



HISTORIC SCOTLAND
ALBA AOSMHOR

Part of Historic
Environment
Scotland

Group Sales

Responsive Website Walkthrough

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Introduction

Our Group Sales website is now fully responsive! We have also taken this opportunity to streamline some of our website configuration, to make it more suited to your needs.

This document will show you how to process your orders via this new improved way of working and go into more detail on the navigation and functionality of the website.

For a quick processing guide, please see your Group Sales processing 'cheat sheets'.

The link to our Group Sales system can be found on our Group Sales webpage: <https://www.historicenvironment.scot/visit-a-place/travel-trade/group-sales/>

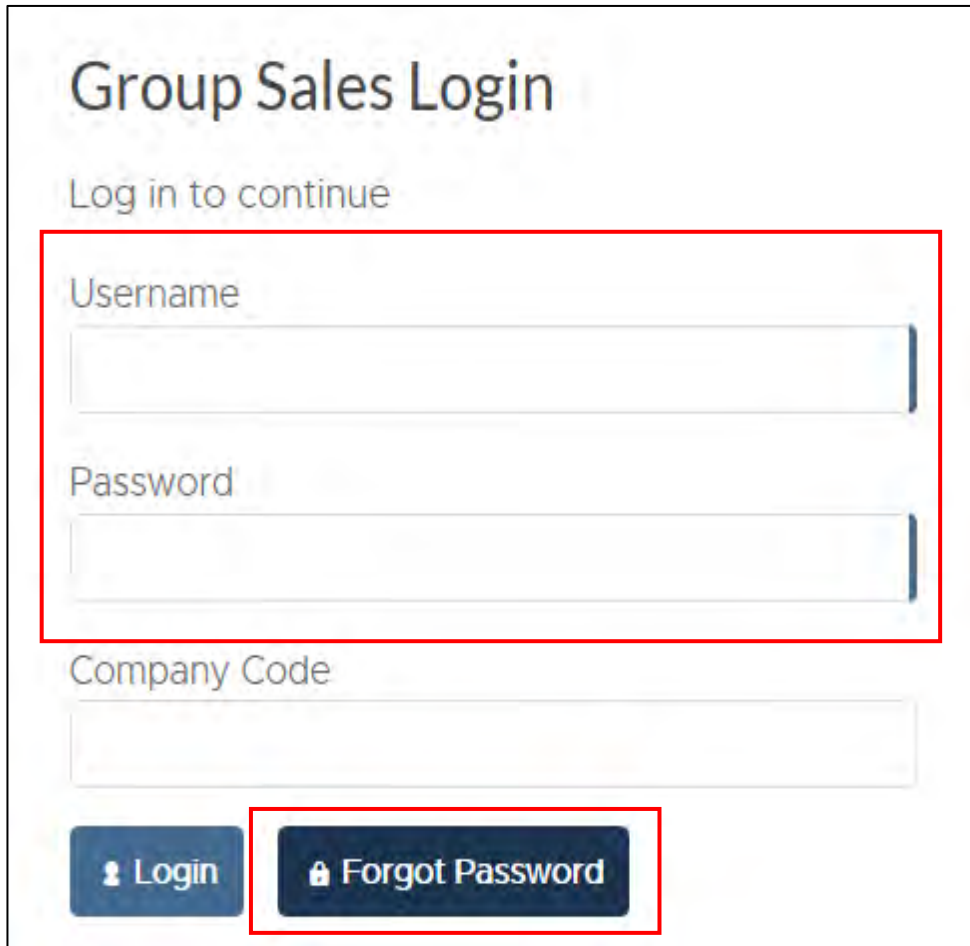
Logging In

Your new login screen looks like this:

The screenshot displays the Group Sales Login page. At the top, there is a navigation bar with icons for 'Category', 'Tickets', 'Basket', 'Checkout', and 'Confirm'. Below this, the 'Group Sales Login' section is visible, featuring a 'Log in to continue' prompt and three input fields: 'Username', 'Password', and 'Company Code'. There are 'Login' and 'Forgot Password' buttons at the bottom of the login section. To the right, a 'Contact Us' section provides the following information: Sales Support Team, Historic Environment Scotland, Longmore House, Salisbury Place, Edinburgh, EH9 1SH, Click to Email Us, and Tel: +44 (0)131 668 8831. The footer is divided into three columns: 'INFORMATION & SERVICES' with links like Home, Visit a Place, Learn, Advice and Support, Grants and Funding, Archives and Research, Work with us, and About Us; 'Historic Environment Scotland Head offices' with details for Longmore House and John Sinclair House; and 'VISITOR APP' with a description and download links for the App Store and Google Play, accompanied by an image of a smartphone.

The username and password and the required fields, with the Company Code being optional. If you have a username and password already, you can continue to use this to login, as before.

If you have forgotten your password you can use the 'Forgot Password' button to reset this.

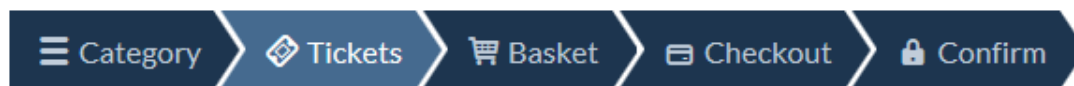


The image shows a login form titled "Group Sales Login". Below the title is the instruction "Log in to continue". The form contains three input fields: "Username", "Password", and "Company Code". The "Username" and "Password" fields are enclosed in a red rectangular box. Below the input fields are two buttons: "Login" (with a user icon) and "Forgot Password" (with a lock icon). The "Forgot Password" button is also enclosed in a red rectangular box.

Click the 'login' button after you have input your username and password and you will then be taken into the Group Sales site.

Quick Site Navigation Guide

The navigation buttons at the top of the screen are an easy way to navigate around the Group Sales site.



Category

Clicking this button will take you to the full list of sites and Explorer/Scottish Heritage passes. This is the 'home page' from where you can navigate to all our Group Sales products.

Tickets

Once you have clicked on a site from the Category page, you will be taken to the tickets page, from here you can choose the specific Explorer/Scottish Heritage Passes, General Admission tickets or visit products.

Basket

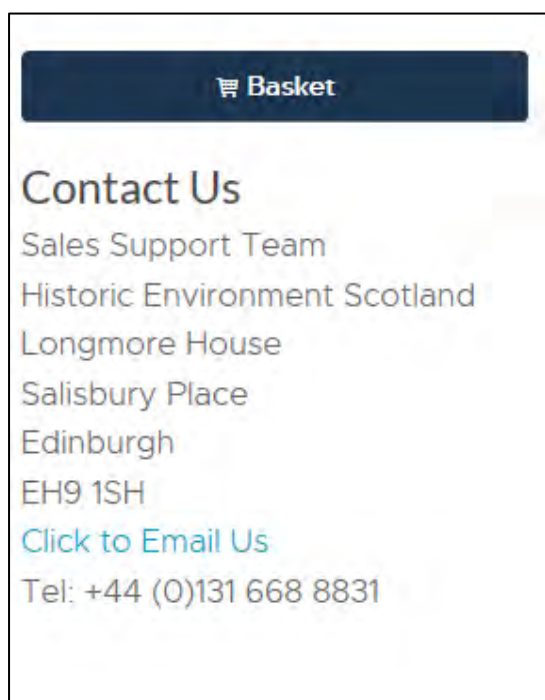
This will show you all the products you have in your basket and allow you to amend your order.

Checkout

The checkout page is where you fill in all your billing/address information and submit your order.

Confirm

The confirmation page shows you important information about your order.



Right hand column

On the right hand side of the page you will find another 'basket' button link and the 'Contact Us' info for our service team, should you have any issues.

The first page you will be taken to after you login is the Edinburgh Castle tickets page (see screenshot below). This is because most of our customers look to book this site first.

The screenshot shows the website header with the Historic Environment Scotland logo and navigation menu. The main content area is titled 'Edinburgh Castle' and features 'General Admission tickets to Edinburgh Castle'. A 'Category' button is highlighted in a red box in the navigation bar. The footer contains 'INFORMATION & SERVICES', 'VISITOR APP', and contact information.

HISTORIC SCOTLAND
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Category Tickets Basket Checkout Confirm

Edinburgh Castle

General Admission tickets to Edinburgh Castle

Book fast track admission tickets to Edinburgh Castle. Tickets are valid all day from 9.30am.

Do you have an Explorer or Scottish Heritage pass?

You must book your visit in advance, please click the down arrow to book your visit.

Contact Us

Sales Support Team
Historic Environment Scotland
Longmore House
Salisbury Place
Edinburgh
EH9 1SH
[Click to Email Us](#)
Tel: +44 (0)131 668 8831

INFORMATION & SERVICES

Home
Visit a Place
Learn
Advice and Support
Grants and Funding
Archives and Research
Work with us
About Us

Membership
Cookie policy
Terms & conditions
Privacy policy
Freedom of Information (FOI)
Complaints
Accessibility
National Fraud Initiative Scotland

Historic Environment Scotland Head offices:
Longmore House
Salisbury Place
Edinburgh
EH9 1SH

John Sinclair House
16 Bernard Terrace
Edinburgh
EH8 9NX

VISITOR APP

Our app is your one-stop shop for information on Scotland's iconic historic attractions.

Available on the iPhone **App Store** **Google play**

HISTORIC ENVIRONMENT SCOTLAND **ÀRAINNEACHD EACHDRAIDHEIL ALBA**

Historic Environment Scotland is the lead public body established to investigate, care for and promote Scotland's historic environment.
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HISTORY HERITAGE & ARCHAEOLOGY • 2017 •

Here you can buy general admission tickets to the site or book in a visit (which you must do in advance) if you have any type of Explorer or Scottish Heritage pass.

If you wish to book tickets to another site initially or to purchase an Explorer/Scottish Heritage pass, then all you have to do is click on the 'Category' button at the top (shown below). This will take you back to the full site list and from there you can make another selection.

The close-up screenshot shows the navigation bar with the 'Category' button highlighted in a red box. The main content area is titled 'Edinburgh Castle' and features 'General Admission tickets to Edinburgh Castle'. A down arrow icon is visible on the right side of the ticket description.

Category Tickets Basket Checkout Confirm

Edinburgh Castle

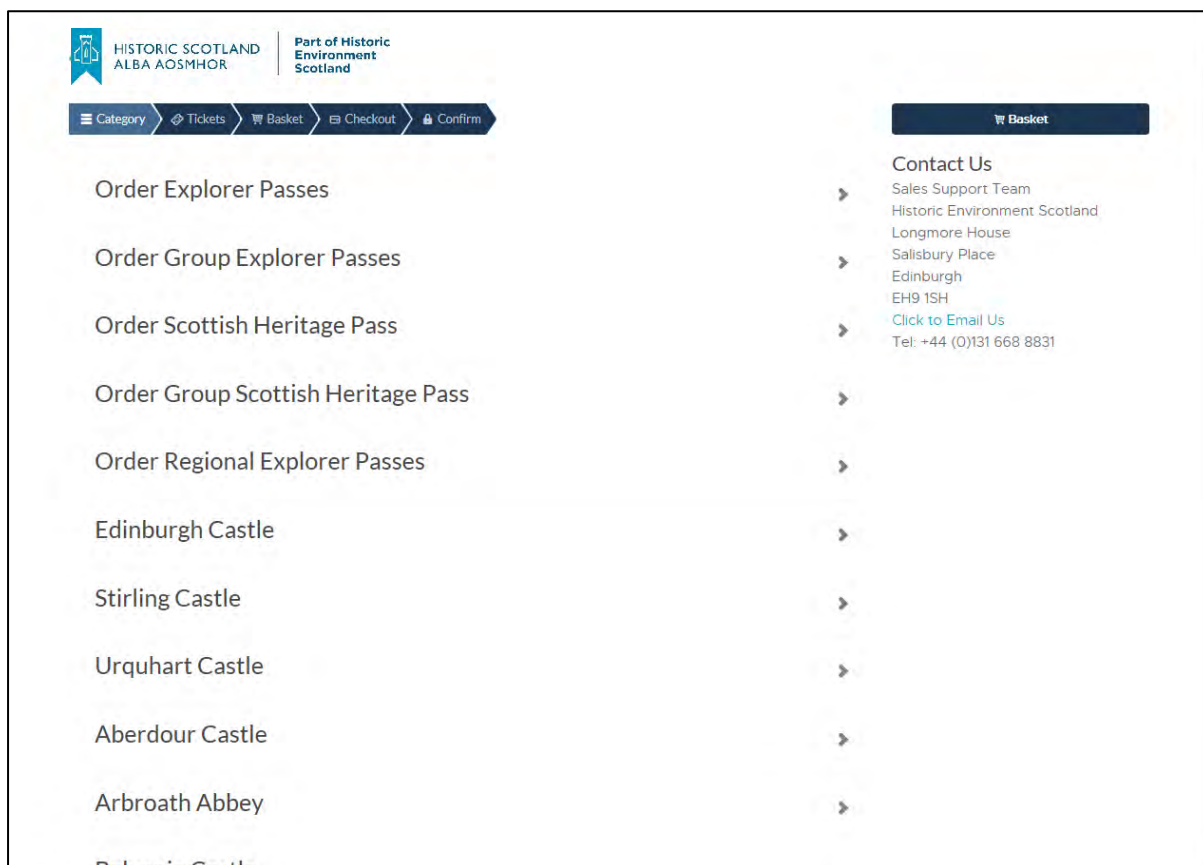
General Admission tickets to Edinburgh Castle

Book fast track admission tickets to Edinburgh Castle. Tickets are valid all day from 9.30am.

Category List – The Homepage

The category list serves as the Group Sales homepage, it has the full list of our sites and products available for you to purchase. We understand for our customers, they want to quickly navigate to a site and process tickets and visits, therefore we have the list in the following order:

1. Explorer and SHP's (Scottish Heritage Passes) – These are the best value products we have for our trade customers and so these are listed first in the list.
2. Edinburgh, Stirling and Urquhart Castle – These are our top three attractions, chances are you will be looking to book them first, they are listed next.



3. Thereafter, the sites are listed individually and by alphabetical order (see screenshot below). This allows you navigate quickly and easily to the sites you want to buy tickets for. Simply click on the site to be taken to its relevant 'Tickets' Page.



Purchase an Explorer/Scottish Heritage Pass

To purchase an explorer pass first click on 'order Explorer Passes from the Category List

The screenshot shows the top navigation bar of the Historic Scotland website. The logo 'HISTORIC SCOTLAND ALBA AOSMHOR' and 'Part of Historic Environment Scotland' are visible. The navigation menu includes 'Category', 'Tickets', 'Basket', 'Checkout', and 'Confirm'. The 'Order Explorer Passes' option is highlighted with a red rectangular box. To the right, there is a 'Basket' button and a 'Contact Us' section with the following details: Sales Support Team, Historic Environment Scotland, Longmore House, Salisbury Place, Edinburgh, EH9 1SH, a 'Click to Email Us' link, and the telephone number +44 (0)131 668 8831.

You will then be taken to the Explorer Pass, tickets page:

The screenshot shows the 'Order Explorer Passes' page on the Historic Scotland website. The navigation bar is the same as in the previous screenshot. The main heading is 'Order Explorer Passes'. Below it, there are two sections: '3 Day Explorer Pass' and '7 Day Explorer Pass'. Each section includes a description of the pass, its validity period, pricing information, and a note about closure updates. The '3 Day Explorer Pass' section states: 'This pass can be used over 5 days. Select the first date you will use the pass from the calendar; your pass will be valid for 5 days from the selected date. The pass can then be used on a further 2 days within this 5 day period. The price of the pass is dependent on the date selected and will be shown on the following page once you add this to your basket. Multiple sites may be visited in any one day and one visit per site is permitted. Due to adverse weather conditions there may be unexpected closures. Please check the website for closure updates.' The '7 Day Explorer Pass' section states: 'This pass can be used over 14 days. Select the first date you will use the pass from the calendar; your pass will be valid for 14 days from the selected date. The pass can then be used on a further 6 days within this 14 day period. The price of the pass is dependent on the date selected and will be shown on the following page once you add this to your basket. Multiple sites may be visited in any one day and one visit per site is permitted. Due to adverse weather conditions there may be unexpected closures. Please check the website for closure updates.' On the right side, there is a 'Basket' button and a 'Contact Us' section with the same details as in the previous screenshot. At the bottom of the page, there is a footer with 'INFORMATION & SERVICES' (Home, Visit a Place, Learn, Advice and Support, Membership, Cookie policy, Terms & conditions, Privacy policy), 'Historic Environment Scotland Head offices' (Longmore House, Salisbury Place, Edinburgh, EH9 1SH; John Sinclair House, 16 Bernard Terrace, Edinburgh, EH8 9NX), and 'VISITOR APP' (Our app is your one-stop shop for information on Scotland's iconic historic attractions).

Simply click on the '3 day' or '7 day' explorer pass to expand its relevant ticket options or click on the right hand arrow. See screenshot below:

Order Explorer Passes

3 Day Explorer Pass

This pass can be used over 5 days. Select the first date you will use the pass from the calendar; your pass will be valid for 5 days from the selected date. The pass can then be used on a further 2 days within this 5 day period.


The price of the pass is dependent on the date selected and will be shown on the following page once you add this to your basket.

Multiple sites may be visited in any one day and one visit per site is permitted.

Due to adverse weather conditions there may be unexpected closures. Please check the website for [closure updates](#).

Contact Us

Sales Support Team
Historic Environment Scotland
Longmore House
Salisbury Place
Edinburgh
EH9 1SH
[Click to Email Us](#)
Tel: +44 (0)131 668 8831



Order Explorer Passes

3 Day Explorer Pass


This pass can be used over 5 days. Select the first date you will use the pass from the calendar; your pass will be valid for 5 days from the selected date. The pass can then be used on a further 2 days within this 5 day period.

The price of the pass is dependent on the date selected and will be shown on the following page once you add this to your basket.


Multiple sites may be visited in any one day and one visit per site is permitted.

Due to adverse weather conditions there may be unexpected closures. Please check the website for [closure updates](#).

[More Information](#)

 **Select Date/Time for: EXPLORER PASS**

3 Day Adult (aged 16-59)	- 0 +
3 Day Concession (aged 60+ or students)	- 0 +
3 Day Child (aged 5-15)	- 0 +
3 Day Family (2 Adults & upto 6 Children)	- 0 +

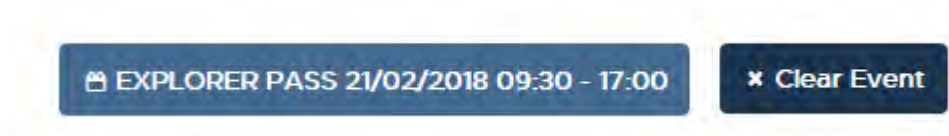
 **Add To Basket**

You must choose a date for the pass first, so click on the 'Select Date/Time for: Explorer Pass' button.

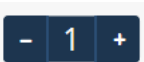




You will then be shown the available dates for the pass. Please click on the middle arrows to select any month in the year or click on the left/right arrows to skip a month at a time, as shown below:

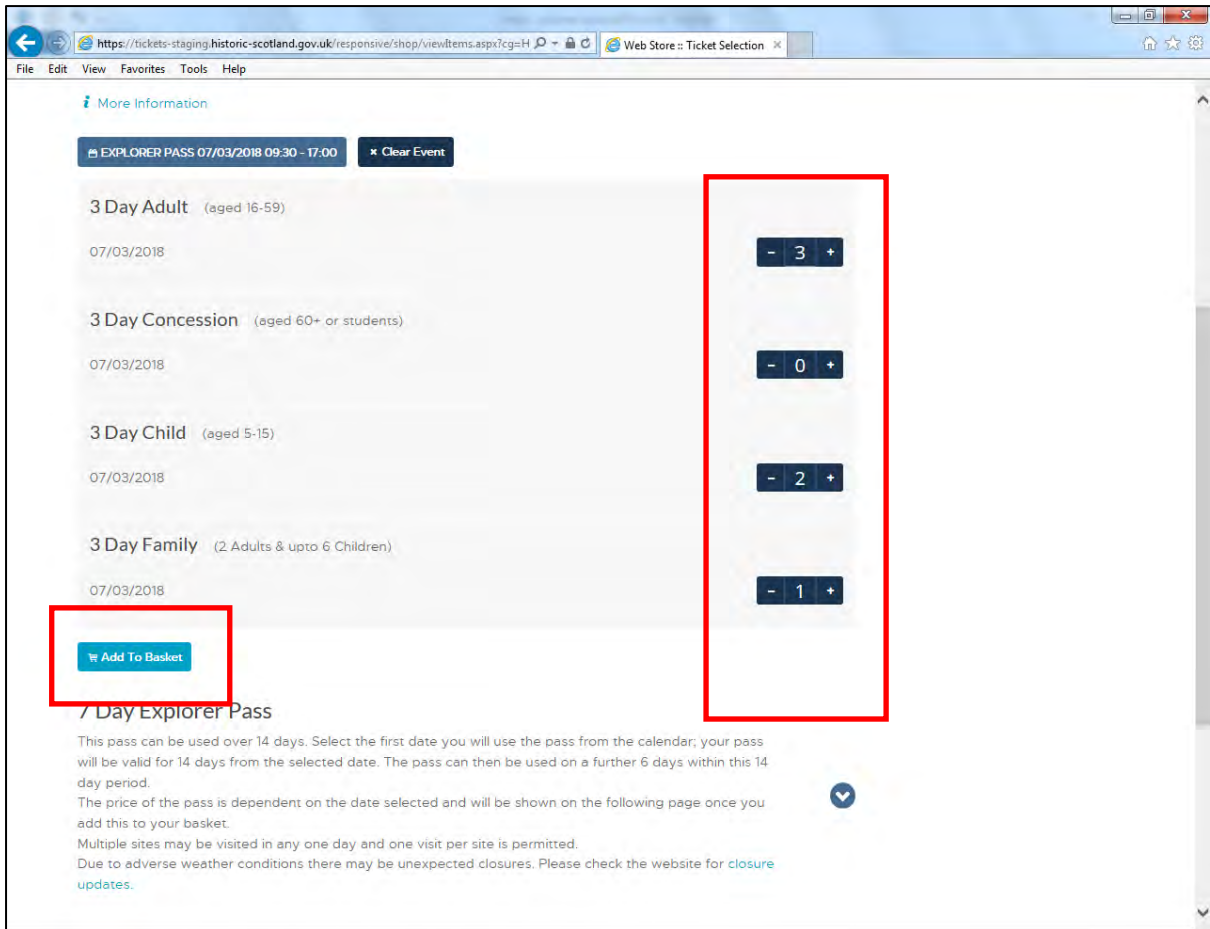
Once you have selected a date for the pass, the button will change to reflect this, see below:



