



Royal Botanic Gardens

Kew



Visual guide



Contact details

You can contact us via:

Visitor information:

020 8332 5655

Email:

info@kew.org

First aid or emergency helpline:

020 8332 3333 (or staff at ticket offices)

Lost property:

020 8332 5121



Visitor Information desk in Victoria Plaza

How to get here by public transport

Bus

65: Lion Gate, Elizabeth Gate and Victoria Gate

110: Kew Gardens station and Elizabeth Gate

237 and 267: Kew Bridge station



Kew Gardens Station

0.5 km from Victoria Gate



Kew Bridge Station

0.8 km from Elizabeth Gate



Richmond Station

1 km from Lion Gate



Kew Pier

0.5 km from Elizabeth Gate

Bicycle

Parking available at all gates



Kew Gardens Station

Disabled parking

Postcode for car park:

TW9 3AF (near Brentford Gate)

Drivers displaying a blue badge can park free of charge.

There are eight disabled parking spaces (you can use other spaces if full).

There are two disabled parking spaces to the right of the Elizabeth Gate on Kew Green.



Blue Badge spaces in the Kew Gardens car park

Garden opening times

Kew Gardens opens at 10am every day.



Closing times change throughout the year. You can check closing times on the Kew website: kew.org/kew-gardens/visit-kew-gardens/opening-and-closing-times

Please note, last entry to the Gardens is always an hour before closing time. The glasshouses also close one hour before the Gardens close.



Entrance gates

These are the big gates where you come into Kew Gardens.

Victoria Gate:

There is a café, shop, and wheelchair-accessible toilet here.

Elizabeth Gate

Brentford Gate:

There is a fully accessible toilet with hoist and bench near the gate entrance.

Lion Gate



Victoria Gate entrance

People who can help

There are lots of staff and volunteers who can help you on your visit.

Look out for anyone in a Kew uniform and a lanyard with their name on.

These people can **help** you if you're stuck, lost, worried or need somewhere quiet if you're feeling overwhelmed.

The staff also have radios, which you might **hear**.



A Kew Gardens member of staff at Elizabeth Gate

Accessibility at Kew Gardens

Wheelchairs are available to borrow at entry gates. There's no need to book, just ask when you arrive.



Mobility scooters are available to hire from Brentford Gate and Victoria Gate. These must be booked in advance. Please contact our Visitor Information office on **0208 332 5655** to book.

All recognised **guide**, **assistance** or **service dogs** are welcome in the Gardens.



Kew's mobility scooters

Toilets with wheelchair access

- Victoria Gate
- The Botanical Brasserie
- The Orangery
- Near Kew Palace
- Family Kitchen
- Opposite the Waterlily Pond
- Pavilion Bar and Grill
- Near Ruined Arch
- Brentford Gate (with hoist and bench, ask gate staff at Brentford gate for the key)
- Temperate House (north octagon)



Multifaith prayer and reflection room

There is a multifaith prayer and reflection room at Victoria Plaza.

The room does not have any articles of faith, such as prayer mats or texts, so you will need to bring your own if you need them.

There is a wudhu basin in the room. However, there aren't any paper towels provided, so you will need to bring some if you require them.

The room has capacity for 2 people. **See** the door slider that says whether the room is currently in use.



Multifaith prayer and reflection room at Victoria Plaza

Places to eat

Cafés & restaurants on site:

- Victoria Gate Café
- Family Kitchen
- Pavillion Bar and Grill
- The Botanical Brasserie (restaurant)
- The Orangery (restaurant)



You are welcome to bring your own food and drink into Kew. You can find lots of benches or places to put down your picnic blanket around the Gardens.



Inside the Family Kitchen

Suggested highlights

- Palm House
- Rock Garden
- The Hive
- Lake Crossing
- Temperate House
- Great Pagoda
- Woodland Walk



Quiet spaces

- Woodland Garden
- Japanese Landscape
- Mediterranean Garden
- Secluded Garden
- Queen Charlotte's Cottage
- Redwood Grove
- Small lake behind the Banks Building



The Japanese Gateway, within the Japanese Landscape

Time to walk to locations within Kew

Average time to walk from Victoria Gate:

- Palm House: 5 min
- Temperate House: 10 min
- The Hive: 10 mins
- Lake Crossing: 10 to 15 mins
- The Children's Garden: 15 mins
- Great Pagoda: 20 mins
- Woodland Walk: 25 mins



The Lake Crossing

Wildlife at Kew

See and **hear** lots of different varieties of birds.

See and **hear** the ducks and geese. They can be quite cross, especially when they are protecting their babies (in spring).

Look out for squirrels and badgers.



