

Heritage Open Palace Experience (HOPE) Day at Lambeth Palace – Frequently Asked Questions

What are HOPE days?

HOPE (Heritage Open Palace Experience) Days mark a special opening of Lambeth Palace to the public in support of charity. In 2026, we're inviting visitors inside the working Palace itself—a place of faith, hospitality, and service for over 800 years.

Who are the charity?

[Arts for Dementia](#) use the power of the arts to inspire people living with dementia to get creative, connect, learn new skills and most importantly, have fun. They collaborate with artists and leading arts bodies to offer free arts workshops, welcoming people living with early-stage dementia and their companions or carers. The workshops challenge and engage participants, whilst preserving their identity and providing a sense of purpose.

Event Details

Opening Times:

Friday 26 June 2026, from 12:00pm to 16:00pm (last entry at 15:15pm)

Ticket Price:

£12 per person aged 12+. Everyone attending must have their own ticket.

Entry Times:

- Tickets are sold in 30-minute time slots. Please arrive within your allocated time to help ensure a smooth experience for all visitors.
- Late arrivals may not be admitted, and no refunds will be issued for missed entry times.
- How do I purchase tickets?
 - Tickets must be purchased online through this website or at the gates of Lambeth Palace on the event day. Although we recommend booking in advance to avoid disappointment.

Accessibility & Facilities

Will the gardens be open?

No, there will be no permitted access to Lambeth Palace's gardens.

Is Lambeth Palace accessible?

While Lambeth Palace is a historic site, many areas are accessible for those with mobility challenges. However, some parts may have limited access due to the age of the building.

Can I bring my pet?

No. However, assistance animals, such as guide dogs, are permitted within the venue.

Can I hire a wheelchair or pushchair?

Unfortunately, we do not currently offer equipment hire.

I have a disability—what kind of ticket do I need?

Guests with disabilities should book a standard entry ticket. If you have specific needs, feel free to contact us in advance.

Do you offer discounts (e.g., students, NHS, military)?

We do not offer discounts for this event.

Children & Group Bookings

Are children under 12 free?

Yes! Children under 12 can enter free of charge.

Can children attend alone?

No. Children under 18 must be accompanied by an adult.

Can I make a group booking?

Yes. You can book for a group directly through the website just like you would for individual tickets.

Tickets & Entry

Can I change my ticket or get a refund?

Tickets are non-refundable and cannot be exchanged for another date. Please check your selection carefully before booking.

Does the name on my ticket matter?

We do not recommend purchasing tickets for other outside of your party. Photo identification may be required to verify the ticket holder's identity.

Do I need to print my ticket?

No need to print! Tickets can be displayed on a phone or tablet. Just show your confirmation email on arrival.

Food, Drink & Smoking

Are food and drink available onsite?

Yes. A variety of food and drink options will be available during your visit.

Can I bring my own food or a picnic?

To help protect this historic site, picnics and outside food are not permitted inside the Palace.

Can I smoke or vape?

Smoking and vaping are not permitted inside the Palace or on its immediate grounds. We recommend doing so before or after your visit.

Luggage, Bags & Security

Can I store bags or luggage?

No. There is no storage available at Lambeth Palace. Please travel light.

Will there be bag checks?

Yes. For the safety of all visitors, bag checks will be conducted at the entrance. Please do not bring large bags. There will be no place to leave bags.

Travel & Parking

Is parking available?

No, there is no visitor parking at Lambeth Palace. We recommend arriving by foot or public transport.

If you must travel by car, please search online for nearby public car parks in advance.

Visitor Conduct

- All visitors must follow instructions from Lambeth Palace staff, Help Musicians, and charity volunteers.
- Flash photography, tripods, and selfie sticks are not permitted inside the Palace.
- Visitors are expected to respect the historic nature of the site and behave considerately toward other guests and residents.

Health and Safety

- All visitors must comply with current health and safety regulations, including any COVID-19 measures in place at the time.
- Lambeth Palace reserves the right to refuse entry to anyone not adhering to safety protocols.

Liability

- Lambeth Palace is not responsible for personal injury, loss, or damage to personal belongings.
- Visitors enter the premises at their own risk.

Changes and Cancellations

- Lambeth Palace reserves the right to amend or cancel the event schedule without prior notice. In such cases, ticket holders will be offered a full refund from the charity.
- In unforeseen circumstances, terms and conditions may be updated without notice.

Privacy

- Personal information collected during the ticketing process will be handled in line with the partnered charity's privacy policy.
- By purchasing a ticket, visitors consent to the collection and use of their data as outlined in that policy.

Contact us

If you need to contact us, please contact us via the "Contact Organiser" button on this [website](#).