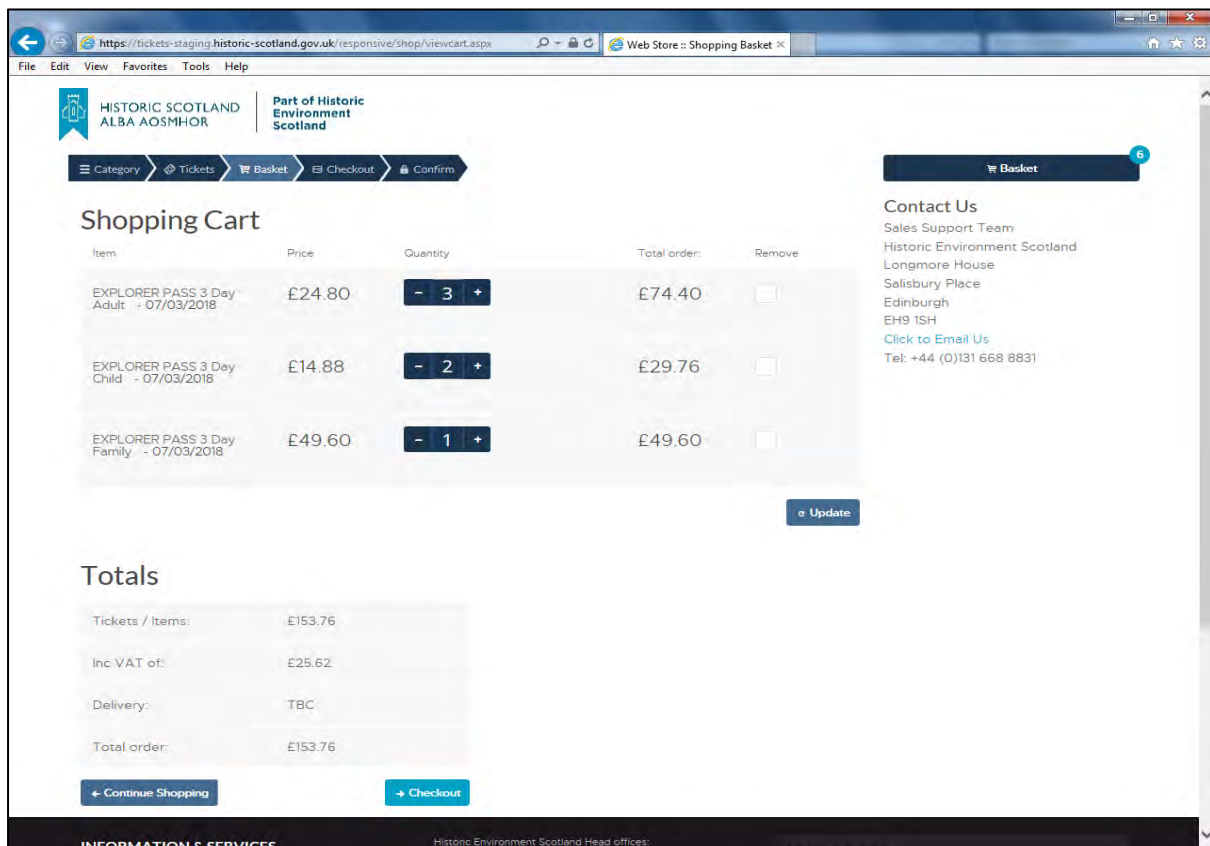
Now you must input what type of 3 Day or 7 Day explorer pass you want to use, i.e Adult, Concession, Child or Family. Do add or remove the number of passes you want to buy, simply use

the plus or minus buttons  then click on the 'Add to basket' button. 

To Note: You can also manually type into this button: . Just click into it with your mouse and type in your desired number.



You will then be taken to the 'basket' page:



Here you can add to or take away from the quantity of passes or even remove ticket from the order altogether and click 'update' to update the order.

The screenshot shows a shopping cart with three items. The quantity for the first item is 1, the second is 2, and the third is 1. The total order amount is £74.40. A red box highlights the quantity controls for the first item, another red box highlights the total order amount of £29.76, and a third red box highlights the 'Update' button at the bottom right.

Item	Price	Quantity	Total order:	Remove
EXPLORER PASS 3 Day Adult - 07/03/2018	£24.80	- 1 +	£74.40	<input type="checkbox"/>
EXPLORER PASS 3 Day Child - 07/03/2018	£14.88	- 2 +	£29.76	<input checked="" type="checkbox"/>
EXPLORER PASS 3 Day Family - 07/03/2018	£49.60	- 1 +	£49.60	<input type="checkbox"/>

[Update](#)

After you click 'update' the order should be amended and change, see screenshot below:

The screenshot shows the shopping cart after an update. The total order amount is now £24.80. A red box highlights the basket icon in the top right corner, which now shows a '2' next to it.

Item	Price	Quantity	Total order:	Remove
EXPLORER PASS 3 Day Adult - 07/03/2018	£24.80	- 1 +	£24.80	<input type="checkbox"/>
EXPLORER PASS 3 Day Family - 07/03/2018	£49.60	- 1 +	£49.60	<input type="checkbox"/>

[Update](#)

Once the order is correct, you can then either continue to shop by clicking on the 'continue shopping button' which will take you back to the category list or 'Checkout' to proceed with the order as is.

The screenshot shows the 'Totals' page with the following information:

Tickets / Items:	£74.40
Inc VAT of:	£12.40
Delivery:	TBC
Total order:	£74.40

[← Continue Shopping](#) [→ Checkout](#)

To finalise buying the passes, click on the 'checkout' button and you will then be taken to the checkout page:

Checkout

Delivery Options

PASS PICK UP

Billing Contact

Account Information
*Required Field

Title*
MR

First Name*
Joe

Last Name*
Blogs

Street 1*
1 Edinburgh Street

City*
Edinburgh

Country*
UNITED STATES

State*
SELECT

Zip Code*

Total

Subtotal: £74.40
Tax: £12.40
Shipping: £0.00
Total: £74.40

Contact Us
Sales Support Team
Historic Environment Scotland
Longmore House
Salisbury Place
Edinburgh
EH9 1SH
[Click to Email Us](#)
Tel: +44 (0)131 668 8831

The contact information here will auto populate with the contact information associated with the customer account you have created with us.

The account information: name, address, email etc, can be changed if required.

To Note: All trade customers will now pay by invoice only and you **must** input a group reference order number in the field provided, before submitting the order.

Invoice Information

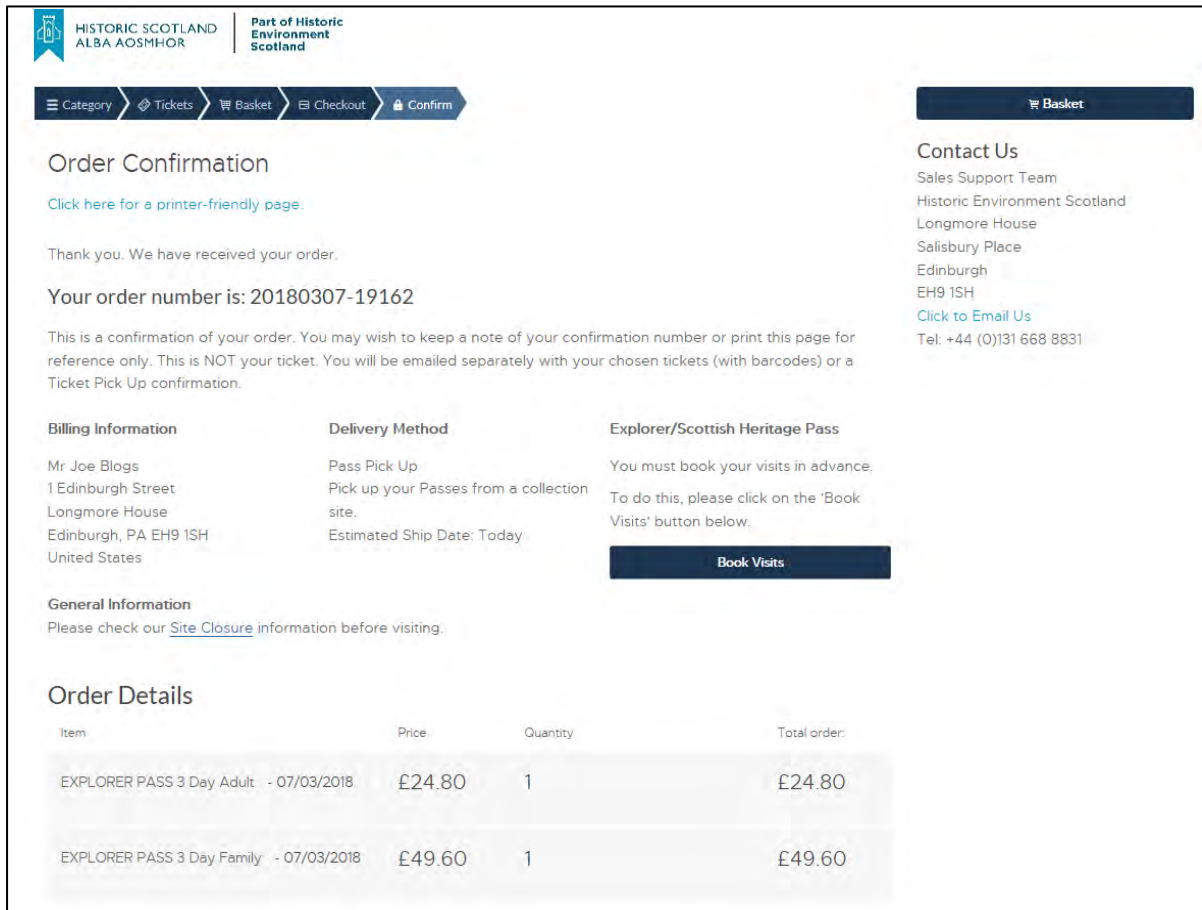
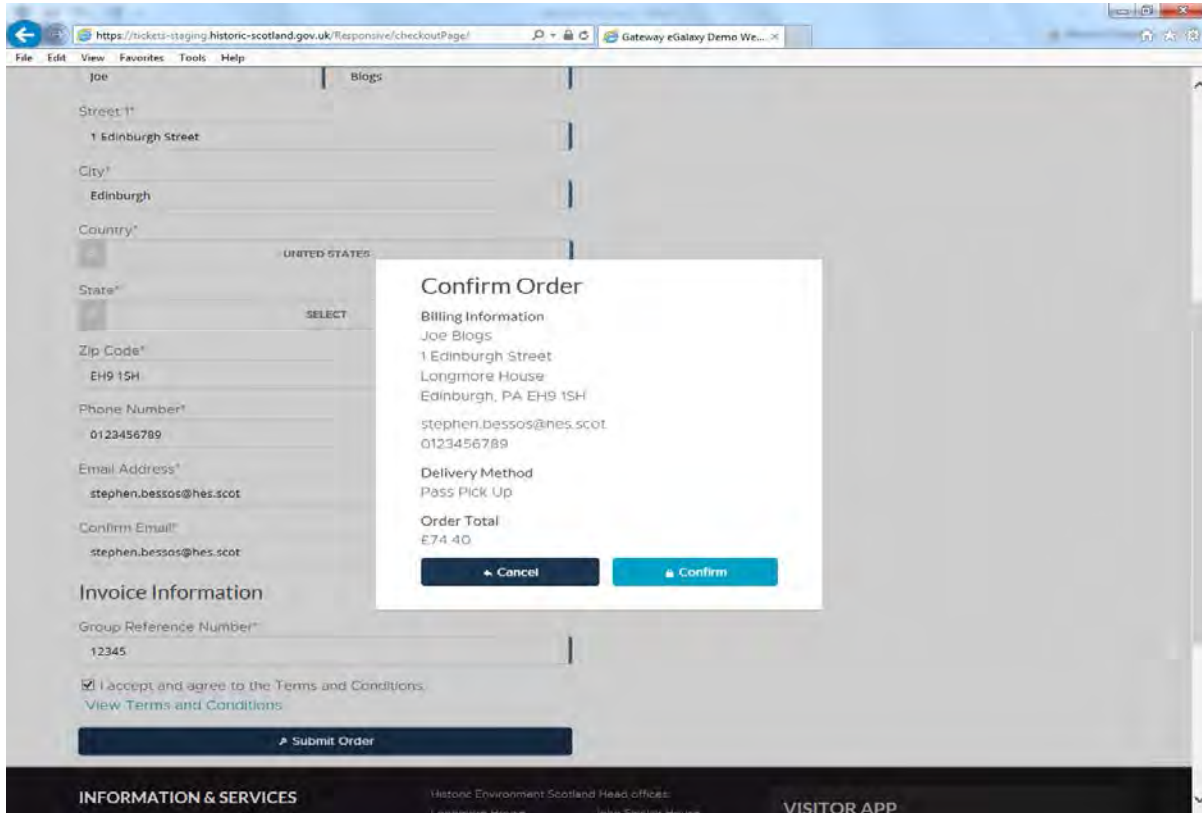
Group Reference Number*