A fox cub at Kew Gardens

Noises you might hear

Kew Gardens is under a flightpath, so you will **hear** and **see** aeroplanes flying overhead.

You might hear vehicles and machinery at work in the gardens.



An aeroplane flying over the Palm House

★ Palm House

Walk through the tropical paradise, also known as a glasshouse.

Feel the rainforest climate – it can feel quite heavy and dense (if you wear glasses they may get steamed up).

See the collection of plants from around the world.

Fact: The Palm House was built between 1844 and 1848.

There is a wheelchair-accessible entrance at the south end of the building. Unfortunately, the Palm House is not accessible via mobility scooter.



Agius Evolution Garden

Visit the garden where science and horticulture come together.



See plants from millions of years ago.



Walk along the paths.

Sit in this relaxing space.

Learn about the Plant Tree of Life.



The Agius Evolution Garden

★ Rock Garden

Walk through the changing levels of the Rock Garden.

See the wild-collected plants from six mountainous regions of the world.

Hear the sound of the waterfall.

Fact: This is one of the oldest and largest rock gardens in the world.



The Rock Garden and the Davies Alpine House

Davies Alpine House

See the structure which looks like two back-to-back arches.

Walk through the glasshouse.

Feel the cool, dry and windy conditions that allow alpine plants to flourish.

Accessible for **wheelchairs** and **mobility scooters**.



Inside the Davies Alpine House

Kitchen Garden

See the varieties of fruits and vegetables, from carrots and apples to pumpkins and chilli peppers (seasonal).

Learn about producing healthy food.

Fact: The fruit and veg grown in the garden are used in Kew's restaurants.



The Kitchen Garden

Great Broad Walk Borders

Walk along the walkway (more than 320 metres) into the heart of Kew.

Sit somewhere along the way.

Smell the scent of the aromatic sage, lavender and catmint.

See the flower beds stretching out in a rainbow of colours.



The Great Broad Walk Borders

Great Pagoda

See the Great Pagoda, which is very tall at ten floors high.



See the black and gold dragons all around – there are 80 of them in total.



Walk down a vista to the Pagoda

Fact: This is a Chinese building built in 1762 and restored in 2018.



