

# Your Essential Safety Information

You are free to explore the sights and sounds of **The Enchanted Forest 2015: flux** in your own time and at your own pace. Please remember that The Enchanted Forest is an outdoor event and certain safety guidelines apply.

## **Your Visit to the Forest**

- Please keep to the official trail for your own safety and to protect the appearance of the forest.
- The trail includes some steep slopes and uneven surfaces. Please proceed with care.
- Do not touch the lighting or electrical equipment as it may be very hot.
- If a site steward asks you to do something, for your own safety, please comply with their request.
- There is no smoking on site, except in designated smoking areas. We request that you respectfully use these areas.

## **Your Clothing**

- Please wear warm, waterproof clothing.
- Please wear sturdy walking shoes or boots.

## **Your Visibility**

- All designated pathways will be lit to ensure your safety.
- Please bring a small torch for use in the unlikely event of a power failure.
- Only use your torch in an emergency as it may spoil the lighting effects.

## **Your Children**

Children under 15 must be accompanied by an adult.

## **Your Dogs**

Only assistance dogs are allowed at this event.

## **If You Need Assistance**

- If you need help or information while on site please ask one of our stewards.
- If you've lost some of your personal property please notify a site steward at the entrance.

# Travel Information

## **Parking & Shuttle Buses**

There is NO vehicle access to The Enchanted Forest. Your ticket includes a designated return shuttle bus from: The Fishers Hotel at 75–79 Atholl Road, Pitlochry PH16 5BN.

## **Arrivals Point**

We recommend you arrive at The Fishers Hotel no more than 10 minutes before the scheduled check-in time shown on your tickets. Your check-in time is not transferable.

## **How To Enjoy Your Visit**

You are free to walk around The Enchanted Forest as often as you wish. One circuit (1.8km) should take around 40 minutes at a leisurely pace. We recommend two circuits to fully enjoy all the lighting and the sound effects in the forest. Be careful not to miss the last bus in to town!

## **The Return Journey**

Buses will return to The Fishers Hotel regularly. The last bus will leave between 10.30pm and 11pm, depending on visitor numbers remaining on site.

## **Registered Disabled**

If our shuttle bus service does not meet your needs then, when you purchase a ticket, you will be allocated a space at the disabled parking area at Faskally Woods. On arrival, you will be greeted by a steward who will check your tickets, provide you with a safety briefing and assist you with access to the event. There are a limited number of disabled parking spaces in the forest each night. Check our website FAQs for full details.

## **Cancellation Policy**

In the event of cancellation, an announcement will be posted on our website from 12 noon on the day of cancellation. All tickets are non-refundable and non-transferable except when cancellation is due to extreme weather conditions in Pitlochry. Weather conditions in other places are not taken into consideration. An alternative date will be offered or your money refunded. If you are concerned if the show will proceed or not please check.