12345

I accept and agree to the Terms and Conditions.
[View Terms and Conditions](#)

Submit Order

You will be given one more chance to either 'cancel' or 'confirm' the order before being taken to the confirmation page, shown below:



Now Book Your Visits!

You have now bought your pass or passes and an email will be sent to the email address you provided on the order with all the relevant information. **However, you must also book the date of visit to each site and this must be done in advance.** You will not need to do this for general admission tickets.

To do this, please click on the 'Book Visits' button on this page to go back to the category list. You can also click on the 'Category' button to do this. See screenshot below:

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Category Tickets Basket Checkout Confirm

Order Confirmation

[Click here for a printer-friendly page.](#)

Thank you. We have received your order.

Your order number is: 20180307-19162

This is a confirmation of your order. You may wish to keep a note of your confirmation number or print this page for reference only. This is NOT your ticket. You will be emailed separately with your chosen tickets (with barcodes) or a Ticket Pick Up confirmation.

Billing Information

Mr Joe Blogs
1 Edinburgh Street
Longmore House
Edinburgh, PA EH9 1SH
United States

Delivery Method

Pass Pick Up
Pick up your Passes from a collection site.
Estimated Ship Date: Today

Explorer/Scottish Heritage Pass

You must book your visits in advance.
To do this, please click on the 'Book Visits' button below.

Book Visits

General Information

Please check our [Site Closure](#) information before visiting.

Order Details

Item	Price	Quantity	Total order:
EXPLORER PASS 3 Day Adult - 07/03/2018	£24.80	1	£24.80
EXPLORER PASS 3 Day Family - 07/03/2018	£49.60	1	£49.60

Contact Us

Sales Support Team
Historic Environment Scotland
Longmore House
Salisbury Place
Edinburgh
EH9 1SH
[Click to Email Us](#)
Tel: +44 (0)131 668 8831

Basket

To Note: If you are returning to the Group Sales website (having previously booked your passes at an earlier date) and have just logged on to book your visits, simply click the site you wish to book for from the 'Category' list.

From there, click on the site you want to visit you should see the following. Click on this box to expand it, as shown in the screenshots below:

The screenshot shows a web browser window with the URL <https://tickets-staging.historic-scotland.gov.uk/responsive/shop/view/items.aspx?cg=H>. The page is for "Edinburgh Castle" and "General Admission tickets to Edinburgh Castle". A red box highlights the following text:

Do you have an Explorer or Scottish Heritage pass?
You must book your visit in advance, please click the down arrow to book your visit.

The page also includes a navigation menu (Category, Tickets, Basket, Checkout, Confirm), a "Basket" button, and a "Contact Us" section with the following details:

- Sales Support Team
- Historic Environment Scotland
- Longmore House
- Salisbury Place
- Edinburgh
- EH9 1SH
- Click to Email Us
- Tel: +44 (0)131 668 8831

The footer contains "INFORMATION & SERVICES" links, "VISITOR APP" information, and contact details for Historic Environment Scotland.

The screenshot shows the expanded view of the ticket selection page. The question "Do you have an Explorer or Scottish Heritage pass?" is followed by the instruction "You must book your visit in advance, please click the down arrow to book your visit." Below this is a "More Information" link. A button labeled "Select Date/Time for: EDINBURGH CASTLE ENTRY" is visible. Below that is a section for "Explorer Pass Total Pax" with a quantity selector set to 0. At the bottom is an "Add To Basket" button.

You can now click the date and time for the **VISIT** and add this to your basket. You do not need to do this if you are buying site general admission products.

Visit products are used to reserve your place at sites when you have already bought an Explorer or Scottish Heritage Pass, therefore these are free products that you will not be charged for and invoice information will not be required.

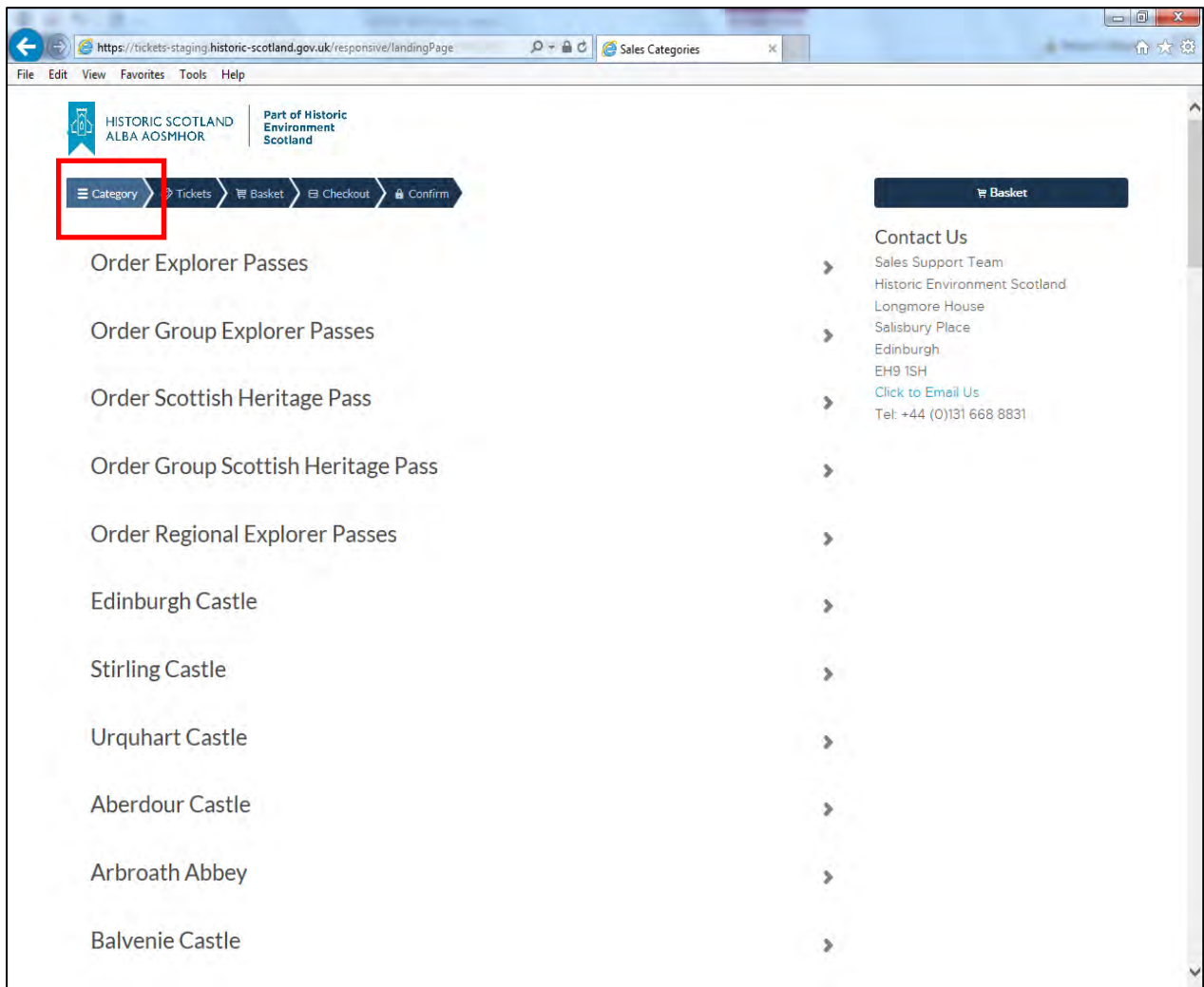
You should end up with two email when dealing with our passes, one which is the pass or passes themselves that you have bought and another which has booking reservation you have made.

You cannot book visits and explorer passes in the same transaction.

