



## Heart of Midlothian Heritage Trail and Tynecastle Park Stadium Tours

### FREQUENTLY ASKED QUESTIONS:

#### 1. Do I need to book in advance?

- a. Yes - all tickets must be booked in advance as our tours get booked up quickly, tickets are sold on a first come, first served basis. Places are limited on all tours.
- b. E-tickets will be issued with online bookings; please either bring a print out of the e-ticket, or bring confirmation of the name & reference number from the booking email.

#### 2. Are Concession Tickets available?

- a. Concession tickets are available to all people under the age of 18, or over the age of 65. Proof of age (with photographic evidence) must be taken along to the tour or trail.

#### 3. Are Family Tickets available?

- a. Family tickets are available to admit 2 Adults and 2 Under 18's on a Heritage Trail or Stadium tour. All Under 18's must be accompanied by an adult.

#### 4. Are bespoke Tours and Trails available for group bookings?

- a. Yes, please contact us via the website - <https://www.heartsfc.co.uk/customer-care/contact> or call 0131 200 7281 to discuss arranging a group tour. Pre-booking is necessary to receive a group discount and also to ensure availability on the date of your choice.

#### 5. Are Stadium Tours and Heritage Trail Coach Tours accessible for Wheelchair users or people with specific accessibility requirements?

- a. Tynecastle Park stadium tours are accessible for wheelchair users. Customers with specific accessibility needs should contact us prior to attending the tour, so that we can ensure all needs are understood and we will do our best to accommodate.
- b. Please note that the coaches used for the Heritage Trail do not have a wheelchair accessible ramp, and at 5 stops on the Trail, we disembark from the coach and walk through parts of Edinburgh and the Meadows. Please contact us if you have specific requirements, so that we can discuss options with you.
- c. Guide dogs are welcome on board all of our Heritage Trail buses and on the Stadium Tour

#### 6. What time does the Heritage Trail Start?



Pick up Point 1 ~ 10:30 - Tynecastle Park for a 10:45 departure

*The Charlie Irons coach will be parked directly outside of the Main Stand on McLeod Street; a tour guide will meet you at the coach and tick you off his register for the tour. The tour should last about 3 hours from this point (traffic dependant).*

Pick up Point 2 ~ 11:00 - Heart of Midlothian, St Giles' Cathedral, High Street - trail begins.

*The Tour Guide will meet you close to the Heart of Midlothian stone outside St Giles Cathedral - please make yourself known to him when he arrives. He will be holding up a HMFC sign. The tour should last around 2 hours 30 mins from this point (traffic dependant).*

**7. What should I wear?** As the old Scottish proverb says “Cast not a clout till May be oot.” – “Don’t discard your winter clothing until May”.

- a. The Stadium Tours and Heritage Trail usually take place regardless of the weather. If it's raining, please just dress accordingly. Your guide will be waiting, come rain or shine. Please be aware that some of the pathways we walk along can be muddy in wet weather so appropriate footwear is recommended.
- b. In particularly wet weather, tours will be adjusted to ensure conditions aren't unreasonable at each stop. Please remember though that we will be exposed to the elements as and when required.
- c. The best advice is to check the weather forecast before you set out and ensure that you are prepared for whatever the elements have in store for us!

**8. How do I get to and from Tynecastle Park?**

- a. There are frequent buses from Haymarket/Dalry to Tynecastle. *Lothian bus* numbers are 1, 2, 3, 21, 25, 33 and *First bus* numbers 25, 27, 28 & 427.
- b. Some parking is available on the streets nearby; some areas are restricted so please refer to street signage.

**9. How long do Tours last?**

- a. The Tynecastle Park Stadium Tour usually lasts between 1 hour and 1.5 hours, depending on the group. The tour begins at the Stadium Museum.
- b. Hearts Heritage Trail coach tours begin at the Heart of Midlothian on the High Street and from there, the average coach tour lasts around 3 hours from Tynecastle Park. Once you arrive back at the stadium, optional refreshments in the Museum can be taken. Please note that traffic disruption and road works can occasionally delay our tour coach, so please plan in enough time that you can work with delays if needed.

**10. What Terms and Conditions apply to Tours?**

- a. Terms and Conditions will be emailed to customers with your booking reminder.

**11. When do new dates get added/tickets become available for Heritage Trails and Stadium Tours?**



- a. We usually update the tour and trail dates in batches every quarter, so tickets will be released 6-8 weeks in advance of the next batch. Please keep an eye out on our website for new dates.
- b. Occasionally special event tours and trails will be advertised in addition to the general tours.

**12. I have a carer - do they have to pay full fare?**

- a. Disabled users pay the relevant adult/child fares, while a carer carrying valid identification can enjoy concession prices. Please book the concession ticket and let us know prior to attending the tour that you are a carer.

**13. Do very young children travel free?**

- a. Under 5 year olds are welcome on the Tynecastle Park Stadium tours free of charge. If you are bringing a young child on our Heritage Trail coach tour, please contact us in advance to discuss travel seat requirements.

**14. How do I contact you to ask a question not covered here?**

- a. Please ring 0131 200 7281 or email us on <https://www.heartsfc.co.uk/customer-care/contact>