The Great Pagoda

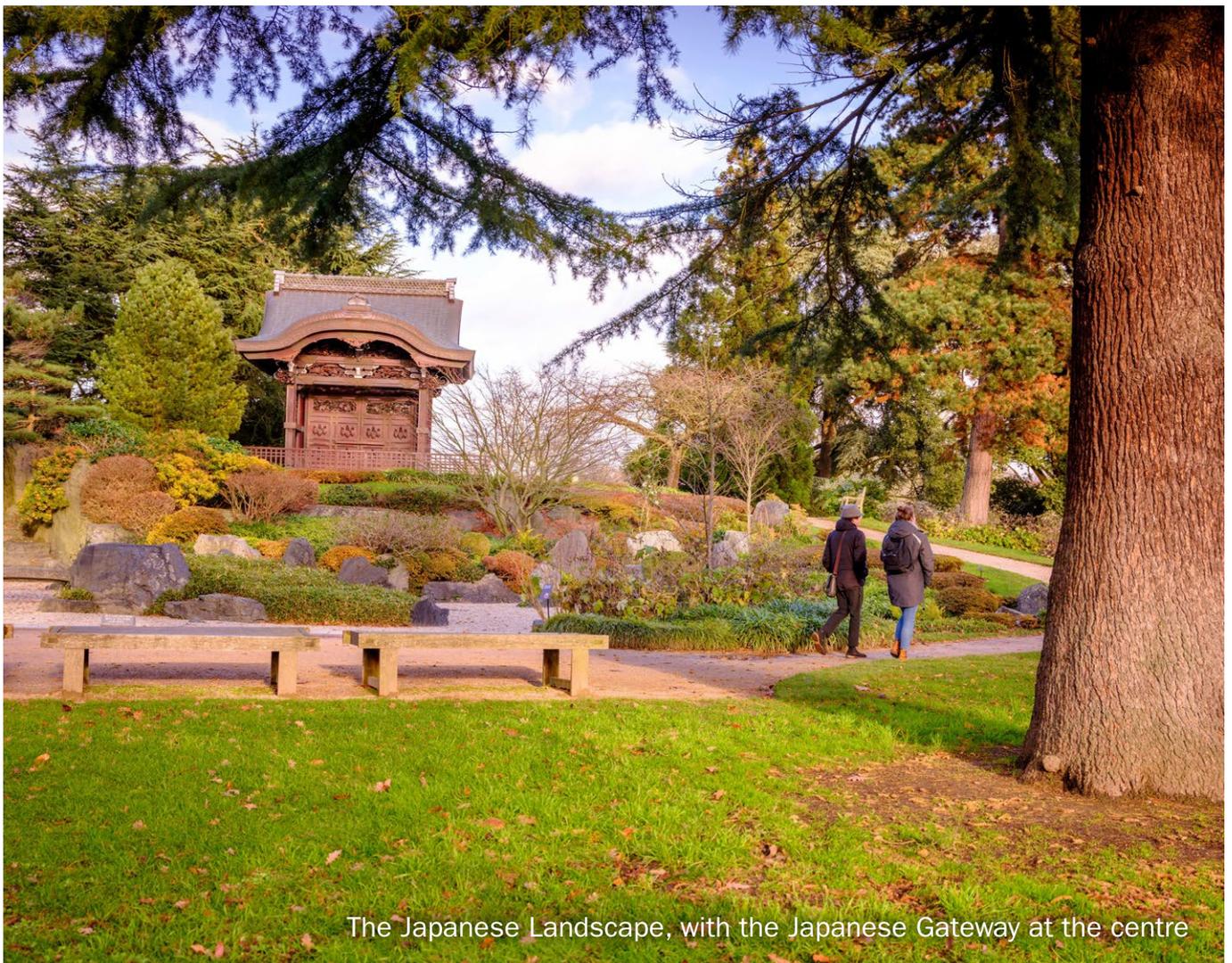
Japanese Landscape

Walk around the edge of these peaceful gardens (you cannot walk on the gravel in the centre).

Sit on the benches.

Look out for George the Peacock, who you can usually find somewhere near the Japanese Landscape.

This is a **quiet**, peaceful space.



The Japanese Landscape, with the Japanese Gateway at the centre

Kew Palace

See Kew Palace, the oldest building within Kew Gardens.

Fact: Built in 1631, it was originally known as the Dutch House.

Accessible for **wheelchair** users, offering assisted wheelchair access into the building and an accessible lift.

Not accessible for mobility scooters.



Marianne North Gallery

This is a beautiful building from 1882.

See the paintings of plants and flowers, displayed from floor to ceiling.

Touch the brass carvings of the birds on the door plate.

See the beautiful patterned tiled floor.

Hear the exhibition music/voiceover.

Not accessible for mobility scooters, but we can provide **wheelchairs**.



The Marianne North Gallery

Mediterranean Garden

Walk along the path through the small sensory gardens full of herbs.

Smell the scent of rosemary, sage and lavender (rub or pinch the rosemary to release the smell).

Find shade in the garden when it's hot.

This is a **quiet** space.



The Mediterranean Garden with King William's Temple

Treetop Walkway

Walk along the walkway through the treetops.

There is a lift, so you can do the walk with a **wheelchair**. However, the lift is sometimes down for maintenance, so do check kew.org before you visit to see if it is available.

The Treetop Walkway is not accessible by mobility scooter. Pushchairs are not allowed in the lift.



The Treetop Walkway

 **Lake and Crossing**

Walk along the curved walkway over the five-acre lake.

See the trees surrounding the lake reflected in the still water.

See the ducks and geese swimming on the water.



The Lake

Princess of Wales Conservatory

This is a glasshouse with ten climatic zones.

See a variety of plant life, from cacti and ferns to orchids and water lilies.

The bottom floor is accessible by wheelchair and mobility scooter, but the upper floors are not.



The Princess of Wales Conservatory

Shirley Sherwood Gallery of Botanical Art

This is an exhibition space.

See different exhibitions – check kew.org prior to your visit to find out what's on.

Not accessible for mobility scooters, but we can provide **wheelchairs**.



Inside the Shirley Sherwood Gallery of Art

★ Temperate House

Walk through big palms, tropical leaves and trees in this glasshouse.

Feel the change in temperature.

Hear the sound of water running under your feet.

Feel the warmth rising up through the grates in the floor.

See Wood's cycad which is extinct in the wild.

Accessible for **wheelchair** and **mobility scooters**.



The Children's Garden

Play in the Children's Garden – you can only enter if you are accompanied by a child.



There is a timed ticketing system with 90-minute slots. Book in advance at kew.org or at the gates on the day.



Quiet access time slots available to book in advance.