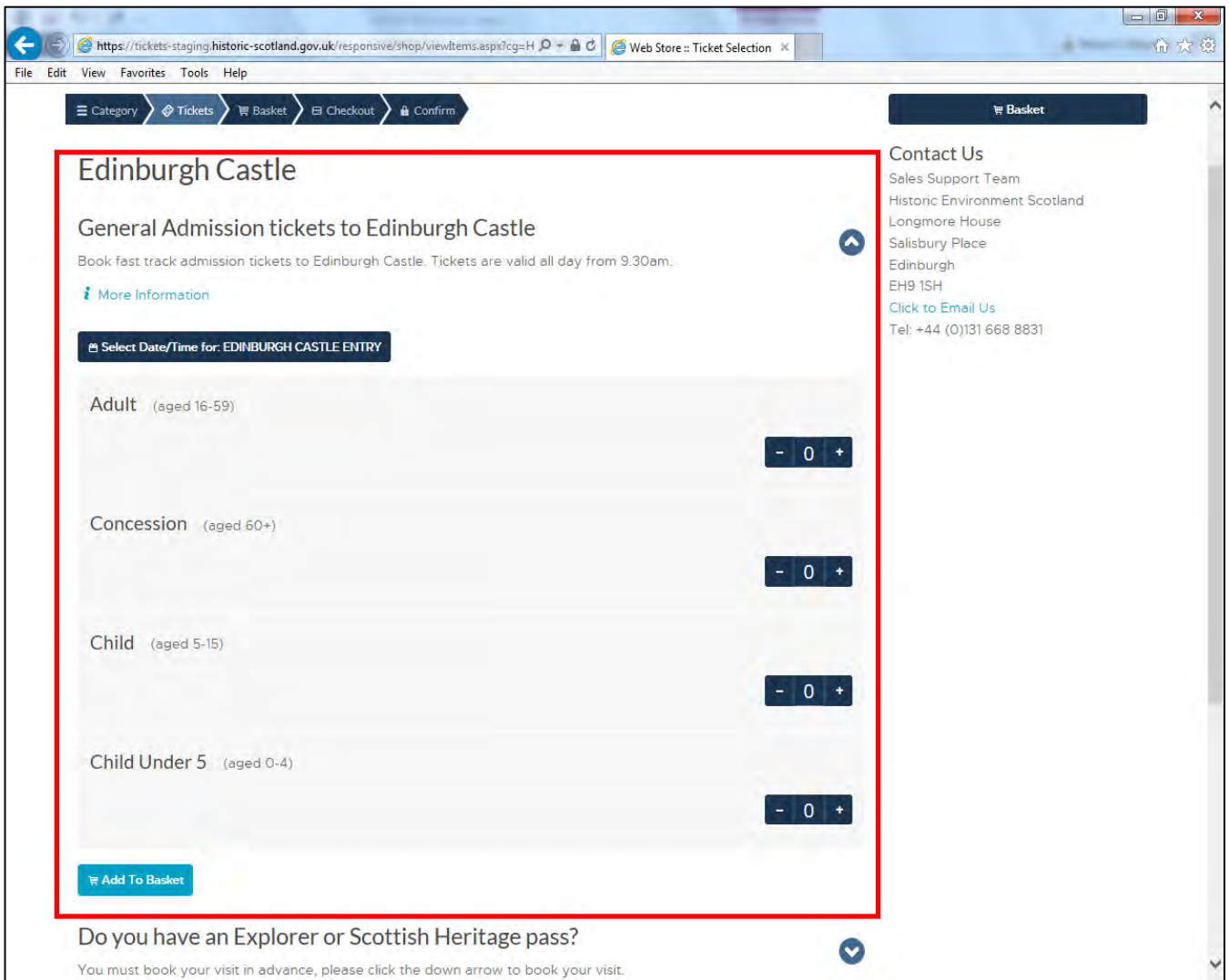
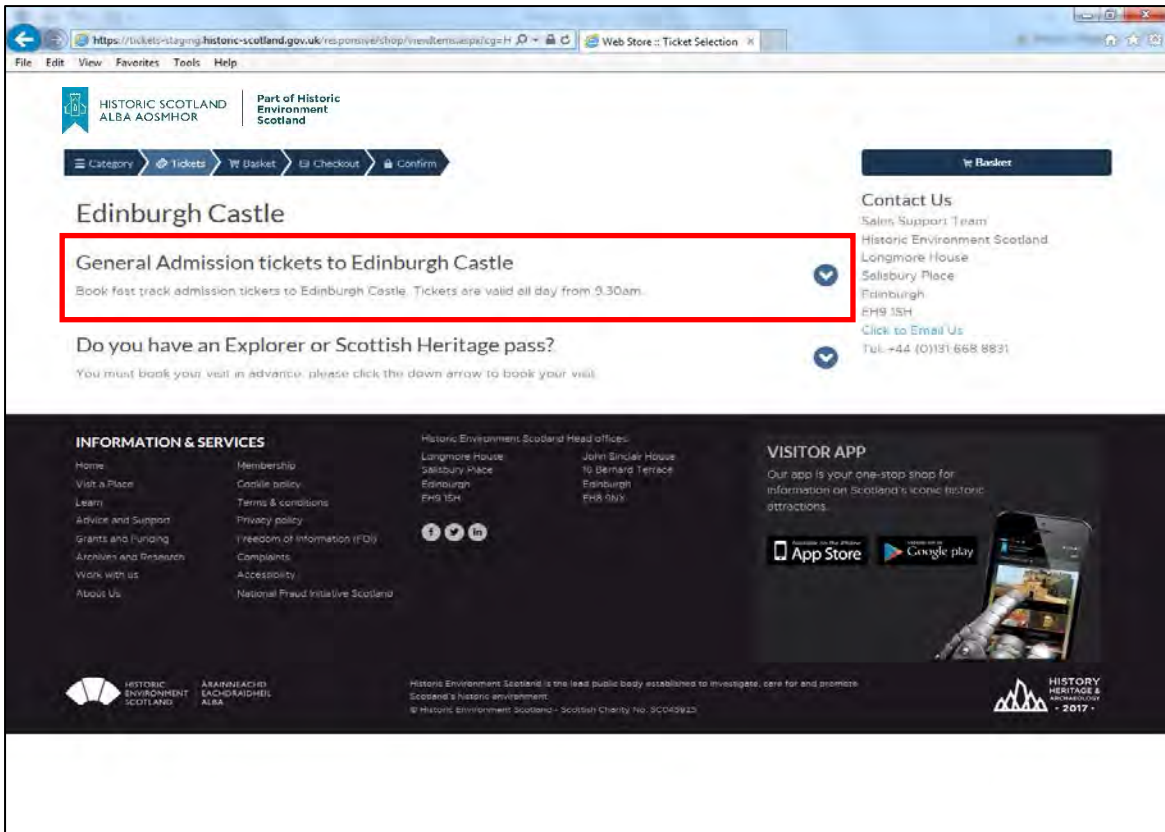
Follow the same checkout process as before complete your order and you're done!

General Admission Tickets

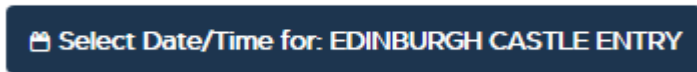
To buy a general admission ticket to a site, please navigate to the 'Category' page, shown below:



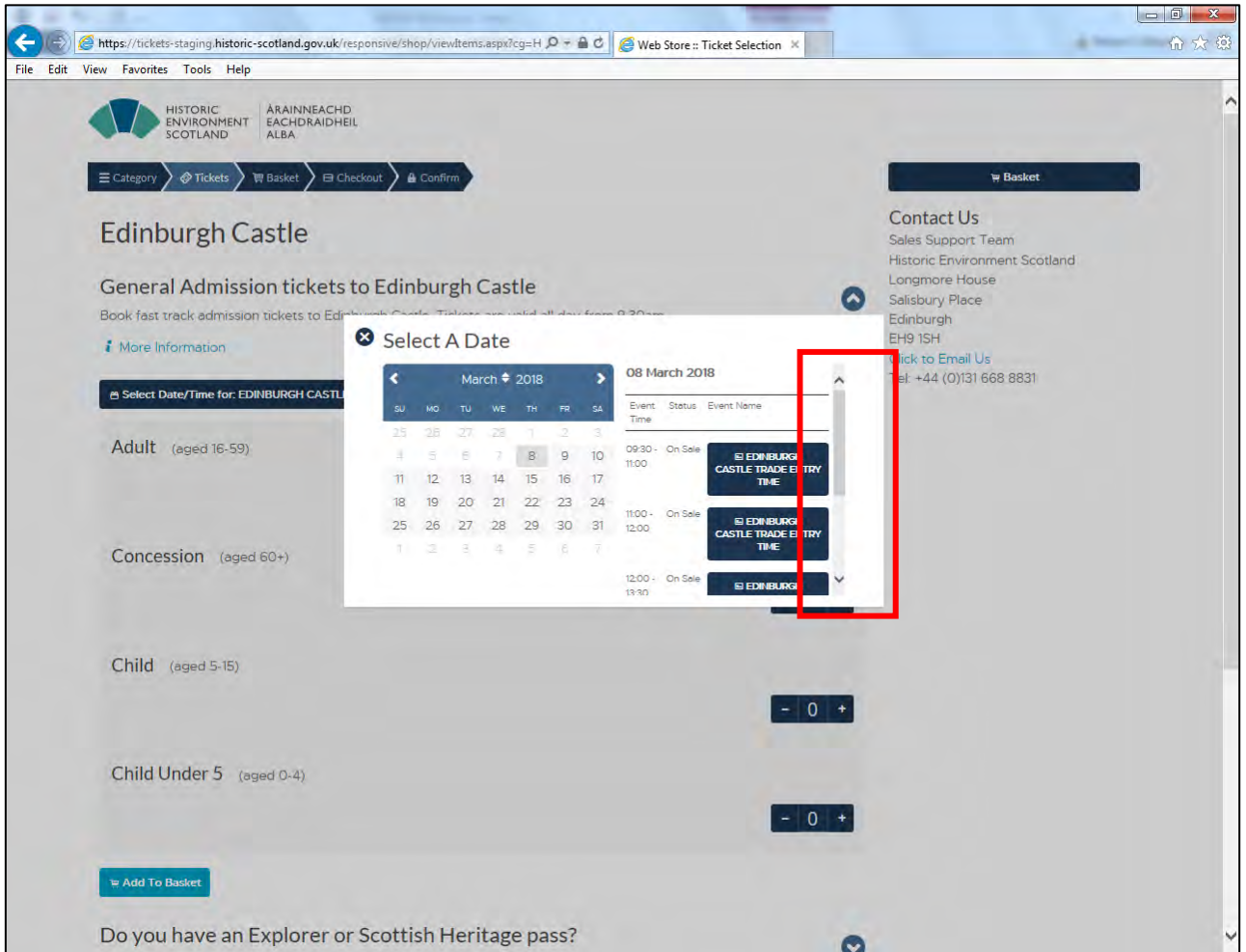
Then click on your chosen site and you will be taken to the sites 'Tickets' page. Shown in the next screenshot. Click on the 'General Admission' box or arrow to expand the general admission options for that site.



