

Whitechapel
Gallery

Visiting Whitechapel Gallery Visual Story Guide

Information to help you prepare for your visit



Welcome to Whitechapel Gallery

Whitechapel Gallery is a large stone and brick building on Whitechapel High Street. Entrance to the gallery is always free. We offer both free and ticketed exhibitions every season.



From the highstreet you will see this pillar, which can guide you towards our entrances.



Entrance and Exit

The main entrance is step-free. The doors on the left hand side are power assisted.



Our cafe entrance has two steps and is immediately next to Aldgate East station (Exit 3).



Opening times

Monday	closed
Tuesday	11am-6pm
Wednesday	11am-6pm
Thursday	11am-9pm
Friday	11am-6pm
Saturday	11am-6pm
Sunday	11am-6pm

On Thursdays we are open until 9pm for Whitechapel Lates and all exhibitions are free from 6pm.

The bookshop is open during all gallery opening hours.

The cafe is open from 10am - 4pm Tuesday to Sunday. On Thursdays it's open until 9pm.

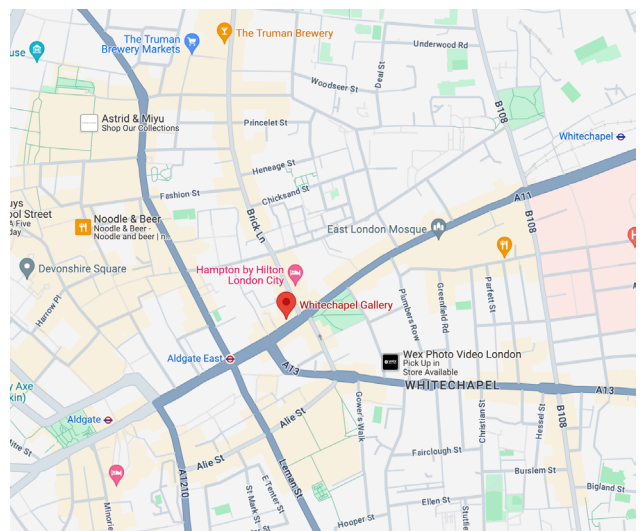
Arriving before 11am

The main gallery doors open to the public at 11am. If you are arriving for an event or a meeting before public opening times, you can enter through the right hand side door of the main entrance.

Our address and location

77-82 Whitechapel High St
London
E1 7QX

If you are having trouble locating us, please call our front desk on:
0207 522 7888.



Transport Links

Tube

The nearest tube station is Aldgate East, it has 4 exits.

The gallery entrances are on either side of Exit 3.



Exits 1, 2 and 4 are a short walk from the gallery.



Bus

Buses 25, 205 and 254 stop outside the gallery.

The bus stop is Aldgate East (Stop E).



Car/ Taxi

There are external parking facilities nearby - please contact them directly for more information:

- NCP Whitechapel High Street
- Buckle Street Multistorey Car Park

Car and taxi drop-offs are possible on the main road opposite the entrance.

Free parking for Blue Badge holders is available at the top of Osborn Street.



Once You Get Here

Information Desk

Our Visitor Services team are here to welcome you and assist you with any questions you may have.

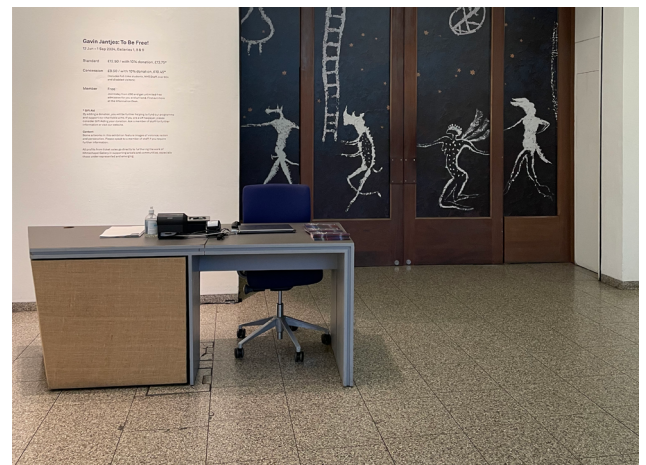
Here you can find information on which exhibitions are currently open, and in which gallery spaces you can find them. You're welcome to take a printed season guide for more information.

Access materials are also available here.



Ticket Desk

Here you can find out what ticket types we offer, purchase a ticket for the paid exhibition and pick up a printed season guide.



Cloakroom

Our cloakroom is free to use and we happily accept donations.

You can leave your bags, coats and larger items that you do not want to take into the gallery with you. You will receive a plastic token with a number which you will need to return to collect your belongings.

At the end of your visit, we invite you to complete our feedback form and survey.



Bookshop

Koenig Bookshop have books relating to our current exhibitions, magazines, postcards and some merchandise.

Bookshop is open during gallery opening hours.



Cafe

We have a new collaboration with Alba Caffè. They sell drinks, snacks and other refreshments on site.

Alba Caffè is open 10am-4pm Tuesday to Sunday.

