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MANAGING ACCESS TO PROPERTIES IN CARE

JUNE 2024

INTRODUCTION

1. Historic Environment Scotland (HES) welcomes domestic and international visitors to Properties in Care (PiCs) across Scotland. We value and appreciate our visitors, and provide access to the PiCs. Our aim is 'to make it possible, and increasingly easy, for anyone to engage with and enjoy Scotland's Properties in Care both now and in the future'¹.

Our vision is to ensure that Scotland's historic environment is cherished, understood, shared and enjoyed with pride, by everyone. Through the PiCs, HES is the largest provider of visitor attractions in Scotland, and is a key player in the Scottish tourism industry.

HES cares for the PiCs on behalf of Scottish Ministers and operates them under the Historic Scotland (HS) visitor brand. We receive a proportion of our funding from Scottish Government. Income, which is raised from commercial activities - including admission charges - provides the majority of HES's funding.

BACKGROUND

For ease of understanding, the following terms and acronyms are used throughout this document:

Historic Environment Scotland (HES): is the Non Departmental Public Body (NDPB) with charitable status that is charged by Scottish Ministers with managing and caring for Scotland's 336 Properties in Care as part of its role as lead body for the historic environment.

Properties in Care (PiCs): form a portfolio of sites managed by Historic Environment Scotland on behalf of Scottish Ministers. Together they represent over 5,000 years of Scotland's history. The PiCs are legally defined and protected. The PiCs are also referred to as properties and sites.

Historic Scotland (HS): is the visitor-facing brand through which the sites are marketed. The HS brand is used at the properties and in relation to the associated membership offer. Historic Scotland is part of Historic Environment Scotland.

Access: is used as defined in the [Access Policy](#) for Properties in Care and their Associated Collections (2016) as: The ability of anyone to engage with Properties in Care and their Associated Collections.

PiCs and their Associated Collections are a precious national asset. They are legally protected for current and future generations. You can review relevant legislation in our [Historic Environment Legislation](#) section or by following the links in section 1.2 below.

MANAGING ACCESS TO THE PROPERTIES IN CARE

All of the Properties in Care are accessible to the public, and HES has legal powers to manage access to the sites in our care.

Historic Environment Scotland sets the opening times for the PiCs, and sets admission charges for some of the sites. HES can exclude access to any PiC if we consider it necessary or appropriate to do so:

- for safety reasons
- to help maintain or preserve the site

HES can also refuse access to any Property in Care if we consider someone is likely to do anything which may:

- damage the PiC or its amenities
- disturb the public in their enjoyment of the PiC

Historic Environment Scotland has additional legal powers to manage access to, and use of, Holyrood Park and Linlithgow Peel. Some activities are prohibited – outlined in 5.3.1 below and some require HES's consent – outlined in 6.0. Further information on legal powers in place can be found on [Historic Environment Legislation](#) section.

We are often asked whether the Scottish Outdoor Access Code gives people the right to access the properties in the care of HES. The Scottish Outdoor Access Code doesn't apply to these PiCs, because:

- damage the PiC or its amenities
- disturb the public in their enjoyment of the PiC
- access to the PiCs is regulated by other legislation
- most of the PiCs comprise of ancient Monuments including buildings, other structures, archaeological remains and their surrounding land

The key legislations regulating HES's powers to manage access to the Properties in Care are:

- The Ancient Monuments and Archaeological Areas Act 1979 (as amended)
- The Holyrood Park Regulations 1971 (as amended) and the Linlithgow Peel and Loch Regulations 1971 (as amended)
- The Land Reform (Scotland) Act 2003 (which explains the Scottish Outdoor Access Code access right does not apply to the PiCs)
- The Equality Act 2010, Gaelic Language (Scotland) Act 2005 and British Sign Language (Scotland) Act 2015

Download or review the relevant legal documents within the [Historic Environment Legislation](#) section.

ADMISSION CHARGES

Why we charge for admission

The Ancient Monuments and Archaeological Areas Act 1979 (as amended) states that:

“...the Secretary of State and any local authority shall have power to make such charges as they may from time to time determine for the admission of the public to any monument under their ownership or guardianship by virtue of this Act or (in the case of the Secretary of State) to any monument otherwise under his control or management”.

