



GOLD AWARD PRESENTATIONS

Frequently Asked Questions

Q My ticket(s)/admittance card(s) are incorrect – what do I do?

A Please send them back to us – Gulliver House, Madeira Walk, Windsor SL4 1EU – marked for the attention of Anna Wing. Please include a covering note explaining what changes need to be made.

- If it is about a week before the presentation we will send you new tickets.
- If it is very close to the presentation day, tickets will be left at the door. We will let you know if this is the case. You should then inform the Police and a member of DofE staff on the door of this when you arrive.

Q Where is the nearest train station?

A The nearest overground station is London Victoria. The nearest tubes are Green Park (Jubilee/Piccadilly/Victoria) and St James's Park (District/Circle).

Q Is there any car parking at the Palace?

A There is no car parking at the Palace. There are plenty of car parks around. Just use the St James's Palace postcode SW1A 1BJ to search on www.ncp.co.uk

Q Are there any hotels nearby?

A Yes plenty, this is the centre of London! Type in "London Hotels" into a web search – it will come up with lots! You can book good rates through websites like lastminute.com or expedia.co.uk.

Q Have you had any cancellations / can I bring another guest?

A We always book presentations that take us to the limit in the Palace, so sorry, you cannot bring another guest.

Q How long does the presentation last?

A The presentation takes approximately 2½ hours from start to finish. Morning presentations will finish around 13.00. Afternoon presentations will finish around 17.30.

Q Is there a cloakroom?

A Yes, but it is for coats / umbrellas **only**.

Q What can I bring (camera / mobile phone / overnight bag)?

A If you bring a camera and/or mobile phone, they should be left switched off in a bag/pocket. If you are seen using them, they will be confiscated – this includes cameras on mobile phones! You can use your camera outside the Palace only.

Nothing larger than a lady's handbag is allowed into the Palace. If you have overnight bags, they should be left in the hotel or at a train station in the left luggage area.

Q My letter says one time and my tickets say another, which one is right?

A The letter only gives an approximate start time. The actual arrival time – which is indicated on the admittance card – depends on the State Apartment you are in. The tickets give the correct arrival time.

Q I've missed the train en-route to the Palace / am stuck in traffic etc – what should I do?

A If you are not going to be in time for your presentation – the time you need to be in position on your entry card – please call us on 07730 651376.

Q Photographs – what is taken and where?

A The group photograph is taken in the Palace and the family / individual photographs are taken at a nearby studio location.

Q What is the group photograph?

A The group photograph is of the small group that you are in to receive your certificate (approximately 30 people). It is taken in the Palace.

If you have any other questions about photography please contact Success Photography: 01293 820333 or www.successphotography.com

Q What can my other guests do in London while I'm at the presentation?

A St James's Palace is in the centre of London, so there are museums, restaurants, shops, coffee shops, attractions etc. which your guests can go to.

Q What identification do I need?

A You are required to bring 2 forms of ID – one photographic (Passport or Driving Licence) and one other form of ID with your address on (utility bill/ bank statement etc).

Q I'm ill or my guest is ill on the day/day before – what should I do?

A If your guest is ill, it's too late to change the guest, so you can either come alone to the Palace, or defer to a different presentation (either in the Spring or Autumn, depending on when they fall). If you want to defer, please send the tickets back with a letter telling us that. If it's really close to the presentation or on the day and you are not going to attend please email us on gap@DofE.org or on the day call 07730 651376.

Q I can't come – what should I do?

A Send the tickets back with a letter stating whether you want to attend a future presentation, or receive the certificate by post. If it's really close to the presentation/on the day and you are not going to attend please email us on gap@DofE.org or on the day call 07730 651 376.

Q What do I wear?

A Hats are optional. Trousers suits are very acceptable, as well as skirt suits or dresses. Basically anything that is smart (no jeans).

If you are coming in a uniform, that is also very acceptable – if it's military, please find out from your Commander which uniform is correct.

