored away. There are no ‘left luggage facilities’ or buggy park areas at UK Parliament.

# What you need to know when arriving at UK Parliament



## Visitor Entrance

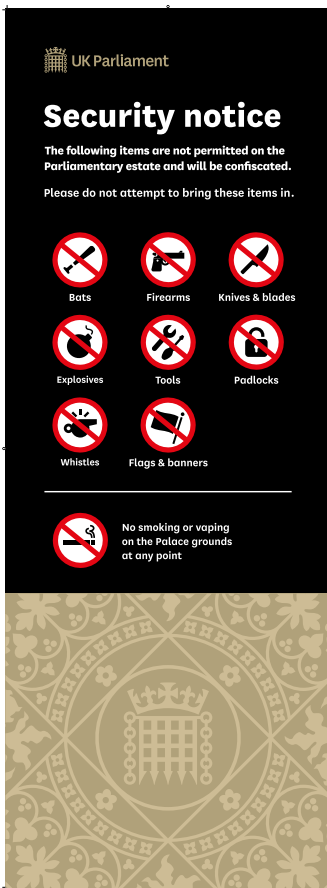
The Cromwell Green Entrance is the main Visitor Entrance to UK Parliament. You need to use this entrance for all tours and events, unless you are told not to.



You will see a small group of armed police officers in this area.



When you arrive, you need to have your ticket or invitation ready to be checked by a visitor assistant.



You will be told to look at the security sign. This will let you know:

- what you can't bring in UK Parliament
- what you can't do

You see this sign before you are told to walk down the ramp to the Search Point.



You can find more information about security online:

**[parliament.uk/visiting/access/security/](https://parliament.uk/visiting/access/security/)**

# Queuing to enter UK Parliament



When you get to the Cromwell Green Entrance, you will see black fence barriers. These barriers guide the queue to the entrance for visitors. There are signs which will guide you through the queue.



When it is busy a member of the visitor assistant team will be telling visitors where to go.



After your ticket or invitation has been checked, a visitor assistant will tell you to walk down the ramp to the security area.



The outdoor metal ramp has two lanes, clear glass walls and handrails.



There may be a long queue on the ramp at busy times of the day. You might have to wait outdoors on the ramp for a short time.



If you need accessibility support a visitor assistant can fast track you to security.



When you enter the security search point, a security officer will hand you an orange visitor lanyard.



You must wear this lanyard and it needs to be clearly seen around your neck at all times.

It must be removed before you leave UK Parliament at the end of your visit. You can return the lanyard by hanging it on hook near the exit.



The security search point area can be busy and noisy, with lots of people talking, police radio noise and machines beeping.



A security officer will tell you to go to one of style search points and ask you to place your bags and jackets in a box to be scanned.



You will be asked to move through a body scanner as part of the search.



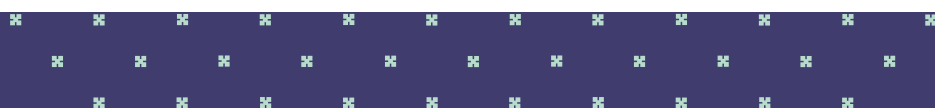
You may be asked to have a pat down search by a security officer.



All visitors coming into the building must go through a security search point. This is done to keep everyone safe inside the building and is nothing to worry about.



You can let a member of staff know if you are worried and they can speak to you about the security checks process.



# How to leave UK Parliament



The visitors' exit can be found through the Carriage Gates. These are opposite Parliament Square on Abingdon Street.



You must leave your orange visitor lanyard on a hook in front of the gates before you go through the exit.



When you are leaving Westminster Hall, you need to follow the signs. They will show you to the exit. You need to turn left once you have left Westminster Hall.



A security officer can be in this area and they can help with finding the exit.



To leave, you will need to go through turnstile gates by pressing a button on the gate and then walking through the rotating gates.



If you are not able to use the turnstile gates, a security officer will be able to help you leave.