Select the date/time you want to visit using the following button:



You will be shown a calendar with relevant available dates and timeslots for that site. Please ensure you scroll within the calendar box if you wish to view later time slots. See screenshot below:

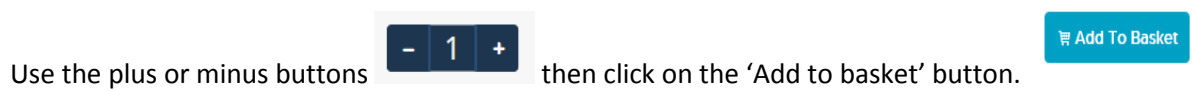


The button will change after you select your date and time to reflect this, as shown:



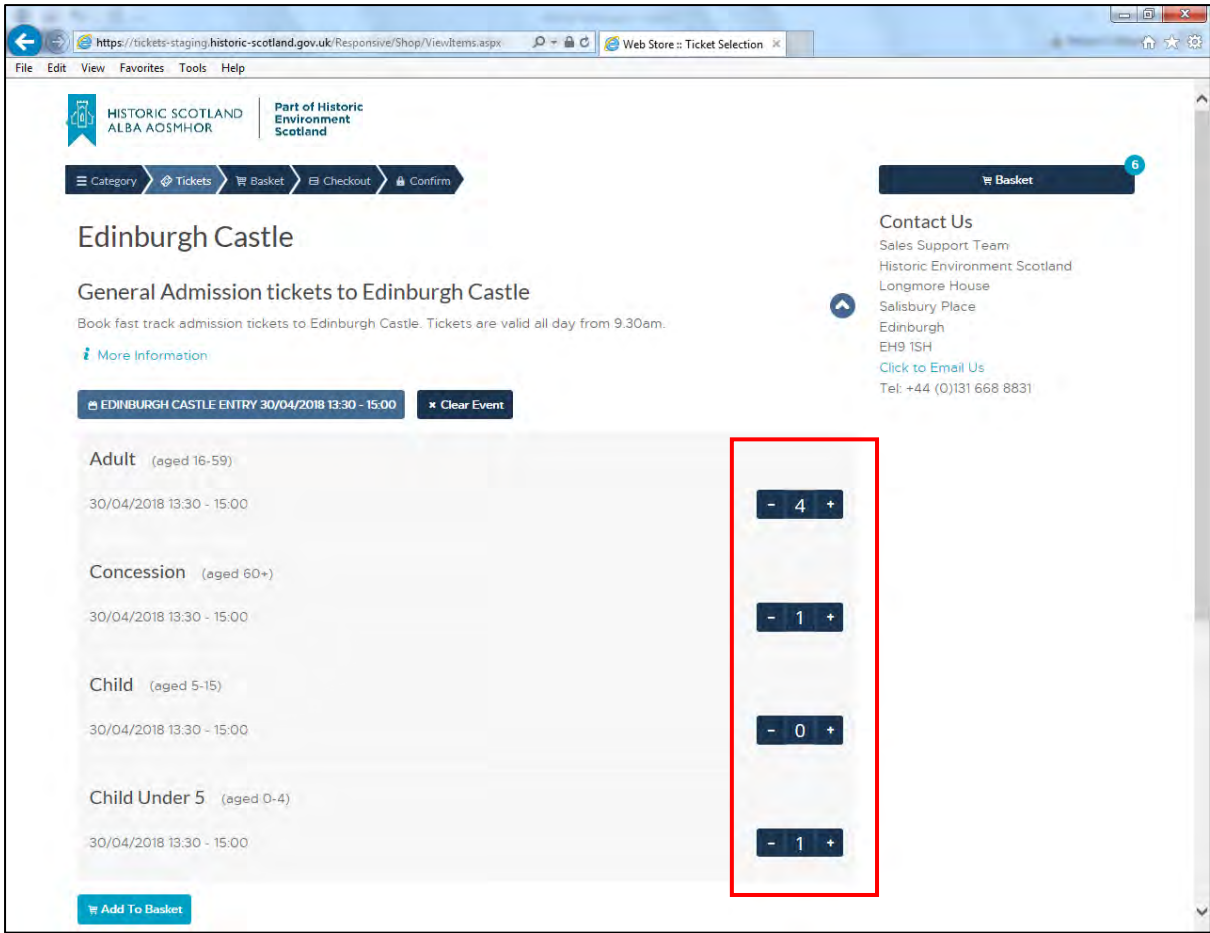
You can click on 'Clear Event' to remove this date and select another.

If you are happy with the date you can then add the relevant number and type of general admission products you want to add, i.e Adult, Concession, Child or Family.

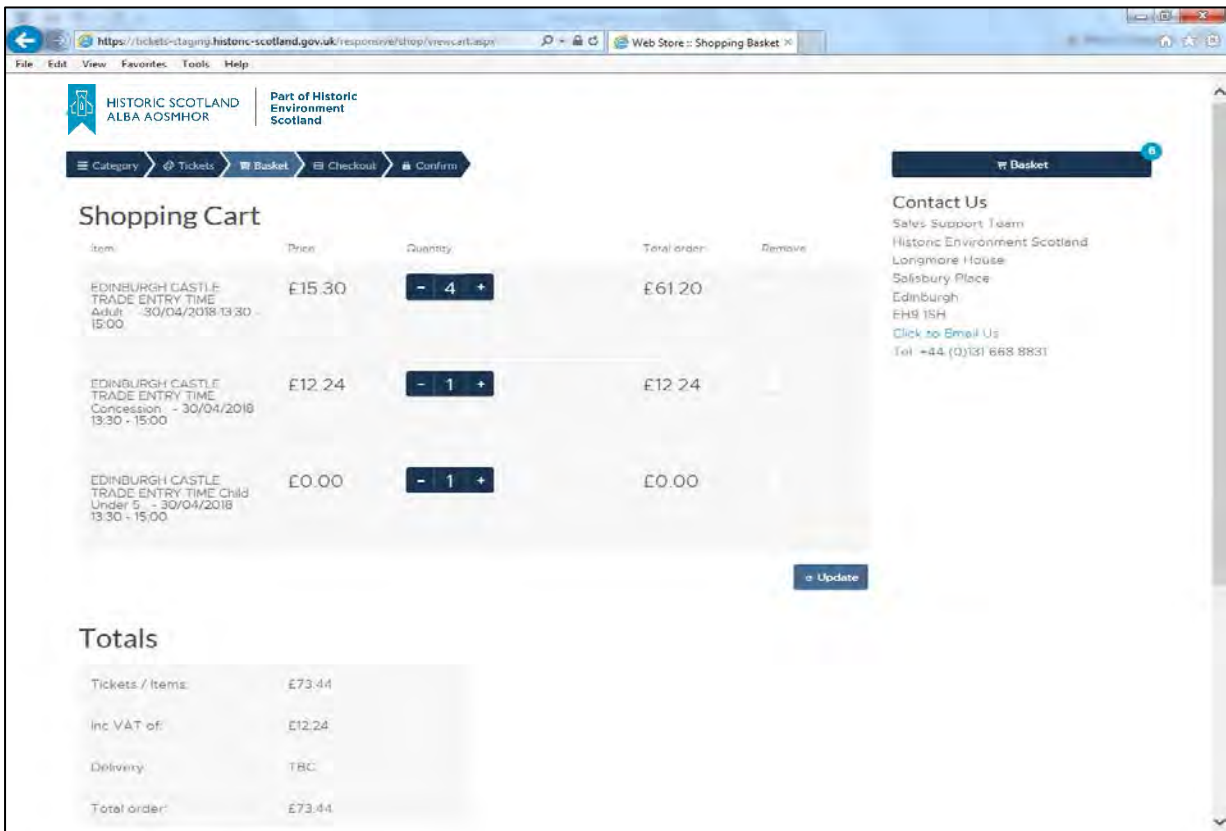


Use the plus or minus buttons then click on the 'Add to basket' button.

See the next screenshot which shows this.



You will then be taken to the checkout page:



Here you can add to or take away from the quantity of passes or even remove ticket from the order altogether and click 'update' to update the order.

The screenshot shows a shopping cart with three items. The first item is 'EDINBURGH CASTLE TRADE ENTRY TIME Adult - 30/04/2018 13:30 - 15:00' with a price of £15.30 and a quantity of 2. The second item is 'EDINBURGH CASTLE TRADE ENTRY TIME Concession - 30/04/2018 13:30 - 15:00' with a price of £12.24 and a quantity of 1. The third item is 'EDINBURGH CASTLE TRADE ENTRY TIME Child Under 5 - 30/04/2018 13:30 - 15:00' with a price of £0.00 and a quantity of 1. The total order amount is £61.20. A red box highlights the quantity controls for the first item, another red box highlights the total order amount of £12.24 (which appears to be a sub-total for the second item), and a third red box highlights the 'Update' button at the bottom right.

After you click 'update' the order should be amended and change, see screenshot below:

This screenshot shows the shopping cart after an update. The items and their quantities remain the same as in the previous screenshot. However, the total order amount has changed to £30.60. A red box highlights this new total order amount. Another red box highlights the 'Update' button at the bottom right.

Once the order is correct, you can then either continue to shop by clicking on the 'continue shopping button' which will take you back to the category list or 'Checkout' to proceed with the order as is.

The screenshot shows a 'Totals' summary page. It lists the following items and amounts: Tickets / Items: £30.60, Inc VAT of: £5.10, Delivery: TBC, and Total order: £30.60. At the bottom, there are two buttons: 'Continue Shopping' and 'Checkout'. Both buttons are highlighted with red boxes.

To finalise buying the pass click on the 'checkout' button and you will then be taken to the checkout page:

Checkout

Delivery Options
TICKET PICK UP

Billing Contact

Account Information
**Required Field*

Title*
MR

First Name*
Joe

Last Name*
Blogs

Street 1*
1 Edinburgh Street

City*
Edinburgh

Country*
UNITED STATES

State*
PENNSYLVANIA

Zip Code*

Total

Subtotal: £30.60
Tax: £5.10
Shipping: £0.00
Total: £30.60

Contact Us
Sales Support Team
Historic Environment Scotland
Longmore House
Salisbury Place
Edinburgh
EH9 1SH
[Click to Email Us](#)
Tel: +44 (0)131 668 8831

The contact information here will auto populate with the contact information associated with the customer account you have created with us.

The account information: name, address, email etc, can be changed if required.

To Note: All trade customers will now pay by invoice only and you **must** input a group reference order number in the field provided, before submitting the order.

