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TYNECASTLE PARK STADIUM TOUR – FREQUENTLY ASKED QUESTIONS

TOUR ENTRANCE

Standard Stadium Tours start in the Club Museum, situated at the entrance gates on Tynecastle Terrace.

IS THERE A CLOAKROOM FOR COATS AND BAGS?

We do not offer cloakroom services. Any large bags or suitcases will not be allowed into Tynecastle Stadium. Personal belongings must always be kept with visitors.

TICKETING

Do I need to Pre-Book a Ticket?

Yes – All tickets must be pre-booked via www.BIT.LY/HMFCHeritage

Under 3-year-olds are welcome on the Tynecastle Park Stadium tours free of charge.

Carers with a valid identification can book a concession rate.

Concession tickets are available to all people under the age of 18, or over the age of 60. Proof of age (with photographic evidence) must be taken along to the tour.

Family Tickets admit 2 Adults and 2 Under 18's, or one adult and 3 under 18's. All Under 18's must be accompanied by at least one adult.

Can I get a Group Discount?

Standard rates apply for groups of up to 10 people; discounted rates apply for groups of more than 10 people. Please contact Heritage@homplc.co.uk if you would like to enquire about booking a bespoke group stadium tour.

ARRIVAL TIMES

Please arrive at the meeting point 5-10 minutes prior to your tour start time, the Tour Guide will register you and you can browse the Museum exhibitions before the tour.

RUNNING LATE?

If you are running late, please call our booking team on 07791 657741 and they will be able to assist.

GETTING HERE

Bus: 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. You can get off at Gorgie City Farm, or the next stop along.



Registered in Scotland No: SC5863



Train: The nearest Train Station is Edinburgh Haymarket, from which the stadium is a 20-minute walk, or a short taxi ride.

Drive: Limited street parking is available around the stadium, please refer to street signage.

ACCESSIBILITY

The Tynecastle Stadium Tour is suitable for wheelchairs however, there are steps in the Stadium and some direct routes which are not wheelchair accessible. Please contact us on booking to advise of any accessibility requirements and we'll ensure your needs are accommodated on the tour.

We are service dog friendly.

TOUR EXPERIENCE

What can I expect from my tour?

Your tour will begin as soon as you arrive – you will be given the opportunity to look around the Hearts Museum, and chat to the guides about the exhibitions. The tour guide will check your booking, and at the allotted start time, will begin to guide the group around a standard route of the Stadium, visiting key spots along the way.

At the end of the tour, the guides will ensure you get to visit the Club Store to purchase some Hearts memorabilia.

How long does the tour last?

This really depends on the walking speed of those in the group; on average tours last around 90 minutes, but we recommend allowing 2 hours for your visit.

REFRESHMENTS

Visitors can book lunch or dinner at the Skyline Lounge – to book, please visit - <https://www.heartsfc.co.uk/tickets-and-hospitality/hospitality/dine-in-the-sky>

WEATHER APPROPRIATE CLOTHING

Heritage tours usually take place regardless of the weather. If it's raining, please 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.

In particularly wet or snowy weather, tours will be adjusted to ensure conditions aren't dangerous. In extreme weathers tours may be cancelled – we'll give as much notice as we can.

QUERIES

For any queries about Heritage Tours, please contact our team via email – heritage@homplc.co.uk

