

# VISITOR INFORMATION GUIDE

**Date:** 25 September 2023

**Venue:** Easterbrook Hall

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



# GETTING HERE

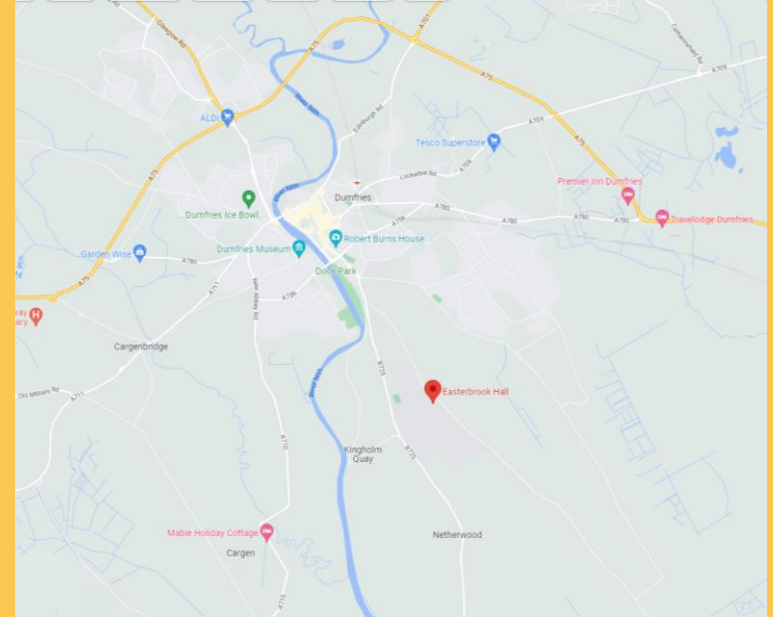
## Travelling by car or coach?

Easterbrook Hall is situated on The Crichton site, located approximately 2km (10 minute drive) south of Dumfries town centre, in the south of Scotland. It is bounded to the east and west by Bankend Road and the B725 Glencaple Road. For further information please click [here](#).

## Where can I park my car?

There is ample parking available in the main car park outside the main entrance to Easterbrook Hall. No parking charges apply.

Although there are ample spaces in the car park, please be aware they are available on a first-come, first-served basis.



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## Where can I park a coach or minibus?

Coaches dropping off/collecting school students attending the exhibition, can do so in the main car park area at Easterbrook Hall. There is ample space in main car park area to enable coaches to park while visitors are attending the exhibition. No parking charges apply.

## Travelling by public transport?

There are four bus stops in The Crichton, all of which are within walking distance of the business park and campus buildings. The existing bus service serving The Crichton is the D5, which provides a service every 20 minutes between the town centre and The Crichton.

## Travelling by Taxi?

We recommend you book your taxi well in advance of the event, due to school drop off and pick up, taxis can be limited in availability.



# WHILST YOU'RE HERE

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## When you arrive



On arrival, please follow the directions of the traffic marshals to the entrance of the exhibition. Please have your ticket ready for inspection. 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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## WiFi

An open WiFi network is available at this event, however, a reliable connection cannot be guaranteed.



## Accessibility

Easterbrook Hall has flat level access and disabled parking near the front of the venue.

## Catering

Tea/coffee will be available for sale throughout the day in Duncan Room 4. This is for teachers and exhibitors only. Light snacks will also be available to purchase as well as cold beverages.

## Event staff

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

## The Big Q&A

Student talks and subject talks will run throughout the event on our Big Q&A stage. Please pick up an event guide for stage locations. A full programme of events can be found on the [event webpage](#).



# JUST IN CASE

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## Organisers

The organisers will be at the help desk located in the entrance hall. A member of the events team will be in the office throughout the event.

## Accidents & near misses

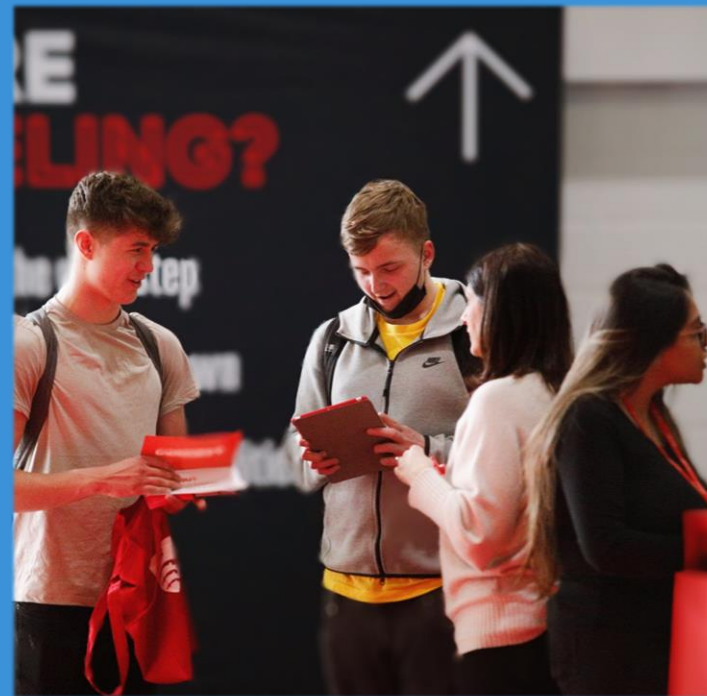
If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's helpdesk immediately, located in the entrance hall.

## Emergency procedures

All emergency exits are clearly marked in the Main Hall.  
If an alarm sounds, all visitors should vacate the premises via the nearest fire exit, and wait outside Easterbrook Hall until further instruction is received from venue staff.

## First aid

If you sustain any injuries, or are present when an accident occurs, please report to the general information desk in the first instance, where a member of the UCAS team and the event organiser will be situated.



# FREQUENTLY ASKED QUESTIONS

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

There are no cloakroom facilities at the venue. Visitors are responsible for their own personal belongings, which must be kept with you at all times.

- **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 should be handed to the venue or the organiser's help desk, where it will be retained during the event, or until the owner comes forward. If no owner is found for the duration of the event, the property will be left with the venue. If after 6 months and 1 day, no claim in respect of that property has been made, the licensor shall consider the property to have been abandoned.

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

There is a signposted smoking area at the front of the venue.

- **What security is there?**

Security is present throughout the event. If you are a victim of theft, please report it to the organiser's help desk 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 found when logging into your E-net account or be requested by emailing [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



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# CONTACT DETAILS

## Venue

Easterbrook Hall  
The Crichton  
Bankend Road  
Dumfries  
DG1 4TL

## On site general enquiries

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

## Contact details

Prior to the exhibition  
01242 544 808 or email  
[events@ucas.ac.uk](mailto:events@ucas.ac.uk)

Thank you for registering to attend the UCAS Discovery Dumfries & Galloway exhibition.