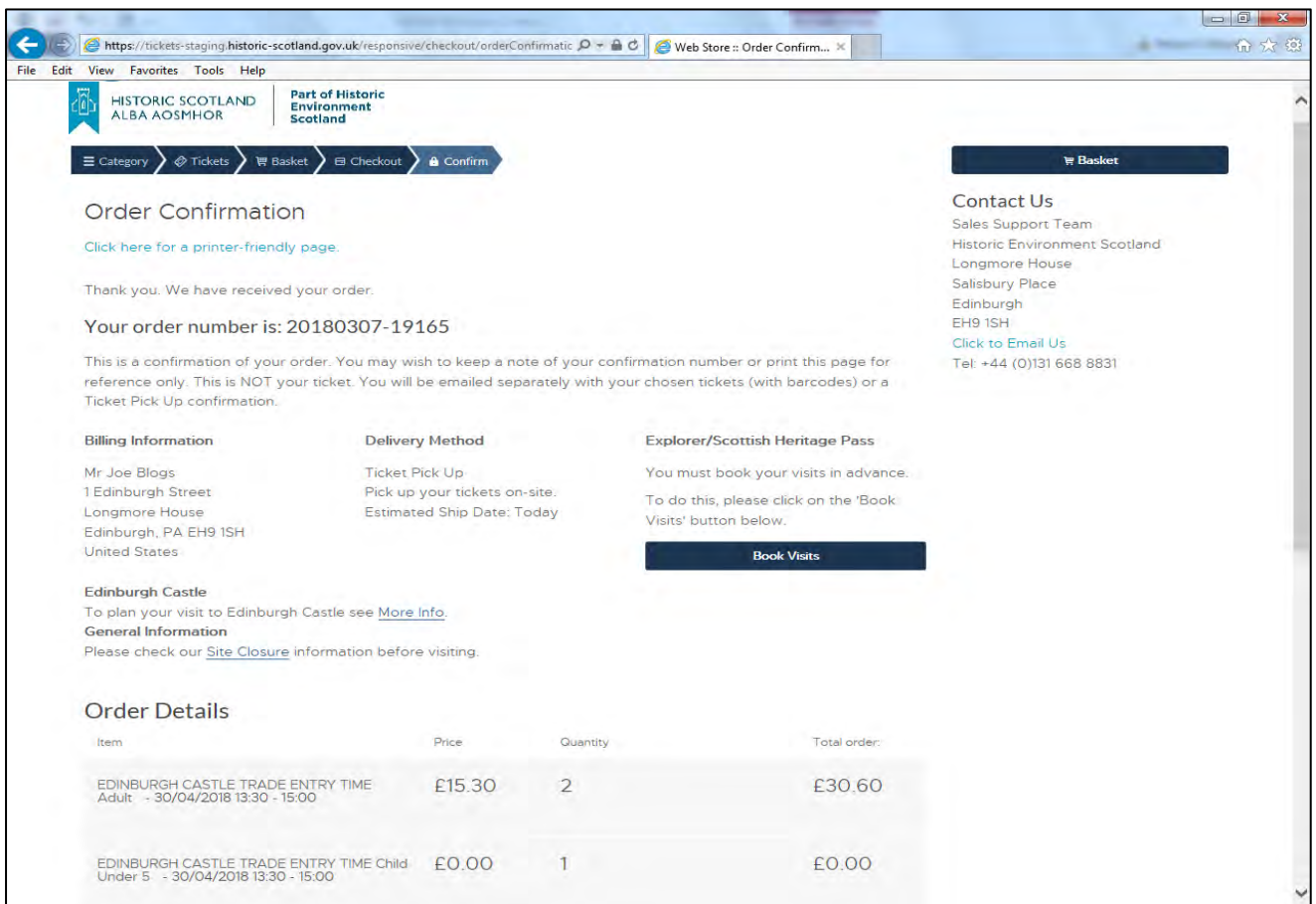
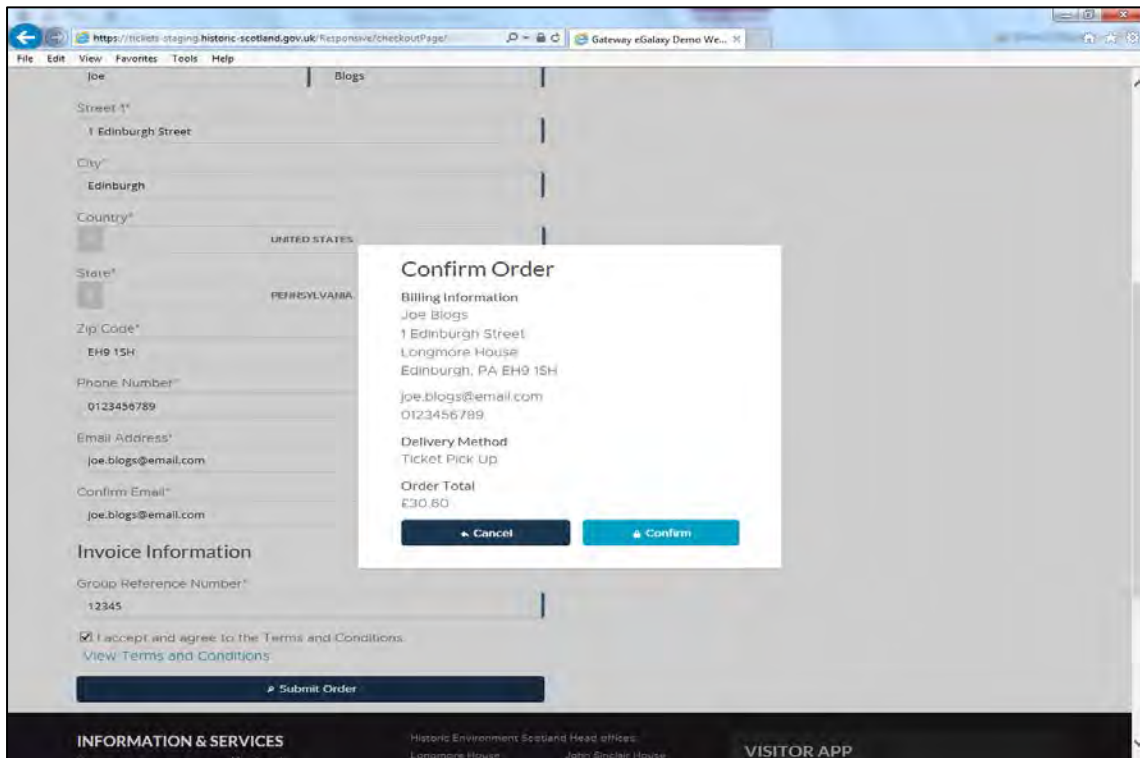
Invoice Information

Group Reference Number*
12345

I accept and agree to the Terms and Conditions.
[View Terms and Conditions](#)

Submit Order

You will be given one more chance to either 'cancel' or 'confirm' the order before being taken to the confirmation page, shown below:



And you're done! To start another booking, please click on 'Category' to go back to the site list.

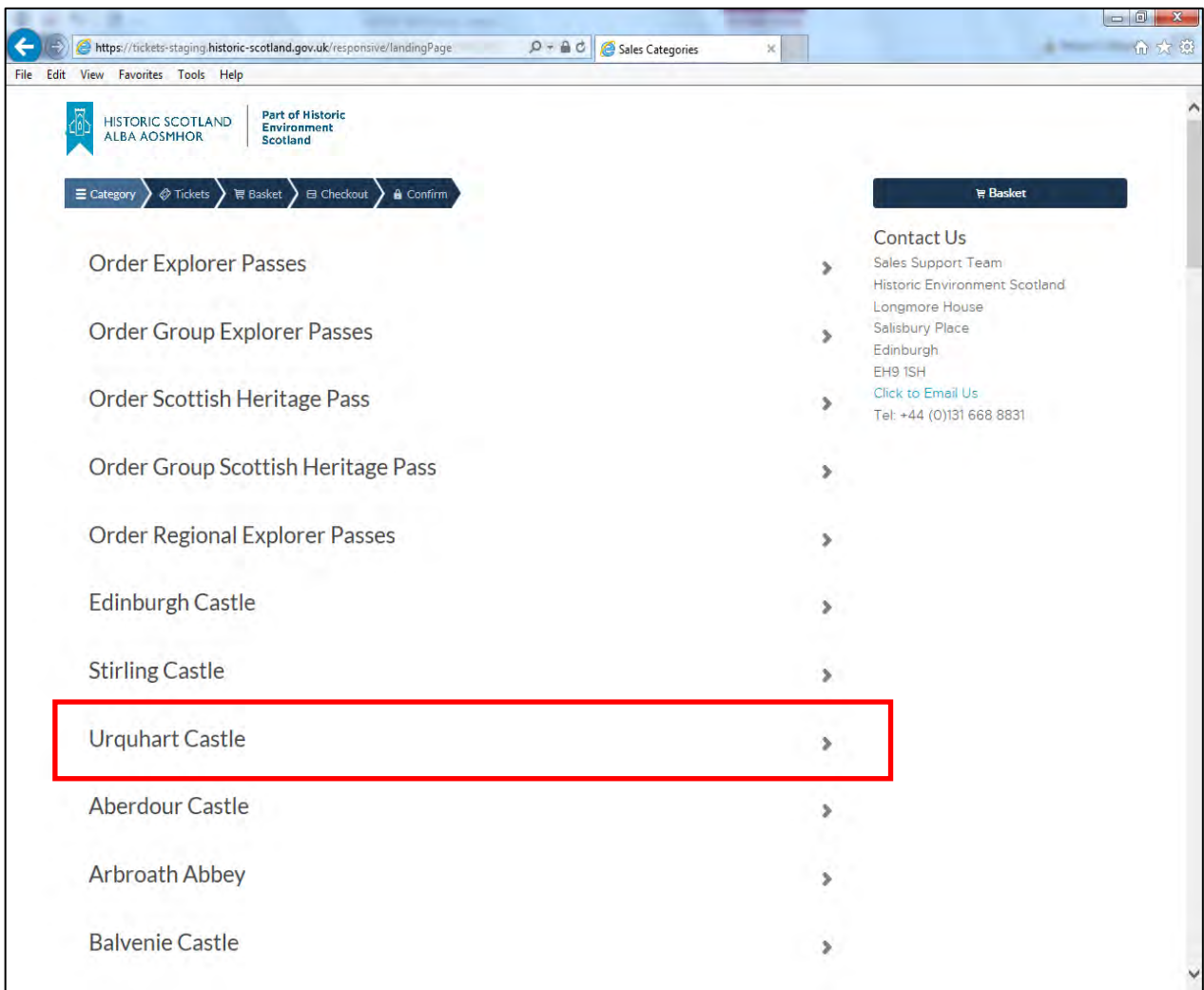
Urquhart Castle

For Urquhart Castle there is now an extra step you need to follow during the order process.

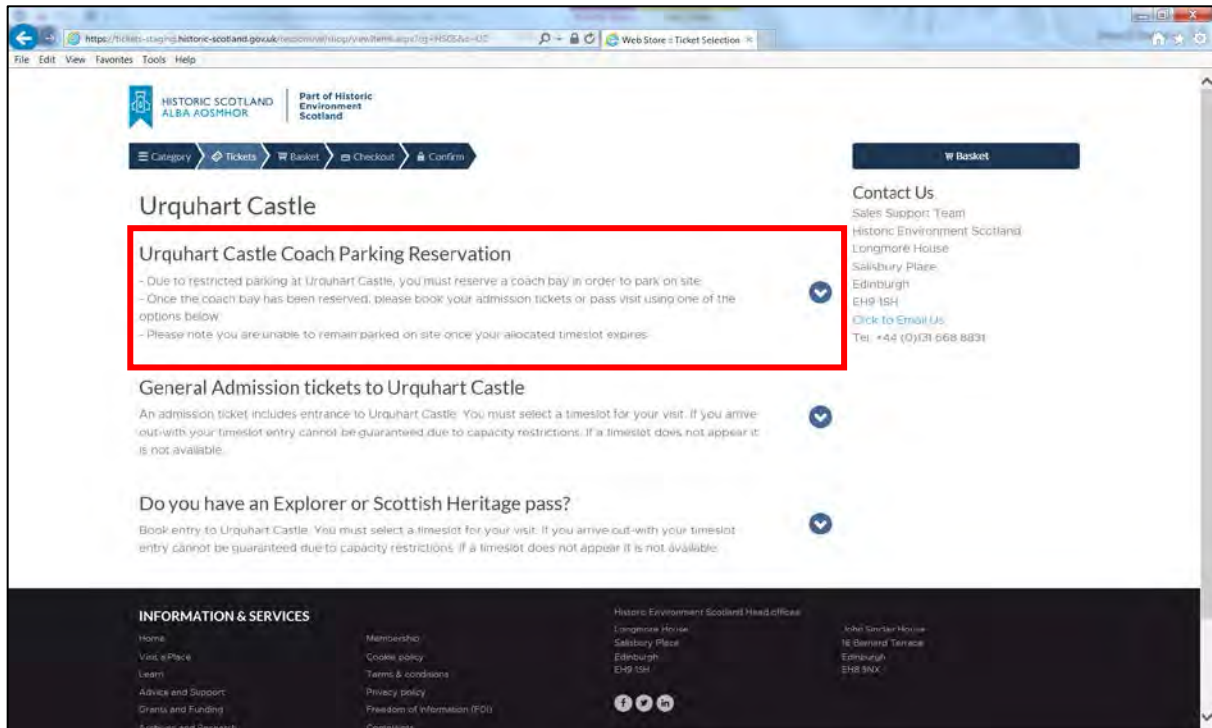
You now **must** also book a coach parking space as well. This means, for every order you make you must have a coach parking space product, as well as either a visit reservation booking product (if you have an Explorer/SHP pass) or a general admission ticket.

