

Your View at the Forth Bridge

Important Ticket Holders Information

13th-15th and 20th-22nd September 2019

Thank you for purchasing a ticket to Your View 2019. Please take the time to read through this document prior to attending the event to ensure you are prepared for the day and have the best experience possible. We look forward to welcoming you to the Forth Bridge in September.

We also have a FAQ's section on our website, please check here in the first instance for any queries you may have: www.barnardos.org.uk/forthbridge

You can also contact our Supporter Care team by phone 0800 008 7005 or email supporterrelations@barnardos.org.uk

Important information

- Once you have purchased a ticket you cannot swap time or day due to capacity restrictions
- The event involves very little physical exertion, however if you are a wheelchair user or require additional assistance you **MUST** contact our Supporter Relations team in advance of the event. We are able to accommodate wheelchair users on the Classic and Sunrise or Sunset packages but unfortunately cannot on the Ultimate package. You must be able to walk unaided to take part in the Ultimate package.
- The Ultimate package is not recommended for women who are pregnant
- You must be 18 years old to take part in the event. All guests will be required to provide photo ID at registration on the day.

Travelling to the event and address

Your View event site:

Network Rail Site (directly under the Rail Bridge)
Battery Road
North Queensferry
KY11 1JZ

Travelling to the event

There is limited parking in North Queensferry, so we advise taking public transport where possible. There is a free car park on Battery Road (2 minute walk from the meeting point) with a limited number of spaces. Visitors can also park on the street, however please be considerate to residents.

The bus stop and train station are both within walking distance of the event site.

Travel by car

Please use the address and postcode above

Glasgow: 60 minutes*

Stirling: 45 minutes*

Edinburgh City Centre: 30-40minutes*

Edinburgh Airport: 20minutes*

*depending on the time of day travelling

Travel by air

The closest airport to the site is Edinburgh Airport.

Travel by bus

The Battery Road Turning Circle stop (stop number: 34323235) is a 3 minute walk to the site at the opposite end of the street and services buses to Dunfermline, Rosyth, Inverkeithing and Ferrytoll Park and Ride. These buses are not very frequent and therefore schedules should be checked in advance. We recommend using www.travelinescotland.com to plan your journey.

Travel by train

The North Queensferry train station is a 10-15 minute walk to the site. As the train line runs from the bridge, the station is much higher than our event site at the foot of the bridge and 'The Brae' is quite a steep hill, therefore extra time and care should be taken. The stations services trains to Edinburgh, Dundee, Glenrothes and Tweedbank.

Please note: We anticipate a busy day and have capacity restrictions for each group, therefore we cannot accommodate latecomers. If you are driving please allow extra time to find a parking space and make your way to the site.

What to expect on the day

Please arrive **10 minutes** prior to your allocated start time. The event takes places between 6am-8pm each day; however please only attend for your allocated time slot which you selected at the point of purchase. This will be stated on your Eventbrite ticket.

When you arrive on site, please report to the registration cabin.

What you need to bring:

1. **Photo ID** (preferably driving license or passport).
2. **Your Eventbrite ticket** – Print it or have your E-ticket ready on your smartphone.
If you have any issues with your ticket, please contact Eventbrite and they can reissue this.
3. **Cash** for souvenirs!

What to wear:

We would suggest checking the weather forecast in order to plan your attire but this is Scotland and therefore we strongly recommend wearing a waterproof!

- **Footwear** – Shoes must be securely attached to your feet and have a hard wearing sole (trainers and boots are acceptable – anyone wearing flip flops, sandals, high heels or plimsolls will **not be permitted** to take part).
- **Clothing** – Trouser must be worn (no skirts, dresses or shorts)

What can I take with me onto the Bridge?

- Small handbags (A5 size) with a long strap that can go across the body will be permitted
- No rucksacks or large bags
- No food or drink (unless required for essential medication)
- Hearing aids and spectacles must be secure and not loose fitting
- Medication
- Cameras must be securely attached to you using a wrist or neck strap or in a small bag

We ask that you please do not arrive on site with any baggage as we do not have the space to store this. We ask that you take as little as possible with you up onto the viewing platform, and large bags will not be permitted.

As with many similar events, event security may ask to check your bag before you enter the site.

All items that you take onto the bridge with you must be securely attached to your person or should be able to fit into a zipped pocket so that your hands can be free at all times.

Barnardo's is not responsible for the loss or damage of any item that you bring onto the event site or onto the bridge with you.

Safety Briefing

You will be provided with a full safety briefing before travelling up to the bridge. This will cover what to expect from the hoist (exterior lift) and how you will spend your time on the platform. In the interest of safety we ask that you **do not climb, sit on or lean-over the barriers during your time on the viewing platform.**

- You will be provided with a high visibility vest and hard hat which should be worn at all times
- Your entire group must always travel together in the hoist and on the platform; no one can be left behind on the platform.
- If one person needs to come down from the platform due to medical reasons, feeling unwell or for unacceptable behaviour, the whole group will be taken down to ground level before your time slot is finished.
- If you are feeling unwell before you get into the hoist, or whilst you are on the viewing platform please inform your guide.
- Please listen to instructions from your guide at all times.

Physical requirements and fear of heights

- This event does not require any significant physical exertion; however you **MUST** inform us ASAP if you are a wheelchair user or need a walking aid. We can accommodate wheelchair users for the Classic and Sunrise/Sunset Package, however unfortunately we cannot accommodate you for **The Ultimate** package.
- For more in-depth detail on the physical requirements for each package, please read the 'Your View ticket types' tab on our website.
- It is your responsibility to ensure that you are in a fit state of health to attend the event
- The event is not recommended for those with a fear of heights, acrophobia or vertigo. The event is psychologically challenging and you may experience some level of fear if you are anxious at height.
- There will be 18 people travelling in the hoist during each time slot which can be quite 'cosy' depending on the group. Therefore we would not recommend taking part in this event if you suffer from severe claustrophobia.
- The Ultimate package is **not recommended** for pregnant woman as you will be fitted with a harness which may be uncomfortable.

Toilets

Toilets will be available at ground level. Those taking part in the Classic or Sunrise/Sunset Packages must be aware that there are no toilets available on the platform tour which lasts 20-30 minutes. Those taking part in the Ultimate package will have access to the toilets on the Bothy level.

Alcohol, drugs and smoking

- Alcohol and drugs are strictly prohibited at our event. Anyone we believe to be under the influence of alcohol or drugs will NOT be permitted to access the viewing platform and no refund will be given.

- Smoking and vaping is strictly prohibited on the event site and on the viewing platform.

Cancellation policy

The Scottish weather can be unpredictable and your safety is of paramount importance to us. Should it be decided that this event cannot go ahead due to extreme weather conditions, we will immediately post this on our [Facebook](#) and [Twitter](#).

We would recommend following the above pages prior to the event and checking them for any updates before leaving the house. We will also attempt to contact you by email and phone where possible. In the unlikely event that we have to cancel, an alternative date will be offered. If this does not suit, a refund will be issued.

We hope you thoroughly enjoy your experience with us.

Your View is brought to you in partnership with:

