

Visitor Admission Policy

Policy updated: 24 October 2024

Welcome to Hertford House, home of The Wallace Collection.

1 General Information

Opening Hours

The Wallace Collection is open daily, from 10.00 – 17.00, except for closures on 24, 25, and 26 December. Further full or partial museum closures will be announced on our website. For the latest information on opening hours and gallery closures, please visit our website at wallacecollection.org/visit.

Admission

General admission to Hertford House is free. Charges may apply for special exhibitions and events; please check our website for current information.

Visitor Conduct

To ensure a positive experience and protect the collection, we ask of all visitors:

- Do not touch paintings, frames, sculpture, furniture or any other collection item.
 - Avoid crossing any barriers with any part of your body or belongings.
 - Refrain from smoking, running, or consuming food and drinks inside gallery spaces.
 - We kindly ask that you show respect for other visitors, allowing everyone to enjoy their experience.
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2. Security

Bag Searches

We reserve the right to inspect any bags, parcels, or items entering or leaving Hertford House. Refusal to allow a search may result in no admission.

Prohibited Items

For the safety and comfort of all visitors and the security of the Collection, please do not bring the following items:

- Large bags (over 56cm x 25cm x 45cm)
- Folding bicycles
- Adult skateboards and scooters, e-bikes or e-scooters
- Musical instruments exceeding 56cm x 25cm x 45cm
- Helium balloons or floral arrangements
- Large umbrellas (must be left at the Information Desk)

This list is not exhaustive.

Identification of Security Personnel

Our security and gallery staff are identifiable by official identity passes. They are authorised

to intervene when necessary to ensure that the museum can be enjoyed by everyone, whilst maintaining the safety and security of the collection, the building, and all visitors.

CCTV Surveillance

CCTV is in operation throughout Hertford House for crime prevention and public safety. The system is actively monitored and controlled by the Wallace Collection. Our full CCTV policy can be found [here](#).

3. Visitor Safety

Emergency Procedures

In the event of an emergency, such as a fire or security alert, please follow the instructions of staff and adhere to all announcements. All visitor facilities (including toilets, the Courtyard Restaurant, and Learning studios) must be vacated immediately during an evacuation. You will not be allowed to collect items from the visitor lockers.

Visitor Vigilance

We encourage all visitors to be vigilant and report any suspicious items or behaviour to our staff. Together, we can create a safer environment for everyone.

4. Photography and Filming

Personal Photography

Photography for personal use is permitted within the galleries; however, the use of monopods, tripods, selfie sticks, and recording video is prohibited. Flash photography is not permitted.

Photography of temporary exhibitions or items on loan to the Wallace Collection is not permitted unless otherwise stated.

For any other photographic or filming requests, please be in touch with the relevant team:

For commercial photography and filming, the Location Hire team on 0207 563 9546 or events@wallacecollection.org;

For press and marketing enquiries, the Communications team on 0207 563 9567 or press@wallacecollection.org.

Our full Visitor Photography Policy can be viewed [here](#).

5. Zero Tolerance Policy

We ask all visitors to respect and cooperate with our staff as well as be mindful of others enjoying the Collection. As such, the Wallace Collection enforces a zero-tolerance policy toward any form of antisocial, aggressive, or violent behaviour. Visitors exhibiting such

behaviour may be asked to leave immediately and could be reported to the police. Aggressive or abusive behaviour includes:

- Threatening or offensive language, whether verbal or written
 - Derogatory or discriminatory remarks of any kind
 - Unsubstantiated allegations against staff or other visitors
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6. Amenities and Access

Food and Drink

Refreshments may only be consumed in the Courtyard Restaurant, which is reserved for food and drink purchased onsite only. Outdoor seating near the entrance is available for those bringing their own food.

Smoking and Vaping

Vaping is not permitted anywhere within Hertford House but visitors may be directed to the outdoor seating area on the front entrance forecourt.

Smoking is not permitted anywhere on the premises of Hertford House.

Mobile Phone Usage

Mobile phones should be set to silent when inside gallery spaces. Please use phones discreetly out of consideration for other visitors.

Visitor Lockers

Complimentary lockers are available on the Lower Ground Floor for personal items. The maximum size of any item that can be stored in a locker is 56cm x 25cm x 45cm. Items larger than this will not be permitted inside the museum.

Access and Parking

Parking is not allowed within the Hertford House forecourt. Blue Badge parking bays are available on nearby streets, including the south side of Manchester Square.

Additional Access information is available [here](#).

7. Lost Property

Unattended Belongings

Please do not leave personal property unattended. Any unattended items will be handed over to our Security team and processed in accordance with our security and lost property procedures.

Lost Property

To enquire after an item of lost property, please contact the Collection's Control Room on 0207 563 9524 or enquiries@wallacecollection.org. Items unclaimed after one month will be donated to charity or disposed of responsibly.

Security Risk Items

Any unattended luggage or sealed packages that appear to pose a security risk will be reported to the relevant authorities and may be destroyed without warning in the interest of public safety. We do not accept liability for any lost items or for any unattended property that we may remove or destroy for safety reasons.

8. Group Visits

Group Admission

Prior notification is required for all visiting parties, with group sizes limited to 25 people in any one gallery.

Official Wallace Collection lecturers and booked school groups have precedence over external groups.

All groups must be supervised, and groups are requested not to block entrances, doors, or other visitors' views.

Further information is available [here](#).

9. Sketching and Drawing

Sketching is permitted using a dry medium such as pencils, but the use of sharpening blades, easels, paints, glues, and water is not allowed.

Visitors sketching may be asked to move if galleries become crowded or if they are obstructing other visitors. Find full Sketching guidelines [here](#).

Amendments to Policy

The Wallace Collection reserves the right to amend or update this policy at any time. For the latest information, please refer to our website before your visit.