

# TUTANKHAMUN

## TREASURES OF THE GOLDEN PHAROAH

### Frequently Asked Questions

#### General

- Schools should arrive at the gallery 15 minutes before their workshop or exhibition entry time (whatever is earliest) to allow time to enter the gallery and use the facilities (the toilets are on the LG floor)
- The venue operates a timed entry system. Please arrive within the entry times displayed on your ticket e.g. between 09:00 – 09:30. Due to the popularity of the exhibition it may take up to 30 minutes to pass through security and enter the exhibition. Please do not arrive early as this will extend your waiting time
- The tour length averages at 90 minutes but customers may stay as long as they wish up to closing time
- Additional tickets may be purchased on day of the visit at the groups discounted rate provided that advance notice is provided to Ticketmaster

#### Tour Guides

- The exhibition is self-guided, groups can bring a dedicated tour guide if the guide is using a closed-circuit guide tool that is not disruptive to other exhibition guests. No guided tours without a closed-circuit communication tool will be allowed.

#### Coach drop off/ pick up

- Coach dropoff and pickup locations are available at the following locations a short walk to SAATCHI Gallery. Coaches are recommended to dropoff and pick up guests on Lower Sloane Street or Royal Hospital Road within the double and single yellow lines. Coaches must not obstruct traffic or cause congestion at any time.
  - Where loading is permitted coaches can stop for up to 30 minutes observation time before passengers arrive and then remain while boarding activity is occurring, without penalty
  - Where loading is not permitted coaches may remain only while activity is taking place (please note if passengers are not seen to be boarding or alighting there is a risk of penalty)  
Lower Sloane Street – No parking Mon-Sat 7am to 7pm / No loading Mon-Fri 7am to 10am and 4pm to 7pm
  - Royal Hospital Road – No parking Mon-Sat between midnight – 8.30am and 6.30pm to midnight and no parking Sunday at any time
- Please note that dropoff/pick up must take place between the double and single yellow lines only
- For more information please go to: <https://tfl.gov.uk/info-for/coach-drivers/advice-for-drivers>

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### Extras

- A companion multimedia guide is available for £6. Groups may pre-order the audio guide in advance through Ticketmaster
- An education pack with pre and post classroom activities is available to download for free on the Ticketmaster groups website and venue website

### Booking queries

- Tickets are sold in thirty-minute increments beginning at 10:00 daily – caps apply per timeslot – groups may book during all available timeslots
- Discounted group tickets are available during off peak times (Monday – Friday during non-school holiday periods)
- Refunds and exchanges are not available for this event. A group may reschedule a visit subject to availability with 14-days advance notice