

FAQs

- *When will my tickets arrive?*
All tickets are sent by e-mail and can either be printed off at home or scanned from a mobile or tablet device at the Garden.
- *When will my pre-ordered guide arrive?*
Any pre-ordered guidebooks will be available for collection at our kiosk upon entry.
- *Do I need a ticket for my child?*
Children under 5 are free to enter the Garden, but need to be booked. Children aged 5 – 16 need a ticket. Please note: Pushchairs are allowed around the Garden but not at the Christmas Fair due to onsite capacity.
- *Can I have an event/wedding in the garden?* We are a very popular venue; dates can be booked up to a year in advance.

Chelsea Physic Garden provides the perfect backdrop for your wedding or event day; it is quite simply the ultimate garden venue! The Garden is a botanic venue with a large marquee as an optional hire. The venue is 'dry hire' so clients can select from a wide range of accredited suppliers to create your dream team. A Wedding Ceremony Room is available for up to 70 guests and blessings in the gardens are welcome.

The entire Garden is available to hire exclusively, or more intimate areas can also be booked separately.

For more information please contact hire@chelseaphysicgarden.co.uk

- *How many plants are growing in the Physic Garden?* The Chelsea Physic Garden is London's oldest botanic garden and contains a unique living collection of around 5,000 different (something like 20,000 plants in total) medicinal, herbal, edible or useful plants that have changed the world.
- *Are there guided tours of the Physic Garden?* Guided tours of the Garden are run by trained and knowledgeable volunteers. We aim to have Guides here every day during the main season, (Tuesday - Friday and on Sundays, from April until October). There are no fixed times, but tours run roughly once an hour, from shortly after 11am until approximately 3.30pm. They last for approximately 45 minutes, and are listed on the blackboard by the entrance kiosk.
- *Does the Physic Garden sell plants and gardening equipment?* Our volunteer propagators, the Growing Friends, grow a small number of plants for sale, including the Garden's signature *Rosa Chinensis* Bengal Crimson, and we also stock a limited number of other plants. The shop sells small gardening items including watering cans and trowels together with a whole range of beautiful items to tempt you

including cards, jams, chutneys, our own Beefeater Gin, soaps and toiletries, ceramics and gifts for you and to buy for others .

- *Can I bring games into the Physic Garden?* We are sorry but garden toys, including balls are not allowed in the Garden. Thank you for helping us to protect the plants.
- *Do we have to pay an entrance fee if we only wish to visit the café?* The café provides refreshments for visitors to this historic botanic garden, so all visitors who are not Friends, or the guest of a Friend, must pay the entrance fee. This includes our evening openings in July and August.
- *Are dogs allowed in the Physic Garden?* Registered support dogs are welcome please leave all other pets at home as we can't let you bring them into the Garden, in order to protect the plants.
- *Can I book a table at the Physic Garden café?* You can book the café if you are a Friend of the Physic Garden, or if you bring a group of ten people or more to the Garden.
- *Are the café and shop open over the winter?* The café and shop are open on the same days as the Garden (the café closes slightly earlier than the Garden).
- *Can I have a picnic?* You are welcome to bring a picnic into the Garden, however we ask that you not be in a group of more than six people including children. Unfortunately under our licence we cannot allow you to bring your own alcohol (although this can be purchased from the Café and please take all your rubbish home with when you leave. Please note that café tables are for the use of café patrons only. If an event is due to take place in the Garden we may need to ask you to move to a different area of the Garden.
- *Do I need to let the Garden know if I am bringing a group?*
If you are a group of 10 people or more you are able to receive a discounted entry rate. please ring ahead (0207 349 6458),
- *Can I draw or paint in the Physic Garden?* You are welcome to draw or paint in the Garden provided you do not block paths, step in the plant beds, or make use of the café tables. Groups wishing to paint should contact the Venue Hire Manager.
- *Can I take photographs in the garden?* Non commercial photography for your personal use is allowed in the garden but tripods are not allowed without prior

permission from our Marketing Officer (marketing@chelseaphysicgarden.co.uk), and a fee may be charged.

- *Are there toilet facilities on site?*

Yes, we have a limited number of toilets available onsite, in the main building and by the cafe. We also have an accessible toilet and baby change facilities on site.

- *Can I bring Luggage with me?*

We do not have any facilities to store luggage but you are welcome to take it with you around the garden. Items must not be left unattended at any time.

- *Can I store my bike at the Garden?*

There are a couple of council bike racks on Royal Hospital Road, unfortunately we do not have racks in the Garden due to lack of space and we can't look after your bicycle for you.

- *Can I make a donation to support the garden?*

We would be extremely grateful and delighted if you would like to make a donation to help support the Garden and our work.

<https://www.chelseaphysicgarden.co.uk/donate/donate/5/credit-card>