HES looks after over 300 Properties in Care, the majority of which are free to everyone. The decision to manage admission through charging at a PiC is the result of assessing a number of criteria including the conservation needs of the property, its potential commercial contribution and how the site is managed and interpreted for visitors.

1. By staffing sites we can provide our visitors with higher quality experiences, while promoting the understanding and enjoyment of Scotland’s built heritage. Charging for admission to visit some of the PiCs contributes significantly towards the conservation and maintenance of the entire collection of properties for both present and future generations.

Where we charge for admission

We currently charge for admission at over 70 (can vary) of the 300 (plus) PiCs. Information about admission charges and opening times for each PiC is stated on their dedicated webpage, which can be found within [Visit a Place](#).

Where we do not charge for admission

At the majority of PiCs we do not charge for admission, and these 260 (plus) sites are generally accessible to the public, subject to occasional restrictions.

We do not charge at ecclesiastical sites that continue to operate as working churches, such as Glasgow and Dunblane Cathedrals.

Donations

At some of the PiCs, which are free to visit, we do ask for donations from visitors. These funds are used towards the conservation and maintenance of the sites.

At Glasgow and Dunblane Cathedrals and St Serf’s Church, there is a suggested donation that is reviewed each year as part of our admissions review. At some other sites we operate a simple voluntary donations model (with no suggested amount). Find out how you can [support our work](#).

ADMISSIONS TICKETS

Opening Times

Opening times are advertised at each site, online and in our marketing literature. They differ between summer and winter, and vary between sites. A proportion of PiCs are only open in summer, from 1 April or from the Easter weekend (whichever is earlier in the year) to 30 September.

There are occasions when we have closed PiCs, and all closures are advertised on our website within the [check for closures](#) webpage.

We always advise that you check before travelling to our sites.

At some rural sites, or where sites are staffed by only one person, we may close at lunchtime, for a maximum of one hour.

Single site admission tickets

All visitors to our staffed sites will receive an admission ticket. This ticket is valid for one visit to the property on the date of visit. Visitors may, generally, leave the site briefly and re-enter on request and on production of their ticket.

The above does **not** apply at Edinburgh and Stirling Castles due to the scanning procedure that is in operation

Multi site admission tickets

Explorer Passes

Free admission to over 70 of Historic Scotland PiCs with an Explorer Pass that is valid for 14 consecutive days. This product offers a value-for-money option for visitors who wish to visit multiple sites in a short space of time. Visits using the pass must be booked in advance at our key properties to guarantee entry.

For further information the Explorer Passes, please refer to the [terms and conditions of use](#).

Membership

We offer a loyalty membership product that, for an annual fee, allows free entry to all PiCs on production of a valid membership card for 12 months.

Membership cards are only for the use of the person named on the card.

Members who are unable to show a valid card will be charged at the normal admission rate - this is non-refundable.

Please note that any member who do not have or have not yet received their valid membership card may be allowed entry should they present their membership number or HS membership confirmation email, along with personal identification.

Find out more details about [membership benefits](#), including links with reciprocal organisations.

Key-Keeper Sites

Some of the properties are opened by local key-keepers, who are either individuals or an organisation. These sites are either opened during specified hours by the key-keeper or a key is available on request from the key-keeper.

We do not charge for admission to key-keeper sites. For further information please contact: ticketing@hes.scot

Sites operated on behalf of HES

Several sites are run on behalf of HES by partnership organisations. These sites have different admissions prices and opening times. Please check with the PiC before visiting.

For further information on Key Keeper sites and sites operated on behalf of HES please contact: ticketing@hes.scot

Admissions to Historic Scotland Events

Admission to events, that are part of the [Historic Scotland Annual Events Programme](#), are charged at the normal admission rate for the PiC, unless otherwise advertised.

HS Members are entitled to free entry to daytime events on production of a valid membership card or pass. To guarantee entry we recommend booking online in advance. This also applies to the reciprocal partners:

- English Heritage
- CADW
- MANX

members will be admitted free (or half price if in first year) to all daytime events run by HS at our sites unless a charge is in place for HS members.

