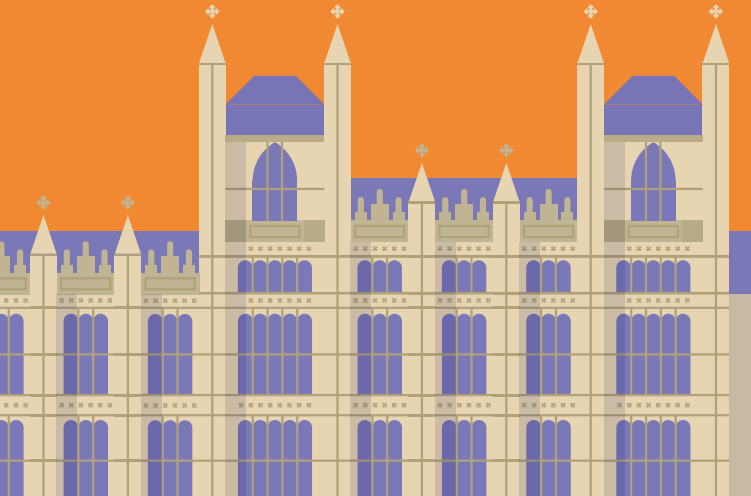
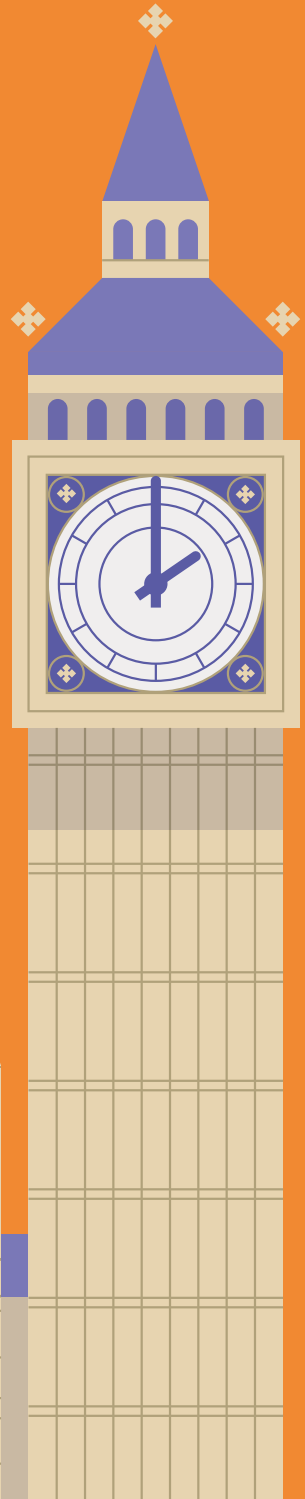


# Visitor Guide

Welcome to UK Parliament

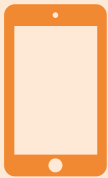
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# Welcome to UK Parliament

## What you need to know

### During my visit can I...



#### **...take a call on my mobile phone?**

For the benefit of other visitors we recommend turning your phone on silent while you are on the Parliamentary Estate.



#### **...eat or drink?**

Please do not 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.



#### **...take photographs or film a video?**

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



### **...use toilet facilities?**

Yes. In the Palace of Westminster toilets are located just off Westminster Hall (next to the Jubilee Café and Shop), off St Stephen's Hall and off the Lower Waiting Hall. An accessible toilet, with changing bench and hoist can be found off Central Lobby. These are all marked on the map overleaf.



In Portcullis House, toilets are readily available and signposted at each level. There are two accessible toilets on the first floor [dimensions: 214cm deep x 150cm wide].



### **...smoke or vape?**

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



### **...buy a souvenir or gift?**

Yes. The Jubilee Shop is just off Westminster Hall, adjacent to the Café, and stocks a range of gifts, souvenirs and books. Alternatively, you can visit the UK Parliament Shop on the corner of Bridge Street and Parliament Square.



### **...sit down somewhere?**

Yes. 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.



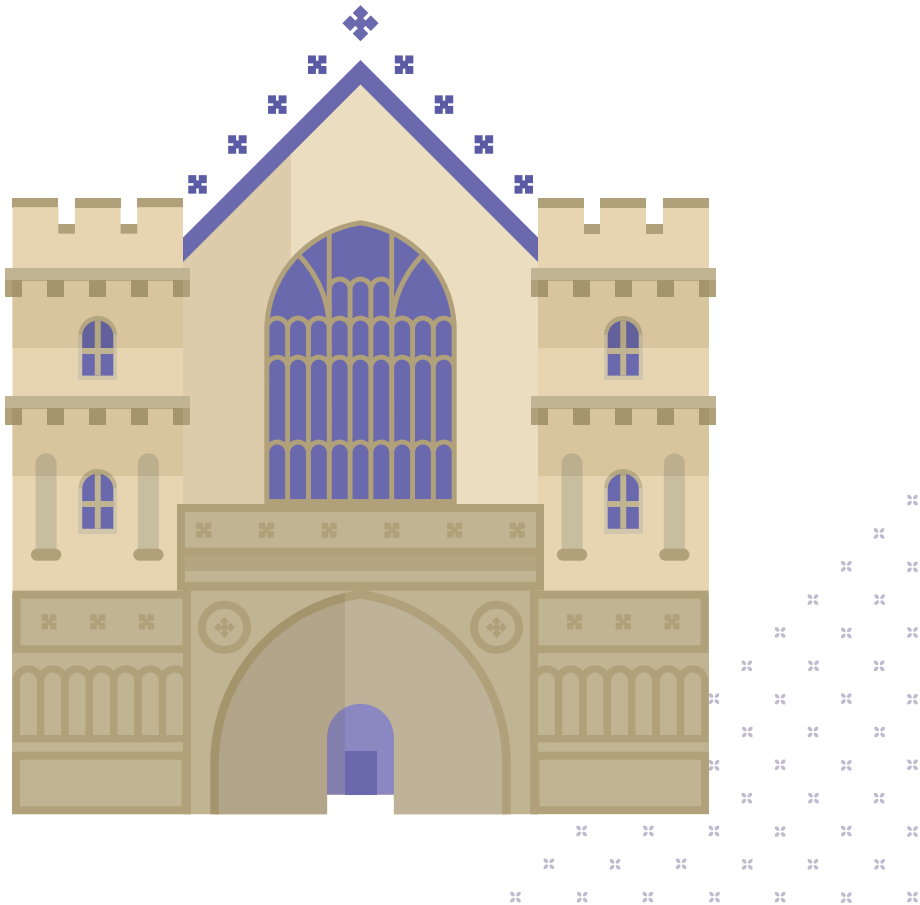
## How accessible is the UK Parliament?

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.

Induction loops and screen-based version of the audio tour are available from the information point in Westminster Hall.

More information about accessibility can be found on the Parliament website. Search:





# When UK Parliament is sitting

## Watching Parliament at work

You are welcome to join the queue for the public gallery of the House of Commons Chamber or the House of Lords Chamber if you are visiting on a sitting day. Entry is free of charge and on a first-come, first-served basis at most times. You can also watch debates taking place in the Westminster Hall Chamber or attend public committee meetings.


## 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 is Parliament debating today?

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.

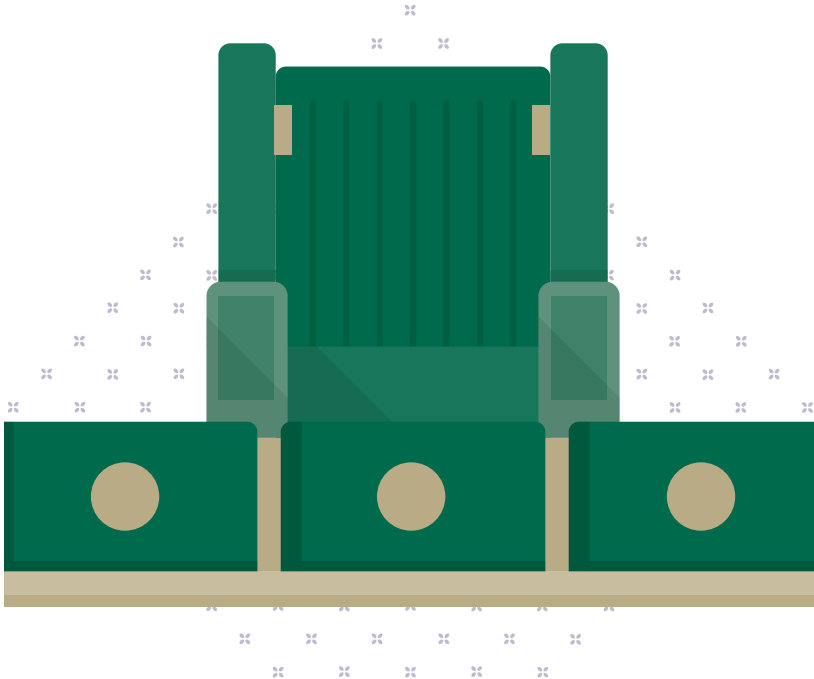
However, to be sure of a place in the House of Commons gallery for Prime Minister's Questions (12 noon on Wednesdays) a ticket is recommended. Tickets are free of charge but they are only available to UK residents and can be requested in advance from your local MP.

## 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 busy 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.



# 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.



# Tours of UK Parliament

Tours of Parliament can be booked on Mondays to Saturday throughout the year.

UK residents can book a free guided tour by contacting their local MP, a member of the House of Lords, or by emailing:

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

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.

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



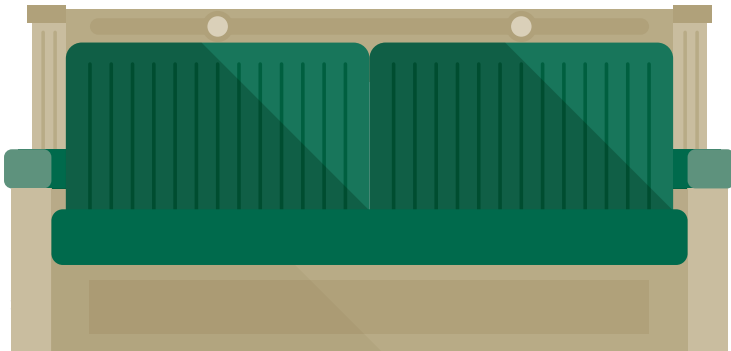
**visit Parliament**

or call the Bookings Team on  
**+44 (0)20 7219 4114.**

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

Tours are currently suspended due to the essential conservation works on the Elizabeth Tower and Great Clock. They are not expected to run again until 2021.

Discover more about the Palace of Westminster and the Elizabeth Tower by picking up the official guidebooks available from the shops, at the Ticket Office or online: **[shop.parliament.uk](https://shop.parliament.uk)**





# Keep up with what's happening at UK Parliament

- Watch debates live or on catch-up on Parliament TV  
**[parliamentlive.tv](https://www.parliamentlive.tv)**
- Read transcripts of committee and Chamber debates  
**[hansard.parliament.uk](https://hansard.parliament.uk)**
- Get email alerts from UK Parliament  
**[email-subscriptions.parliament.uk](https://email-subscriptions.parliament.uk)**
- Follow UK Parliament