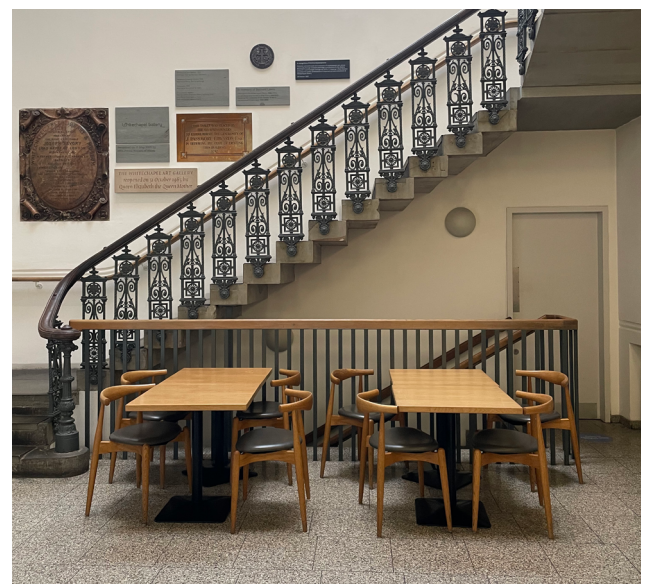
On Thursday they are open until 9pm and serve alcohol.



Seating area

On the ground floor, we have available seating space in the foyer next to the cloakroom.

You can have food and drinks here - whether you bought them in the cafe, or brought your own from home.



Bathrooms

Ground floor:

There is an accessible toilet and baby changing facility on the ground floor.



Basement:

You can access all other toilets downstairs via the stairs or the lift (-1).

Women's bathrooms, men's bathrooms, an all gender cubicle and private baby changing space are available.

All toilets have complimentary sanitary products.



Gallery Spaces

Our main exhibitions are typically presented across Gallery 1, 9 and 8.

Gallery 1

Gallery 1 is located on the ground floor just behind the ticket desk.

There are 32 stairs leading up to Gallery 9, and a resting place half way up.

For for step free access to the upper galleries, please take the foyer lift to level 1C and enter through the back of Gallery 8.



Gallery 9

Accessible by stairs from Gallery 1 and connected to Gallery 8.



Gallery 8

Step free access is available via foyer lift at level 1C.

There is also a platform lift available, to take you directly into Gallery 7. Please ask a member of staff to call the Duty Manager who will assist you.



Free Displays

Galleries 2, 4, 5, 6 and 7 are always free to visit.

Gallery 7

Accessible via foyer stairs or lift level 1B. Connected to Galleries 5 & 6, as well as a platform lift to Gallery 8.



Galleries 5 & 6

These galleries are located between Gallery 8 and Gallery 7. They are accessible via foyer stairs or lift level 1B, as well as Gallery 8 and 7 exits.



Gallery 4

This Gallery is adjacent to the Foyle Reading Room and archive. It is accessible via foyer stairs or lift level 1A.



Gallery 2

Located on the ground floor next to the cloakroom and the seating area.



Accessibility

Lift

Our passenger lift gives step-free access to all exhibitions. It has a capacity of 4 people.

-1 Level Basement toilets

0 Level Information desk, Cloakroom, Gallery 1, Gallery 2, Bookshop, Cafe

1A Level Gallery 4

1B Level Galleries 5, 6 and 7

1C Level Gallery 8



Platform lift

Located between Gallery 8 and 7. Please ask a member of staff in either of those galleries to call the Duty Manager to assist you.

Alternatively, exit via Gallery 8 and take the passenger lift.



Wheelchair

You can borrow a wheelchair when visiting the gallery. To book it ahead of your visit email access@whitechapelgallery.org or speak to a member of staff at the Information desk upon arrival.

Portable folding chairs are available at the Cloakroom.



Assistance animals

Guide dogs, hearing and assistance dogs are welcome. If attending an event at the Zilka Auditorium, please call **0207 522 2888** in advance to book an aisle seat.

Access Materials

We provide:

- ear defenders
- ear plugs
- weighted blankets
- fidget toys
- large print season guide
- large print artwork labels
- transcripts



Induction loop

We have a portable induction loop that can be used in gallery spaces and for events. To book the induction loop or to get more information, please email access@whitechapelgallery.org or ask at the Information Desk upon arrival.



Audio description

Some of the artworks have audio descriptions available - these are available via a QR code on the artwork label or next to it.

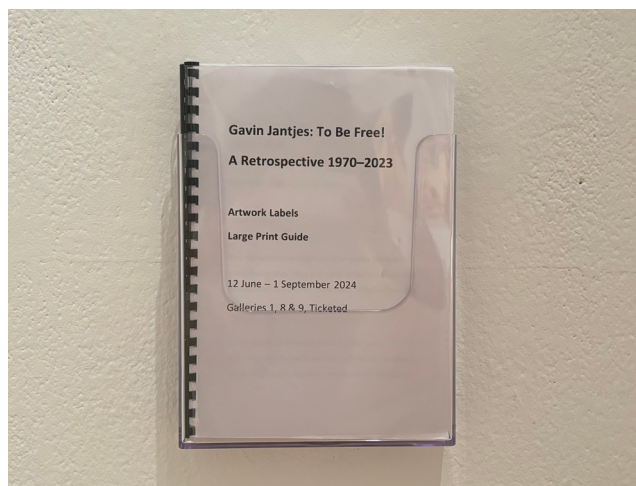
Use your phone camera to scan and listen. If you need assistance, please ask a member of staff in the gallery space.



Large print guides

We have large print versions of the artwork labels, wall texts and the season guide. You can pick one up from a plastic holder in the exhibition space or ask a member of staff.

Copies are also available at the Information Desk.



We hope that you have found this Visual Story Guide useful. It is a document that is under constant review as our building adapts and programme changes.

There will always be more information to add and we would love to hear from you about suggestions and changes that we can make, to create an accessible document that is as robust as possible.

If you have any suggestions or changes to discuss with us about the Visual Story Guide please email **access@whitechapelgallery.org**