Orleans House Gallery

Visiting Orleans House Gallery Visual Story Guide

Information to help you prepare for your visit

Welcome to Orleans House Gallery

Orleans House Gallery is a large brick building in Orleans House Gardens on Riverside in Twickenham. Entry to the gallery is always free.

Entrance and Exit

Orleans House Gallery has 3 different entrances:

Riverside Gate - pedestrians can enter the site through a small gate in the wall. There is a small incline which will take you onto the lawns of Orleans House Gallery - the entrance is round to the left.

Driveway Entrance – to access the gallery via car, you need to go down Orleans Road, situated just before the Crown Pub on the main Richmond Road. Follow the road down to the bottom and take the natural bend to the right - you will then see this driveway. Follow the driveway to the free car park. There is no car access via Riverside.

Orleans Road Gate – pedestrians can enter the site through a small gate in the wall in Orleans Road.

Walk through the woodlands on the established path which will lead you directly to the front of Orleans House Gallery – please note that during winter and wet days, the path and woodlands can get muddy.

At the end of the path cross driveway. The driveway is usually quiet but do look out for cars and stray dogs.

Once you are on site, you can make your way to the main entrance to the gallery. This is marked by an “Orleans House Gallery” sign.

There are a few steps up to the Gallery door but there is also a ramp for step free access.

Opening Times

Monday	closed
Tuesday	10am – 5pm
Wednesday	10am – 5pm
Thursday	10am – 5pm
Friday	10am – 5pm
Saturday	10am – 5pm
Sunday	10am – 5pm

Last entry to the Gallery is 4:45pm. The Gallery is closed on Mondays, aside from Bank Holiday Mondays.

The shop is also open whilst the Gallery is open and accessible via the main entrance.

Our address and location

Orleans House Gallery
Orleans Road
Twickenham TW1 3BL

If you are having problem locating us please call the front desk on **0208 831 6000** – we will be happy to help you with directions.

Transport Links

Train

St Margarets, Twickenham and Richmond can be easily reached with direct trains from Waterloo.

Bus

Lines from Richmond and Twickenham: 33, 490, H22, R68, R70.
Nearest bus stop is Marble Hill Park

Car/Taxi

Limited free car parking space is available within the grounds. If the car park is full, there is paid on street parking on Orleans Road.

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

There are 2 spaces for Blue Badge holders in the car park.

Ferry

Hammerton's Ferry runs a service across the river Thames, between Ham House on the south bank and Marble Hill Park on the north bank, which is a short walk away.

Once you have arrived

Information Desk

Our Front of House Team are here to welcome you and answer any queries you may have.

Here you can find information on what is currently exhibiting in the Gallery, and in which gallery spaces everything is.

Please do let them know if you need any additional support.

Shop

You can find the shop on the right side of the front desk, where we sell different items relating to our current exhibitions, postcards, cards and some merchandise. Shop sales are done through the Front Desk.

Bathrooms

Female, male and accessible toiles can be found on the right side of the shop.

Both female and male toilets have baby changing facilities. Complimentary nappies are available if needed.

Gallery Spaces

We have four gallery spaces:

The Octagon Room, located on the right side of the Main entrance. This is a Grade I listed room, built between 1718 and 1720. There may be artworks in the space as part of our current exhibitions.

This room is at times closed for private functions.

The Octagon Room is available for hire – if you require further information please enquire at info@orleanshousegallery.org.

The Main Gallery, located behind the Octagon Room, where we exhibit our larger exhibitions.

There tends to be between 2 and 3 exhibitions in this space each year.

There are 5 steps down into the space, if you are accessing through the left side of the Information Desk.

However, these steps can be avoided by using the ramp situated on the outside of the building, on the right side of the Information Desk, which will also lead you into the bottom of the Gallery.

Exhibitions continue up the stairs to the mezzanine level, situated at the back of the Gallery.

If you do not want to take the stairs, please make your way back to the information desk, where the lift is situated.

The lift will take you up to the mezzanine level where you can access further art works and also the Study Gallery.

The Study Gallery, located on the first floor, houses part of the Richmond Borough Art Collection along with books and pictures on the local area.

At times, there may be temporary displays in the room as part of the current programme.

On the right of the lift on the first floor is a Refuge Call Point. Please push the button should you require emergency assistance.

The Stables Gallery, a smaller exhibition space, focuses mainly on early career and local artists.

There tends to be around 6 exhibitions in this space each year.

The Stables Gallery can be found in a different building - you can access this space by exiting out of the back door of the Main Gallery.

Turn right and walk down the path.

Walk through the large arch and the Stables Gallery is on the left.

To see which exhibitions are currently displaying in each space, as well as information on special events, please visit orleanshousegallery.org

Stables Bathrooms

Additional toilet facilities can be found on the left side of the Stables Gallery.

There are male, female and accessible toilets, as well as baby changing facilities.

Cafe

The Stables Café is open seven days a week, offering barista coffee, homemade cakes, sandwiches, light lunches, and a range of vegetarian and vegan options. Outdoor seating in the courtyard is also available.

The Cafe’s opening hours are:

Monday to Sunday, 9am-4pm
Kitchen open from 10am-3pm

On leaving Orleans House Gallery

You can exit this area via the iron gate next to the café.

Please feel free to enjoy and explore the woodlands and lawns at Orleans House Gallery.

Accessibility

Our passenger lift gives step-free access to the first floor.

Portable folding chairs are available in the Gallery.

You cannot eat or drink in the Gallery. But you can breastfeed or bottle-feed babies.

Access Materials

We can provide:

Ear defenders
Weighted blankets
Fidget toys
Black out tent
Sensory Bags
Large print guides for exhibitions

Large Print Guides

We have large print versions of the exhibition interpretation. 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.

Dogs

No dogs, except service dogs are permitted inside the gallery or site buildings, this applies to all council buildings. This excludes the café which is leased to Good Apples.

High tide

Access to the Orleans House Gallery via the Riverside Gate and driveway can be limited due to high tides. Please ensure you check the tide times before you visit, please visit the Port of London Authority website and search High tides at Richmond Bridge.

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 info@orleanshousegallery.org