



ROYAL ACADEMY PRESS ACCESS Q&A GUIDANCE DURING CORONAVIRUS (COVID-19)

What are the new press access rules?

As part of the RA's [safety measures](#), **all press must pre-book an exhibition press ticket slot to gain access to the RA**

Press tickets:

- Press ticket slots are now available to pre-book for current exhibitions.
- With a pre-booked press ticket for an exhibition or free offer access slot, you will be able to visit other areas of the RA for free, including The Collection Gallery, café facilities and shops.
- Journalists must please submit a press ticket slot request to the Press Office in order to gain access to the RA **at least two working days in advance.**

Please email press.office@royalacademy.org.uk and include the following information:

- The exhibition you wish to visit (or if free offer access)
- Your preferred date and time
- The outlet/publication you work for
- As we have limited press tickets available each day, we will then check with our Ticketing team and will advise you if we are able to offer you a press ticket slot.
- Once we have found an available press ticket slot we will confirm the date and time with you and send you the order reference number (Our Ticketing Team will also email this to you).
- Once your press ticket slot has been confirmed, we are unfortunately not able to change timings.
- We cannot accommodate unplanned press walk-ins; if you arrive on site at the RA without a pre-booked press ticket slot you will not be given access.
- Press tickets are for journalists only. We do not accommodate plus ones. However, if they are a member of the press, please ask them to contact the Press Office themselves separately to arrange their own access.
- Press tickets are not available in the last two weeks of an exhibition as per our standard policy.

Opening hours:

- The RA opening hours are: Tuesday-Sundays, 10am-6pm. The RA is closed on Mondays.
- Press Office opening hours are weekdays from 9.30am-5.30pm. The Press Office is closed on Bank Holidays. Please note that we will not be able to respond to any weekend requests until Monday.

When will these limited access measures change?

Safety measures will be in place for the foreseeable future and will change pending government advice.

Will you be giving out press packs?

No. We will no longer be giving out hard copy press packs when you visit. Please view or download the press release in advance of your visit via the RA press page royalacademy.org.uk/press-office or email the Press Office.

How do I receive a press copy of the exhibition catalogue?

Exhibition catalogues are available on request as PDFs. Please email the Press Office. Alternatively, you can purchase a copy of the catalogue in the RA Shop on site, where members of the Press are offered a 20% discount on showing proof of ID with an official press card.

We will try to accommodate press access as much we can in the current circumstances and with limited capacity. Please bear with us during this unusual time and we hope we can increase press access in due course. We thank you for your understanding and support.