Please use the following to complete this simple extra step.

Navigate to the Urquhart Castle ticket page by clicking on it, as shown below:

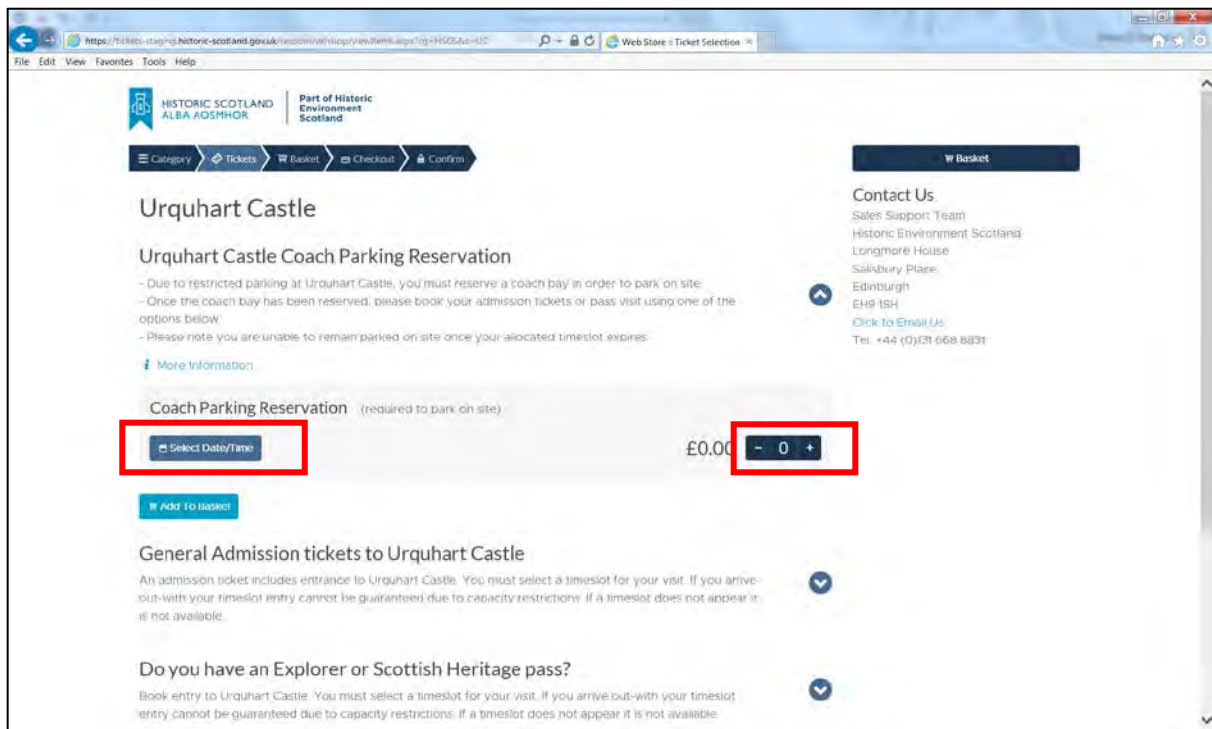


Then click on the parking section, as shown below:



Click on the date/time and choose your date, then enter a quantity using the buttons as shown below.

(To Note: This product is used to book your space only, so it is zero value.)



Then you can either buy your general admission tickets or book your visits if you have an explorer pass, as normal, by clicking on one of the sections as shown below.

The screenshot shows the Historic Environment Scotland website interface. At the top, there is a navigation bar with 'Category', 'Tickets', 'Basket', 'Checkout', and 'Confirm' buttons. A 'Basket' button is also present in the top right corner. The main heading is 'Urquhart Castle', followed by 'Urquhart Castle Coach Parking Reservation'. Below this, there are three sections, with the first two highlighted by red boxes:

- General Admission tickets to Urquhart Castle**: An admission ticket includes entrance to Urquhart Castle. You must select a timeslot for your visit. If you arrive out with your timeslot entry cannot be guaranteed due to capacity restrictions. If a timeslot does not appear it is not available.
- Do you have an Explorer or Scottish Heritage pass?**: Book entry to Urquhart Castle. You must select a timeslot for your visit. If you arrive out with your timeslot entry cannot be guaranteed due to capacity restrictions. If a timeslot does not appear it is not available.

The footer contains 'INFORMATION & SERVICES' with links to Home, Visit ePlace, Learn, Advice and Support, Grants and Funding, and Employer and Research. It also lists contact information for the Historic Environment Scotland Head office and the John Smiths House.

The only change from a normal general admission or pass reservation booking, is that you also need a coach parking reservation space in the order.

The rest of the process will be the same as if you are buying general admission tickets or booking a reservation to the site.

For more information on how to process general admission or pass reservation orders, please see the 'General Admission Tickets' or 'Now Book Your Visits!' section of this document.

Confirmation Emails


Explorer/SHP Passes and General Admission Tickets

To note: The following confirmation email is showing you ticket or pass information. If you have bought an explorer pass, you **MUST** return to the Group Sales website to book your visits.

Each ticket or passes email has two sections to it, the first section (shown below) contains:

- Order Number – This is required for site staff to look up your order on the system.
- Important information about your tickets and where to collect them.
- Billing Information.
- Order Summary of the tickets you have purchased

The Official Online Ticket Store
www.historicenvironment.scot



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Scotland

ADMISSION TICKET ORDER

Order No: 20180309-19211

Joe Blogs,

Thank you for your order. The full details of your order are listed below. Please check this information is correct and keep this email for reference. We look forward to seeing you.

IMPORTANT INFORMATION ABOUT YOUR TICKETS

Please bring your order number with you on your visit. You will need the order number to collect your admission tickets. For Edinburgh Castle, take your order number to **Visitor Information**. For all other Historic Scotland attractions, please go to the **Ticket Office**.

<p>Billing Information</p> <p>Joe Blogs 1 Edinburgh Street Longmore House Salisbury Place Edinburgh, PA EH9 1SH 0123456789 joe.blogs@email.com</p>	<p>Payment</p> <p>Invoice The group reference you have provided is:</p>
--	---

ORDER SUMMARY

Order Date: 09 March 2018
 Order No: #20180309-19211

Item	Price	Qty	Total
EDINBURGH CASTLE - ADULT 10/03/2018 Please arrive between 09:30 and 11:00. You can arrive anytime within this timeslot.	£ 12.75	2	£ 25.50
			Total Ex VAT: £ 25.50
			VAT: £ 5.10
			Order Total: £ 30.60

Thank you for your order.

The second section (shown below), contains:

- Site specific information relating to the sites you are visiting
- Site closure link.
- Payment Policy information
- Quick links to our top sites and social pages
- Historic Environment Scotland contact information.

Edinburgh Castle
To plan your visit to Edinburgh Castle see [More Info](#).

General Information
Please check our [Site Closure](#) information before visiting.

PAYMENT POLICY

Credit Account Orders

When you collect your tickets on-site, you can confirm your final numbers with a member of staff when collecting your tickets. Your confirmed final numbers will then be added to your monthly invoice.

Your VAT breakdown will appear on your monthly invoice.

TIMESLOTS

Due to increased visitor numbers we have introduced entry timeslots at Edinburgh Castle. Your visit length is not limited to the timeslot selected, and you can arrive anytime within this entry slot.

If for any reason you cannot arrive within your allocated time, please contact us in order to check availability.

Please do not reply to this email. Replies to this email are not monitored or answered.

[Edinburgh Castle](#) | [Stirling Castle](#) | [Corporate Site](#)

[Follow on Facebook](#) | [Follow on Twitter](#)

<p>Address Historic Environment Scotland Longmore House, Salisbury Place Edinburgh, EH9 1SH</p>	<p>Contact Us +44 (0) 131 668 8831 trade@hes.scot</p>
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 Registered Address: Longmore House, Salisbury Place, Edinburgh, EH9 1SH
 VAT Registration No. 221868015

Scottish Heritage passes contain an extra piece of important information in the confirmation email. See screenshot below:

Important Information. National Trust for Scotland Properties do not stock Scottish Heritage Passes. Therefore, if you visit an NTS site as the first stop on your itinerary you will be **unable to collect** a Scottish Heritage Pass. Instead, please ensure you print this email and show it to NTS staff on arrival in exchange for entry. Your pass can then be collected at the first Historic Scotland Property visited.

Note to staff: Please complete below and allow admission to the passholder.

NTS Site	Date of Visit	Pax	Signature
1			
2			
3			
4			

Booking Confirmation Emails

Once you have purchased and Explorer or Scottish Heritage pass, you **must** proceed to book your visits in advance of your visit date to guarantee entry to our sites on your chosen date.


The booking email looks different to the tickets or passes email and has different information on it. It has a blue background on the header (or grey if you print without colour), this helps to identify that this is a booking email, not your tickets.

Each booking email is in two sections, the first section (shown below) contains:

- Booking and contact information.
- Booking Summary of the reservations you have made.

The Official Online Booking System

www.historicenvironment.scot



HISTORIC SCOTLAND
ALBA AOSMHOR

Part of Historic
Environment
Scotland

PASS VISIT RESERVATION ONLY

Joe Blogs,

Thank you for your booking. This email is confirmation of your visit only. Explorer/Scottish Heritage passes are not included in this booking. Please check this visit information is correct and keep this email for reference. We look forward to seeing you.

<p>Contact Information</p> <p>Joe Blogs 1 Edinburgh Street Longmore House Salisbury Place Edinburgh, PA EH9 1SH 0123456789 joe.blogs@email.com</p>	<p>Booking Details</p> <p>Explorer Passes are not included in this booking. This booking is a reservation for entry only.</p>
--	--

BOOKING SUMMARY

Booking Date: 09 March 2018
Booking No: #20180309-19212

Site & Date	Total Pax
EP & SHP BOOKING - EDINBURGH CASTLE 10/03/2018 Please arrive between 09:30 and 11:00. You can arrive anytime within this timeslot.	2

Thank you for your order.

The second section (shown below), contains:

- Site specific and general information relating to the sites you are visiting
- Site closure link.
- Quick links to our top sites and social pages
- Historic Environment Scotland contact information

Edinburgh Castle
To plan your visit to Edinburgh Castle see [More Info](#).

General Information
Please check our [Site Closure](#) information before visiting.

TIMESLOTS

Due to increased visitor numbers we have introduced entry timeslots at Edinburgh Castle. Your visit length is not limited to the timeslot selected, and you can arrive anytime within this entry slot.

If for any reason you cannot arrive within your allocated time, please contact us in order to check availability.

Please do not reply to this email. Replies to this email are not monitored or answered.

[Edinburgh Castle](#) | [Stirling Castle](#) | [Corporate Site](#)

[Follow on Facebook](#) | [Follow on Twitter](#)

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VAT Registration No. 221868015

To clarify – You booking email is confirming that you have reserved a date of visit. This is **not** your pass or ticket.

-----End-----

Thank you for working with Historic Environment Scotland, we very much looking forward to welcoming you to our sites in the near future.

See you soon!

The Sales Support Team