

VISITOR INFORMATION GUIDE

Date: Tuesday 5 September 2023

Venue: Royal Highland Centre

UCAS **DISCOVERY** **UK TOUR**



GETTING HERE

Travelling by coach or minibus?

There is a designated drop-off and pick-up area located through **Gate 1**. Traffic marshals will direct your coach driver and tell you when to disembark. Please click [here](#) to view a map showing Coach drop off. When you are ready to leave the exhibition, please make sure all your students are together and proceed along the walkway, back to the coach pick-up point. If you are entering from Fairview Road please tell coach companies to turn left to get to the drop off point.

Where can I park my car?

If all attendees travelling by car enter through gate 6, they can park free of charge in the Exhibitor and Visitor Car park. Please click [here](#) to view a map of site parking

Travelling by Train?

Royal Highland Center is a short taxi or bus ride away from South Gyle Train Station



WHILST YOU'RE HERE

UCAS

When you arrive



On arrival, please head to the main entrance of The Lowland Hall at the Royal Highland Centre. Please have your ticket ready to scan into the event. Everyone will need to have pre-registered and have downloaded their ticket before they enter the venue. If you have issues with a cracked phone screen, please bring a printed copy of your ticket to be scanned.



Your exhibition ticket is personal to you and should not be passed on to other group members, as this could compromise the security of your data. To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to be readmitted.



Please be aware, the venue will be conducting random bag and wand searches. We thank you for your patience while this takes place.



WHILST YOU'RE HERE

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Wi-Fi

An open Wi-Fi network is available at this event; however, a reliable connection cannot be guaranteed.

Accessibility

Full details on accessibility please contact events@rhass.org.uk. If you would like to discuss a special access requirement with our events team ahead of your attendance, please email events@ucas.ac.uk

Catering

There will be refreshments available for visitors to purchase. There is also a seated area for those who would rather bring a packed lunch with them.

The Staff Room is available to teachers (located within the Strathmore Restaurant) and will also be serving snacks and sandwiches. The venue accepts cash and card payments.

Event staff

For general queries during the event (e.g., directions to facilities), please ask any of the event staff, who can be identified by their UCAS-branded t-shirts.

The Big Q&A and Subjects Talks

Student talks, workshops, and performances will run throughout the event on our Main Stage and Mini Stage. These can all be found in the main hall and will be signposted. A full programme of events can be found on the [event webpage](#).



JUST IN CASE

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Organisers

The organiser's office is located next to the main entrance/exit inside the main hall. A member of the Events Team will be in the office throughout the event.

Accidents & near misses

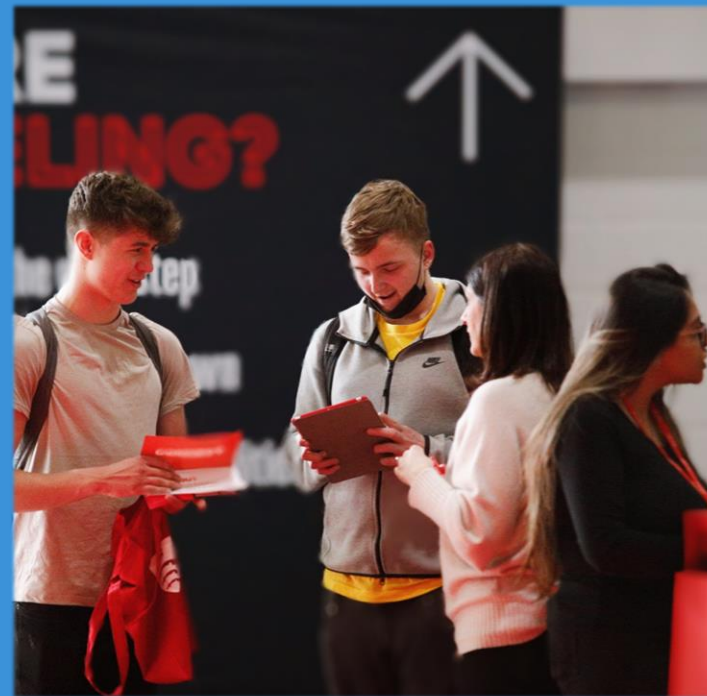
If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately.

Emergency procedures

Should an evacuation of the building occur, please follow the instructions of the venue security staff, and leave the building via the nearest exit.

First aid

Qualified first aiders will be on-site throughout the event. If you need medical assistance, please contact the organiser's office.



FREQUENTLY ASKED QUESTIONS

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- **Is there anywhere I can store my coat and bags?**

Unfortunately, there is no cloakroom service at this event. We advise that visitors do not bring big bags or to store them more securely on the coach or vehicle they arrive in. Bag searches will be in operation and therefore a group with many bags can cause delay on entry.

- **What insurance is in place for the event?**

The organiser has adequate public and employee liability cover. While the organisers take every precaution to protect visitors' property during an event, they are not responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

- **What happens to any lost property?**

All property found in the hall will be handed to the venue's reception desk or organiser's office and will be retained for 8 weeks. If, after 8 weeks, no claim in respect of the property has been made by any person, the venue has the right to dispose or donate the item.

- **Can I smoke/vape on site?**

There is a strict no smoking/vaping policy inside the venue, if you wish, you can smoke/vape anywhere outside the venue.

- **What security is there?**

Security is present at the event throughout. If you are a victim of theft, please report it to the organiser's office immediately.

- **Where can I get a copy of the risk assessment for the event?**

The organiser has completed a risk assessment for the event. A copy of this can be requested by emailing events@ucas.ac.uk.



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CONTACT DETAILS

Venue

Lowland Hall
Royal Highland Centre
Inglistons
Edinburgh
EH28 8NB

During the event

Event ambassadors, wearing UCAS t-shirts, will be available to offer help and advice if you have any queries.

Pre-Event

Prior to the exhibition
01242 544 808 or email
events@ucas.ac.uk

Our Organiser's Office is located next to entrance/exit inside the main hall.

Thank you for registering to attend the
UCAS Discovery Edinburgh 2023 event

