

## **Frequently asked questions:**

### **How do the Airlink bus tickets work / does using the Airlink ticket activate our Pass?**

When a Pass is received it comes with a separate voucher for a return journey on the Airlink Bus. The voucher should be given to the driver of the Airlink bus, who will exchange it for a return Airlink bus ticket. The outward journey (in either direction) is used immediately. The customer then keeps their ticket to show to the driver on their return journey. The ticket does not have an expiry date and can be used any time. Using the Airlink voucher does not activate the Edinburgh Pass.

### **When is the Pass activated?**

The Edinburgh Pass is activated when the customer visits their first attraction. The card has a chip which is read in a machine at the attraction. It does not matter which date they have specified at time of purchase.

### **Does the Pass have to be used on consecutive days? / When does it expire? / Is it 24 hours?**

Yes, the 2-day and 3-day Passes have to be used on consecutive days. The card is activated at the first attraction visited, and then expires at midnight on the 2<sup>nd</sup> or 3<sup>rd</sup> day of use. The Passes work on calendar days, not 24 hours! For this reason, it is best to start using the Pass in the morning of the first day.

### **How many attractions can I visit with the Pass?**

There are over 30 attractions in Edinburgh and the Lothians covered by the Pass. The full list can be viewed on [www.edinburghpass.com/attractions](http://www.edinburghpass.com/attractions) or on the back of an Edinburgh Pass leaflet. A Pass holder can get free entrance to each participating attraction ONCE with their Pass.

### **Is the Castle included?**

No, the main attractions not included in the Pass are Edinburgh Castle, Palace of Holyroodhouse (although the Queens Gallery is included) and the Royal Yacht Britannia. These 3 attractions have their own visitor pass called the 'Royal Edinburgh Ticket' which can be purchased from VICs. Over 30 attractions in Edinburgh and the Lothians are included in the Edinburgh Pass.

### **How do I reserve spaces on tours?**

Some of the tours included in the Edinburgh Pass need to be pre-booked (for example Auld Reekie Tours, Cadies & Witchery Tours, Maid of the Forth boat trips).

To reserve spaces on these tours, customers must contact the relevant company directly by phone or email. Contact details for all the tour companies are advertised on our website [www.edinburghpass.com](http://www.edinburghpass.com). The customer's Edinburgh Pass must be valid on the day the customer wants to do the tour, and they must quote the number of their Edinburgh Pass when they reserve spaces. This number is written on the back of the Pass. If the customer has not received their Pass yet (eg. they're collecting it when they arrive in Edinburgh), they can quote their order reference number (which they were given when they purchased Passes) and then show their Pass when they turn up for the tour.

Edinburgh Pass customers can also get discounts off various coach tours that leave from Edinburgh. Again, the customer needs to telephone the tour company to pre-book with their discount. The Special Offers can be used at any time during the customers stay in Scotland, and not related to when the Pass is being used. The customer will need to keep hold of their Pass as it will be asked for as proof they are entitled to discount.

The Edinburgh Bus Tours do not need pre-booking. There is a voucher included in the back of the Edinburgh Pass book that allows the customer to get onto the tour bus for a discounted price. They can just turn up to Waverley Bridge and exchange this voucher for a discount on a tour bus ticket to use immediately.

### **I'm not coming to Edinburgh any more – can I get a refund for the Passes I have bought?**

The Edinburgh Pass team do not normally issue refunds unless we have made a mistake.

### **Can you recommend hotels in Edinburgh / Scotland?**

Information on accommodation can be found on [www.visitscotland.com](http://www.visitscotland.com) or [www.edinburgh.org](http://www.edinburgh.org). Accommodation can also be booked with VisitScotland.com on 0845 22 55 121.

### **Where can I buy Edinburgh Passes from?**

Edinburgh Passes can be purchased:

- Online at [www.edinburghpass.com](http://www.edinburghpass.com)
- From a VisitScotland Information Centre in Edinburgh and the Lothians (City Centre at 3 Princes Street, International Arrivals at Edinburgh Airport, North Berwick, Dunbar – seasonal, Newtongrange – seasonal)
- Via telephone on 0131 473 3630 (Edinburgh Pass Assistant) – this is used mainly for group bookings as a discount can be processed via telephone
- Via various sales agents (eg. Expedia, JAC Travel, VS.com) – although we don't advertise these to most enquirers as we have to pay commission to these sales agents!

### **Where do I collect my Passes?**

If the customer specified 'delivery' at the time they purchased their Passes, their Passes will be dispatched to them by the Edinburgh Pass team.

If the customer specified 'collection', their order confirmation will state where they have asked to collect them from. The options are:

- Edinburgh Airport VIC (located in the International Arrivals Hall)
- Princes Street VIC (at 3 Princes Street, above Princes Mall / Waverley Train Station)
- Glasgow Airport VIC

Although a collection point is specified at the time of booking, the customer can collect their Passes at any of these VICs (as they all have access to the same orders).

### **Can I get a group discount?**

Group discount of 10% is available for groups of 10+. In special circumstances a 15% discount may be given, but this would need to be authorised by the Edinburgh Pass Manager. VisitScotland staff can buy Passes with a 10 - 20% discount. All sales with this discount must be processed by the Edinburgh Pass team as a tele sale (not available online).

### **Is there a student Pass?**

No. Students 16+ would need to purchase an adult Pass. Students aged 5-15 can purchase a child Pass.

### **There is a discount offer on the website – can I also get this offer in the VICs?**

No, discounts advertised on the [www.edinburghpass.com](http://www.edinburghpass.com) website are only available through this sales channel.

### **The Edinburgh Pass website is not working with my offer code.**

Try and find out if the customer is definitely talking about the [www.edinburghpass.com](http://www.edinburghpass.com) website! If so, and you don't know how to change it, contact ACT to rectify the problem (contact details at the bottom of the page).

### **I want to buy Passes for my friends – is it a problem to order the in my name / using my credit card?**

This is not a problem. When Passes are purchased, the customer is given an order reference number. If they give their friend this reference number, they can collect the Passes from a VIC (or we can deliver them to their friend's address). The Pass is received without any name attached to it, so anyone can use it. The person who wants to use the Pass writes their name on the card before they visit their first attraction.