

# **Frequently Asked Questions**

**How does the Airlink bus ticket work?**

**Does using the Airlink ticket activate our Pass?**

**Do I have to use the Airlink ticket on the same day as the Pass?**

The Edinburgh Pass comes with a separate voucher for the Airlink Bus - it entitles you to a return journey on the Airlink Bus. The voucher should be given to the driver on the bus, who will exchange it for a return ticket. The customer should keep 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 Pass - therefore it can be used at a different time to the Edinburgh Pass

Remember to detach the Airlink voucher from the Edinburgh Bus Tours voucher.

**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 specified at the time of purchase.

**Does the Pass have to be used on consecutive days?**

**When does it expire?**

**Is it 24 hours?**

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 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> day of use.

The Pass operates on a calendar day basis, 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) A Pass holder can get free entrance to each participating attraction ONCE with their Pass. The tour companies (Mercat, Cadies, Auld Reekie, National Galleries) will normally allow you to visit each of their tours once.

**Is the Castle included?**

No, the main attractions not included in the Pass are Edinburgh Castle, Royal Yacht Britannia and the Palace of Holyroodhouse (although the Queens Gallery is included). Over 30 attractions in Edinburgh and the Lothians are included in the Edinburgh Pass. The full list can be viewed on [www.edinburghpass.com/attractions](http://www.edinburghpass.com/attractions)

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

Some of the tours included in the Edinburgh Pass should be pre-booked to avoid disappointment (for example Mercat Tours, Auld Reekie Tours, Cadies & Witchery Tours, Seafari Adventures, Maid of the Forth, Greenyonder).

To reserve spaces on these tours, you must contact the relevant company directly by phone or email. Contact details for all the tour companies are on our website [www.edinburghpass.com](http://www.edinburghpass.com).

Your Edinburgh Pass must be valid on the day you want to do the tour, and you must quote the number of your Edinburgh Pass when you make the reservation. This number is printed on the bottom right on the back of your Pass card.

If you have not received your Pass yet or you are collecting it upon arrival in Edinburgh, you can quote your order reference number (which you will be given when you purchase the passes) and then show your Pass when you arrive for the tour.

Edinburgh Pass customers can also get discounts off various coach tours that leave from Edinburgh. Again, all you need to do is telephone the tour company to pre-book with your discount. Usually the tour company will allow you to take a tour a few days either side of the validity of your Pass, but you may be asked to show up at the company's office in person on the day your Pass is valid to register it.

The Edinburgh Bus Tours do not need pre-booking. There is a voucher included with the Edinburgh Pass (attached to your Airlink bus voucher) that allows you to get onto the tour bus for a discounted price. Go to Waverley Bridge and exchange this voucher for a discount on the tour bus ticket - hop aboard and enjoy!

## **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. This would need to be authorised by the Edinburgh Pass Manager - email your request to [info@edinburghpass.com](mailto:info@edinburghpass.com)

However, the Edinburgh Pass is valid for a year from the date of issue and can be used by anyone (it doesn't have to be the person who purchased the Pass who uses it). Why not give it to a friend or plan a trip to Edinburgh for another time. If you have chosen to collect your passes on arrival and are no longer coming, we can arrange for them to be posted out to you.

## **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 – this is used mainly for group bookings. Mon-Fri 9am-5pm UK time

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

If you specified 'delivery' at the time of purchase, your Passes will be dispatched to you by the Edinburgh Pass team.

If you specified 'collection', you can pick up your passes at one of the following locations (you will select your preferred option at the time of purchase but can collect from any of the points listed).

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

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

For information on our group discounts please contact the Edinburgh Pass Team on +44 (0) 131 473 3630, Mon - Fri 9am–5pm UK time or email [info@edinburghpass.com](mailto:info@edinburghpass.com) at any time. A group is a minimum of 10 people buying a three day pass (or 15 people buying a two day pass or 25 people buying a one day pass).

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

### **Is there a concessionary Pass?**

Students 16+ would need to purchase an adult pass. Students aged 5-15 can purchase a child pass.

The Edinburgh Pass is already great value for money. We're not able to offer a concessionary rate at this time.