Third party events, that are held at our PiCs, may be subject to different operating processes. Further details of third party event admission will be outlined in the [What's On](#) section.

For information about venue hire and events held by third-party organisations at PiCs see Section 6.0 below

Community Events

Visitors who wish to attend a Community Event at a site may be subject to a standard admission charge. Details should be outlined in our [What's On](#) section

Purchasing Tickets

Admission tickets and related products can either be purchased in advance online or on-site at the attraction on the day of visit.

We operate a “Guaranteed Entry” and “Best Value” for tickets pre-purchased online for key attractions:

- [Edinburgh Castle](#)
- [Stirling Castle](#)
- [Urquhart Castle](#)
- [Skara Brae](#)
- [Maeshowe](#)
- [Blackness Castle](#)
- [Doune Castle](#)
- [Lochleven Castle](#)
- [Inchmahome Priory](#)

Timed Ticketing and Capacity Management

As part of our commitment to protect and conserve the properties, HES operates timed and capacity-managed ticketing at a number of attractions.

ADMISSION CATEGORIES

We apply three admissions categories:

Adult Category

Adults aged from 16-64 inclusive.

Concession Category

Adults aged 65 and over

We offer our concession rate to all visitors aged 65 and over.

Benefit Recipients

We offer our concession rate to visitors in receipt of benefits. Proof of eligibility is required in the form of relevant official documentation.

Applicable benefits include:

- Universal Credit (formerly Jobseekers Allowance)
- Income Support
- Employment & Support Allowance.

Benefits, in this context, do not include being in receipt of child or working tax credits.

Child Category

We charge admission for children aged 7-15 inclusive. Children under the age of 7 are admitted free-of-charge.

To ensure the safety of all our visitors, and to maximise their enjoyment of the properties, children under 16 must be accompanied by an adult (aged 16 or over) at all times.

Children under 16 who arrive without adult supervision will be refused entry, unless they are to attend a Ranger Service activity.

Supervision Ratios

Groups that include children under 16 must have adequate adult supervision at all times when on site. The required adult to child ratio varies according to the age of the children.

Our required ratios are one adult for every:

- 10 children over 8 years but under 16
- children over 7 years but under 8
- children under 7 years.

We suggest at least one supervisory adult for every 4 visitors with additional support needs.

We reserve the right for our staff to use their discretion to limit group admissions in the event of these ratios not being met.

STUDENTS AND FAMILY TICKETS

Students

We do not offer a student discount on our day tickets.

HES offers:

- 10% discount to holders of the European Youth Card.
- [£1 admissions charge](#) for Young Scot Card holders to any paid-for PiC (terms and conditions apply).

These cards offer benefits to all young people under the age of 26 and a valid card must be presented at the time of the visit.

Explorer Pass and Membership

We offer a student rate on Explorer Passes and Membership to encourage multiple visits.

To be eligible visitors must show valid student identification.

Families

We offer a general family admission tickets. We recognise that families have different requirements and that the needs of all families may not be met by our family tickets. Our child prices are kept low and, for families visiting the sites regularly, we also offer family categories in our Membership and Explorer Pass products

- Family Ticket 1 (1 Adult and 2 Children aged 7-15)
- Family Ticket 2 (2 Adults and 2 Children aged 7-15)
- Family Ticket 3 (2 Adults and 3 Children aged 7-15)

Groups

HES offers incentives to groups of visitors wishing to visit as day visitors or when using our multiple site visit pass. Learn more about [group visits](#).

Education Visits

We support access to Properties in Care and their Associated Collections for learning. We deliver programmes which use these special places and resources in creative ways to support learning and wellbeing for diverse audiences.

In order to support inclusive access to the Historic Environment for learning, HES operates a free education visits scheme to PiCs. The scheme is open to nurseries, schools, colleges, universities, youth work, community education groups and organisations with specific learning or wellbeing remits.

