1. Log into your Group Sales account
For any questions regarding log ins, requesting additional log ins or for forgotten passwords, contact trade@hes.scot

2. Click on the ‘Category’ page, as shown above.

3. Select the chosen pass type from the list, as shown.

4. Click ‘Select date/time’, choose a date, and then enter quantity next to each required ticket type.
When ready to proceed, click ‘Add to Basket’ button.

5. Make any amendments to the booking and click ‘Checkout’ when ready to proceed.
You will then be taken to the checkout page.

6. Fill in your contact information, agree to the terms and conditions and then click ‘submit order’.
You MUST input your reference number into the ‘GROUP REFERENCE NUMBER’ field before you complete the order.
Click ‘Confirm’ or ‘Cancel’ to proceed or to go back and make changes to your order, when prompted.

7. Order Complete, thank you!
Check for confirmation email in your inbox and contact us on the details below if you do not receive it.
You must book your visit to our sites in advance if you have bought a pass. To do book your visit now, please click on the ‘Book Visits’ or ‘Category’ button as shown.

8. Confirmation Email
You should now have an email like the above in your inbox. This is confirming your passes have successfully been processed.
This email does not guarantee access to our sites, you must also book your visit dates using the ‘booking’ guidance provided.

If you have questions on any aspect of Group Sales, please contact us at trade@hes.scot or 0131 668 8831.