

Frequently Asked Questions: Visiting the Museum

General Questions

Q: *How do I organise a visit to look around the Bank of England?*

A: As the Bank is a working institution, it is not possible for members of the public to look around the building in Threadneedle Street. Instead we have a Museum which covers the Bank's history, role and responsibilities.

The Museum offers a variety of free talks and presentations for groups of between 15 and 50 people (booking essential). The audio-visual presentation *The Bank of England, Past & Present* covers some of the more interesting architectural aspects of the building, as well as touching on the Bank's role and responsibilities

Q: *Do you ever offer guided tours of the Bank of England's Head Office in Threadneedle Street?*

A: The Bank of England is a busy, working, central bank. Unfortunately, this means that it is not possible to offer guided tours of the building to members of the public.

Getting to the Museum

Q: *Where is the Museum?*

A: The entrance to the Museum is in Bartholomew Lane, just off Threadneedle Street, London EC2R 8AH.

<http://www.streetmap.co.uk/map.srf?x=532696&y=181228&z=0&sv=EC2R+8AH&st=2&pc=EC2R+8AH&mapp=map.srf&searchp=ids.srf>

Q: *What are the nearest train and tube stations to the Museum?*

A: The Museum is well served by train and tube stations. Liverpool Street, Fenchurch Street, Cannon Street and Moorgate mainline stations are all within a 10 minute walk of the Bank.

The nearest tube station, Bank, is on the Northern Line, Central Line, Waterloo & City Line and Docklands Light Railway (DLR). Cannon Street, Mansion House and Monument tube stations (which are on the District and Circle Lines) and Moorgate which is on [Circle](#), [Hammersmith & City](#), [Metropolitan](#) and [Northern lines](#) are all within a 5-10 minute walk of the Museum.

<http://www.bankofengland.co.uk/education/Pages/museum/visiting/how.aspx>

Q: *Is there any parking near the Museum?*

A: The Bank of England is in the middle of the City of London and parking is at a premium. For this reason we suggest that visitors travel to the Bank by public transport. Those travelling by coach should note that Bartholomew Lane has no parking spaces. Operators who choose to drop off/pick up passengers on the double yellow lines do so at their own risk.

For those travelling into the City by car, the nearest NCP car parks are:

- Thames Exchange, Bell Wharf Lane, off Upper Thames Street EC4R 3TB
- 158-170 Aldersgate Street EC1A 4HY

Although there are no disabled parking spaces on the roads surrounding the Bank, the City of London Corporation does provide allocated parking in the City for people with disabilities:-

<https://www.cityoflondon.gov.uk/services/transport-and-streets/parking/where-to-park/Pages/Disabled-badge-holders.aspx>

More general information about parking in the City is available on the City of London website: <http://www.cityoflondon.gov.uk/services/transport-and-streets/parking/where-to-park/Pages/Where-to-park.aspx>.

Traffic into Bank Junction is restricted to buses and bicycles only during the Museum's opening hours. For more information please visit the City of London website: <https://www.cityoflondon.gov.uk/services/transport-and-streets/traffic-management/Documents/Bank%20on%20Safety%20Taxi%20Map.pdf>

Q: *What buses routes run near the Museum?*

A: The following [bus routes](#) run past the Bank – 8, 11, 21, 23, 25, 26, 43, 76, 133, 141, 242 and 388. Bus routes 47, 48 and 149 run along Gracechurch Street, which is a 5 minute walk from the Bank.

The Museum

Q: *What are the Museum's opening hours?*

A: The Museum is open Monday to Friday, 10am to 5pm, with last entry at 4:30pm. The opening hours on 24 and 31 December are 10am to 1pm. The Museum is closed at weekends and on Public Bank Holidays.

There are a number of special events through the year, such as the Lord Mayor's Show and Museums at Night. More information about these events, and our opening hours over the Christmas and New Year periods can be found in our [What's On](#) page of the Museum's website.

Q: *What is the entrance charge?*

A: Entrance to the Museum is free.

Q: *Do you provide guided tours of the Museum?*

A: The Museum welcomes visitors on a self-guided basis. Leaflets to help you get the most from your visit can be collected free of charge from the Information Desk on arrival, together with age-appropriate activity sheets for younger visitors. We also provide a number of presentations for pre-booked groups (see **Booking a Presentation**), including a 10-15 minute Museum Introduction. A member of Museum staff is always available to answer any questions you may have.

Q: *How long does it take to look around the Museum?*

A: Most people take about an hour to look around the Museum.

Q: *What facilities does the Museum have?*

A: Due to space constraints, the Museum does not have a café, a restaurant or left luggage facilities. Toilet facilities (including a disabled lavatory) are available, as is a baby changing area. There is also a small shop which sells a variety of souvenirs.

Q: *What arrangements are there for visitors using wheelchairs?*

A: Visitors using wheelchairs are welcome at the Museum. If notification of a visit is given in advance (by email to education@bankofengland.co.uk or by phone on 020 7601 5545) the ramps can be put down prior to your arrival. But don't worry, if your visit is a spur of the moment

decision, it doesn't take long to get the ramps put down. Entrance to the Museum is via the wheelchair lift at the Bank's main entrance in Threadneedle Street. A member of staff will then escort you to the Museum.

Q: What arrangements are there for visitors with visual impairments?

A: We offer large print Museum guides. These can be collected from the Information Desk on arrival – just speak to a member of staff. We also offer pre-booked audio described tours for visually impaired visitors. These are for small groups (up to six, including helpers). The groups are guided through the Museum by a specially trained and experienced member of staff. Please contact the Education & Museum Group by email to education@bankofengland.co.uk or by phone on 020 7601 5545, to make a booking.

Q: What arrangements are there for visitors with hearing impairments?

A: Our cinema has a hearing loop and a Phonak system for the benefit of those with hearing impairments attending our presentations. If there are any issues on the day, just speak to your presenter.

Q: What special activities/events do you have for children?

A: A number of our displays (including our interactive boat game and jigsaws) are suitable for our younger visitors. We also provide a series of age appropriate activity sheets which can be collected from the Information Desk on arrival. During the school holidays we run events specifically for children, information about which can be found in our [What's On Guide](#).

Please see our **Frequently Asked Question: Booking a Presentation** for more information about the presentations offered and how to book them.

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