Q What facilities are there for disabled guests?

A Disabled guests can be dropped off in the street outside St James's Palace. If you cannot wait in the queue, please make yourself known to the Police. There is a lift inside the Palace to take you to the right floor. Wheelchairs cannot be provided.

Any problems, please ask a member of staff on the day.

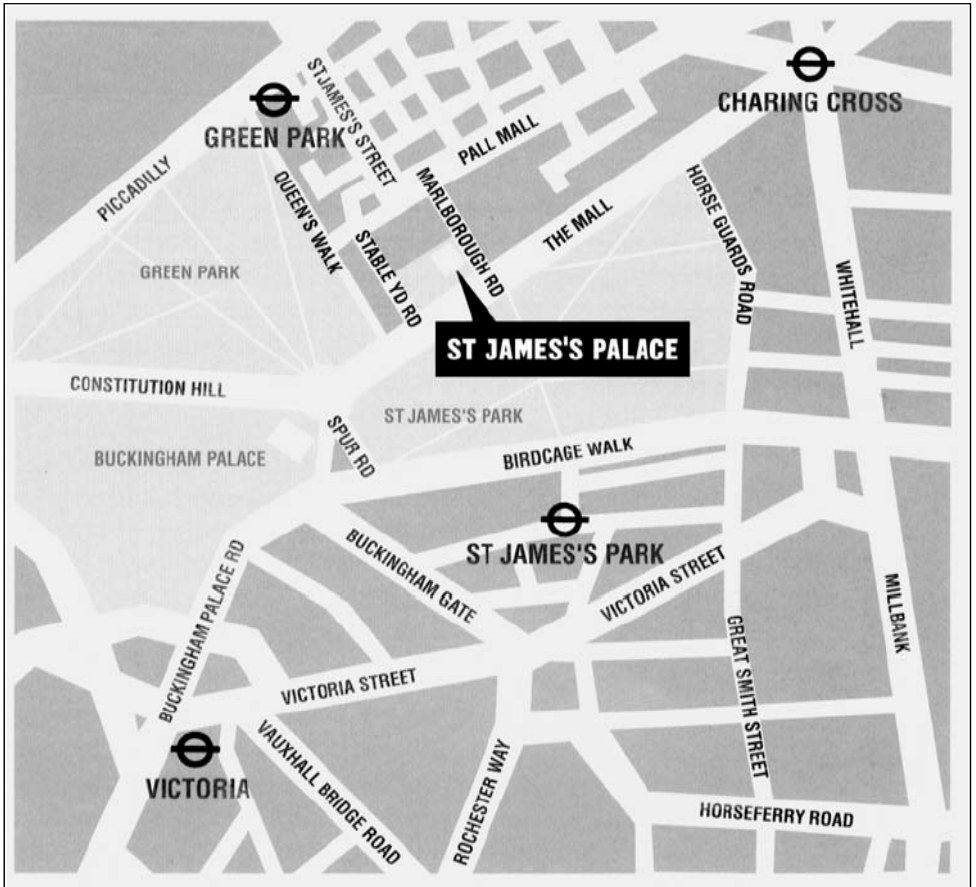
Don't forget to share your DofE experiences with us!

Available online at www.DofE.org/press is a media details survey. We are always on the look out for information from people who've achieved a Gold Award, especially if you've done something unusual or especially challenging! If you are happy for us to use your details as examples for the media or in our own publications/online, then please complete this short survey.

Shout about your achievements!

A Gold Duke of Edinburgh's Award is a huge achievement. Let your local press know what you've done and that you're coming to the Palace – many really like this story. A sample press release is available at www.DofE.org/press

St James's Palace, London, SW1A 1BJ



CONTACT US

Email: gap@DofE.org

Tel: 01753 727400 (Monday – Friday 9.00 – 17.00 only)
Please do NOT call outside of these hours.

Fax: 01753 810666

On the day please call: 07730 651376