



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

What are the new press access rules?

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

- From Wednesday 5 August 2020 the RA has expanded opening hours to Wednesday-Sunday 11.00-5.00pm and press can request ticket slots for *Gauguin and the Impressionists* and *Leon Spilliaert*. During the final two weeks of an exhibition we are unable to offer press tickets.
- From Wednesday 5 August 2020, visitors will be able to visit certain areas of the RA for free, with selected displays including The Collection Gallery, café facilities and areas of the RA Shops
- Press must please submit a ticket slot request to the Press Office (press.office@royalacademy.org.uk) **at least two working days in advance** and include the following:
 - which exhibition (or if free offer access)
 - which preferred date and time
 - which outlet/publication you work for
- We will then check with our Ticketing Team and we will advise you if we are able to offer you a slot
- Once your ticket slot date and time slot has been confirmed with you, we are unfortunately not able to move it
- We cannot accommodate unplanned press walk-ins; if you arrive on site at the RA without a pre-booked exhibition ticket slot, unfortunately, you will not be given access
- We do not accommodate plus ones. However, if they are a member of the press, please ask them to contact the Press Office separately to arrange their own access
- Press Office opening hours are weekdays 9.30am-5.30pm. We will not be able to respond to any weekend requests until Monday.

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.

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.