The Children's Garden

★ **The Hive**

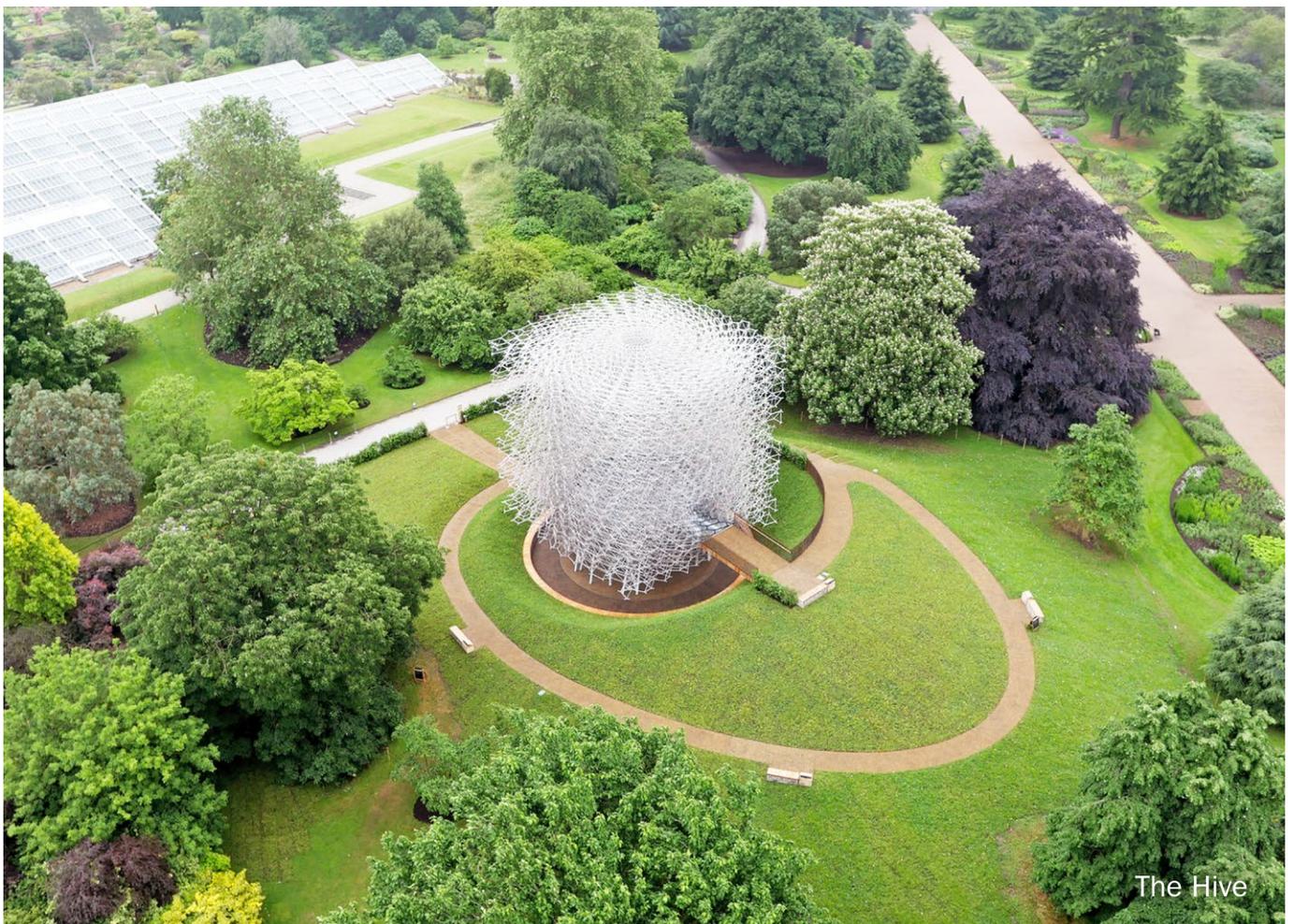
This is a **multi-sensory** experience, exploring the world of the honey bee.

See the structure and stand inside it.

Hear the buzzing in your ears.

See the lights changing as the Hive lights up.

Feel the vibrations by touching the structure and closing your eyes.



The Hive

Queen Charlotte's Cottage

See Queen Charlotte's Cottage, which looks like a house from a fairy tale.



See the wooden bear sculpture near the cottage.



This is a **quiet** and very peaceful place.

Fact: You can find the cottage in bluebell woods (part of which is over 300 years old).



Queen Charlotte's Cottage

★ Woodland Walk

Walk along the raised trail on wooden boards through the Natural Area.

See the tall trees, grasses and wildflowers.

Sit and **hear** the birds singing.

See the butterflies and dragonflies flying around.



The Woodland Walk

Sensory Story Sack

Get in touch to book a **Sensory Story Sack** in advance by emailing familylearning@kew.org.

This pack includes:

- ear defenders
- a timer
- a fidget toy
- a puppet
- a story
- a magnifying glass
- a colour panel
- a photo list of contents



Thank you

We hope you enjoy your visit to Kew Gardens.



The Natural Area

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This guide was created in consultation with

artburst
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