



## Your View at the Forth Bridge

### Important Ticket Holders Information

**23<sup>rd</sup> – 25<sup>th</sup> September 2022**

Thank you so much for purchasing a ticket to Your View 2022. Please take the time to read through this document prior to attending the event to ensure you are prepared for the day so that you can have the best experience possible. We very much look forward to welcoming you to the Forth Bridge in September.

#### What to expect on the Day

Please arrive 10-15 minutes prior to your allocated start time. This is the time you booked and is stated on your Eventbrite ticket (*note: there is limited space on site so please adhere to these timings.*)

#### **Your View Experience:**

- On arrival you will be greeted and directed to Registration. There will be a maximum of 13 in each group.
- Once everyone has arrived and registered, you will be taken to the Briggers Demonstration to learn about the important history of the Bridge and the men behind it.
- From there you will have a Safety Briefing provided by The Bridge Safety Guide and will receive a high vis vest and hard hat. They will also be an opportunity to purchase a special edition Forth Bridge lanyard and phone hug to help secure valuables on the Bridge.
- You will then be escorted to the hoist with your group and ascend to the Bridge platform to take in the stunning views, it takes approximately 2 – 3 minutes to ascend to the top of the Bridge.
- Each group will have approximately 20 minutes on the platform and will be supported by our knowledgeable guides to point out local landmarks and answer any questions. Everyone will also have an opportunity to have their photo taken at the top by a professional photographer.
- The group will then be escorted back down the hoist and directed to the Exhibition and Merchandise cabin. Here there will be the opportunity to purchase any Bridges or Barnardo's souvenirs and collect your certificate. In addition, there will be exhibitions from Your View partners and local interest groups. Finally, you will be able to collect your complimentary souvenir photo from the booth outside, with an opportunity to purchase additional photos if you wish.
- The whole experience lasts approximately 90 minutes.

**Important:** The bridge hoist is in operation every 30 minutes. If you are late and miss your slot it is unlikely that we will be able to accommodate you later in the day as each timeslot is fully booked. Therefore, please ensure you allow plenty of time to get to the site to fully enjoy your experience.

#### **Example of timings for one individual group with a start time of 7.30am**

7:15am - 7:25am	Registration (cabin 1)
7:30am – 7:50am	Briggers Exhibition + Q&A (Cabin 2)
7:50am - 8:00am	Safety briefing, hard hat fitted & high vis jacket (cabin 3)
8:00am – 8:05am	Walk to hoist to ascend to platform
8:05am – 8:25am	Time on viewing platform & photo by professional photographer
8.30am	Descend from bridge
8.35am- 9am	Guests go to Cabin 4 to return hard hat & receive certificate. Merchandise available and exhibition area. Guests to collect photo on departure

**Note:** If you are late for your timeslot, your group will continue with the tour, we are unable to wait for any later-comers, due to the hoist running at capacity throughout the day.

#### **What to wear:**

We would suggest checking the weather forecast in order to plan your attire, but this is an outdoor event, and the weather can be very changeable, therefore we strongly recommend bringing layers, some warm clothing, hats, gloves and a waterproof!

**Footwear** – Shoes must be securely attached to your feet and have a hard-wearing sole, trainers and boots are acceptable. (no loose slip-ons, flip flops, sandals etc)

**Clothing** – Full length trousers must be worn (no skirts, dresses or shorts)

#### **What can I take with me onto the Bridge?**

- No rucksacks or large bags however small handbags (A5 size) with a long strap that can go across the body will be permitted
- 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.
- 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
- Phones are permitted on the Bridge but if using them to take photos must be secured to you. Lanyards and phone hugs will be available to purchase
- We don't have any storage on site, so please do not arrive with large baggage.

*The Event Organisers are 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.
- 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.
- 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 17 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. (time in the hoist is 2-3 minutes each way)
- Please do not attend if you are feeling unwell or have any symptoms of Covid-19. Details of our Covid-19 safety measures can be found on our website under FAQs [Your View at the Forth Bridge | Barnardo's \(barnardos.org.uk\)](#)

#### **Toilets**

Toilets will be available at ground level. There are no toilets available on the platform tour which lasts 20-25minutes.

### Refreshments

There is a mobile coffee van offering hot drinks and snacks on site throughout the day at individual's own expense. There is a picnic area just outside the site (with fantastic Bridge views) and an area within the site that family and friends are welcome to sit and wait whilst you on the Bridge experience.

### 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. Note: the event will not be cancelled due to rain, low cloud, fog etc. However wind speeds are constantly monitored and the Bridge will be closed for safety reasons if high wind speeds are recorded.

In the event that we do have to cancel, an alternative time or date will be offered. If this does not suit, a refund will be issued.

### Important information

- We are delighted to say that we sold out in 48hrs! This means however that once you have purchased a ticket you cannot swap the time or day due to capacity restrictions.
- The event involves very little physical exertion, however the event is not fully accessible due to a set of stairs up to the hoist lift. Unfortunately wheelchairs cannot be accommodated.
- 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.

### Travel information

Your View event site:

Network Rail Site (directly under the Rail Bridge)

Battery Road

North Queensferry

KY11 1JZ

- 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.
- We would strongly recommend you check road and public transport links just prior to the event to check your preferred route and option.
- More travel details can be found on our webpage: [www.barnardos.org.uk/forthbridge](http://www.barnardos.org.uk/forthbridge)

### Further information

If you have any further queries, please visit our FAQ's section on our website:

[www.barnardos.org.uk/forthbridge](http://www.barnardos.org.uk/forthbridge) or via our Supporter Care team by phone 0800 005 7005 or email [supporterrelations@barnardos.org.uk](mailto:supporterrelations@barnardos.org.uk)

**Thank you so much for supporting Your View and Barnardo's, we look forward to welcoming you at the top of the Forth Bridge.**

Your View is brought to you in partnership with:

