



# Frogmore House & Garden

Tuesday 30<sup>th</sup> August 2022

## Answers to Frequently Asked Questions

### What are the opening times?

The gate opens at 10.00am, last admissions are at 4pm and gates close at 5.30pm.

Please note there will be a Changing of the Guard which halts traffic in the centre of Windsor, usually between 10.45am - 11.30am.

### How much are tickets to visit the garden?

A ticket for entrance into the garden costs £10.00. Children under 5 are free.

If you plan to buy tickets on the open day, please note there are limited numbers and **please bring cash as credit/debit cards are not accepted.**

### How do I buy tickets to visit Frogmore House?

It is not possible to pre-purchase tickets for entrance in to the house, these can only be purchased on the day once inside the garden, with cash. **Please note that credit/debit cards are not accepted.**

### How much are tickets to visit Frogmore House?

A ticket to visit the Frogmore House is £10 for adults, children under 5 are admitted free of charge.

**Please bring cash as credit/debit cards are not accepted.**

### Is there a combined ticket for the House and Garden?

No sorry, you will need to purchase two separate tickets.

### Where is the entrance to Frogmore House Garden ?

Entry is via Park Street and the Long Walk. The ticketing entrance is at the gate on the east side of the Long Walk. For satnav enter '**Park Street, Windsor**' or the postcode **SL4 1LB**

### Can I get to Frogmore House and Garden by public transport?

Only as far as Windsor Town Centre. Windsor can be reached by train, from either Waterloo direct to Windsor and Eton Riverside or Paddington via Slough to Windsor and Eton Central. Bus and coaches are available from Victoria or various surrounding areas.

From Windsor Town Centre it will take approximately 20 minutes to walk to the Long Walk Gate.

You should be aware that once there, it will take about another 10-15 minutes to walk through the garden to Frogmore House.

### Is there parking and if so, how much does it cost?

For the charity open day there is a free car park accessed via Park Street in Windsor, SL4 1LB which leads onto The Long Walk. Please follow the signage, which will direct traffic on the day. Once you reach the Long Walk, there will be wardens there to guide you. In the event of very wet weather, parking may be restricted. Visitors will be directed by wardens to use public car parks in the town.

### How far is it from car park to Frogmore House?

It is about a 5 minute walk to the garden entrance and about a 10-15 minute walk through the gardens to the house. Please note that there are **deep gravel paths.**

**Is there a shuttle bus?**

For visitors with mobility problems there will be a mini bus shuttle service available. This service will take you from the car park to the entrance of the garden only. Please note that there is no transport through the garden to Frogmore House. Please also note that there are **deep gravel paths**, which may make pushing a wheelchair heavy going.

**Will there be security checks on arrival for visitors?**

Yes, bags will be searched at the garden entrance.

**Are there any refreshments?**

Yes. There will be a refreshment tent to the side of Frogmore House serving teas, coffees, cold drinks and a selection of snack foods. Please note this can get busy, especially if it rains.

**Can I picnic in the garden?**

Yes, you are very welcome to bring a picnic, but knives are not allowed. Please ensure any rubbish is placed in the bins provided.

**Can visitors take photographs?**

Visitors may take photographs **for personal use in the garden only**. Please note that photography is not permitted for publication or professional use, and no photography is allowed inside Frogmore House.

**Are there toilets, including disabled? Where are they located?**

There are two sites for ladies, gents & disabled toilet facilities - one near the ticketing entrance off the Long Walk and another adjacent to Frogmore House.

**Are there any baby changing facilities?**

Yes, there will be baby changing facilities within each of the disabled toilet units.

**Are there facilities for disability access?**

Visitors in wheelchairs are very welcome in the garden, but should be aware that gravel paths may render pushing a wheelchair difficult. The majority of the rooms inside Frogmore House are on the ground floor and are accessible to wheelchair users. However there are two rooms on the first floor which can only be accessed via the staircase. (Please note there is no lift inside the house).

Mobility scooters can be used in the garden, but due to tight spaces in the house visitors will be asked to transfer to a manual wheelchair. For further detailed access information please look on the Royal Collection Trust website: <https://www.rct.uk/visit/frogmore-house/mobility-access>

**Can I take a baby buggy into Frogmore House?**

No. Buggies can be left outside, at the owners own risk. We would advise that Frogmore House is not a popular attraction for small children, due to the nature of the items on display.

**Is there a guided tour of Frogmore House?**

No. A guidebook is available to purchase and there will be wardens available in the House to answer questions and provide information.

**Will there be First-Aid assistance available?**

Yes. The Royal Estate staff in attendance on the day include trained First Aid personnel.

*Thank you for supporting the National Garden Scheme and we hope you enjoy your visit.*