Visits should be booked a minimum of 10 days in advance. To find out more about qualifying groups, where you can go, how to book, support resources and to discuss any additional support needs, find out more about our [Learning opportunities](#) or contact: learning@hes.scot

Ranger Service

The Ranger Service is based at two locations - Holyrood Park in Edinburgh, and at Stenness in Orkney. The service has particular duties in relation to Holyrood Park, Linlithgow Peel and those PiCs that comprise the Heart of Neolithic Orkney World Heritage Site.

As well as leading events and activities at these sites, the Rangers play a role at other sites where they interpret the cultural and natural history of the PiCs while protecting sensitive areas through the monitoring of the archaeology and the biodiversity at the sites.

Daytime Ranger-led events at PiCs incur the standard admissions fee or are free-to-attend at unstaffed properties. Events or activities in which the services of a specialist are required, e.g. artist, geologist, incur a charge, with a discount for members. Other Ranger-led events such as guided walks are free.

Find out more about our [Ranger services](#).

Disabled Visitors and Carers

Where possible we will provide assistance to visitors with disabilities, particularly those who are not visiting with a carer. As set out in our Access Policy for Properties in Care and Associated Collections we recognise the 'Access Challenge' posed at many PiCs by their sometimes difficult locations, lack of mains services and historic fabric (spiral stairs, narrow doors etc.). For these reasons it is not always possible for everyone to obtain access to all areas of a site and for health and safety reasons, we may sometimes also need to limit access to parts of the site or refuse admission.

Where full physical access is not achievable (because, for example, of a narrow spiral stair within a tower) HES will endeavor to reduce the barriers to wider access by providing alternatives means of engaging with the stories about that tower through, for example, ground level interpretation. Full information on how we look to enable access to the properties in our care can be found in our [Access Policy](#).

We recognise that some visitors with disabilities need help to visit properties and we offer free entry for carers accompanying visitors with disabilities. Proof of disability is not required.

Assistance dogs are welcome at all sites. Unfortunately, due to conservation concern and the nature of items on display, we do not allow emotional support animals to enter roofed areas at this time.

For fuller, regularly updated descriptions of the facilities available at sites, for which an admissions fee is charged, please view our [Access Guide](#).

OPERATIONAL GUIDELINES

Security

To ensure safe, secure and enjoyable visits for all, we reserve the right to search visitors' bags on entry to a property in our care. Bags and belongings should never be left unattended during your visit.

At some sites we restrict the size of bags you may take in with you. This generally applies at [Edinburgh](#) and [Stirling Castles](#) but please check in advance.

Dress Code

While there is no dress code for visitors to PiCs, the following apply:

- all visitors should wear appropriate footwear.
- no costumed performers or event performers will be allowed to promote shows or other activities.
- HES reserves the right to deny admission to or remove any persons wearing clothing that is considered inappropriate or clothing that could detract from the experience of other visitors
- clothing must be family friendly and may not be obstructive, offensive, objectionable or violent.

visitors who do not adhere to these guidelines may be refused entry and or removed from the site unless his or her clothing can be modified to meet the above standards.

General Behaviour

For reasons of safety and the undisturbed enjoyment of our visitors there are a few activities that we do not allow:

- for the comfort of all visitors, smoking of tobacco, e-cigarettes or other products that produce a vapor or smoke is allowed only in outdoor areas
- no games are allowed – ball or other
- no alcohol is allowed
- no music is permitted that is publicly audible
- no use of a PA/sound system
- no tour guiding is permitted unless within authorised areas
- no climbing, running/racing or cycling is allowed
- no fires or pyrotechnics including fireworks and lanterns may be lit or released

Prohibited Activities

- no commercial activities are permitted, unless prior permission has been sought and obtained from HES e.g. tour guiding, fitness training, commercial dog walking, selling or hiring of goods
- the sale of goods or services, or the display of goods or services, unless prior written approval has been obtained
- The distribution of printed or recorded material of any kind
- unauthorised events, speeches or use of any flag, banner, sign or other material for commercial purposes or part of a demonstration
- no political activity, including campaigning, or associated activity such as rallies or demonstrations, is allowed at PiCs. For more information, please see section 6.2 below.
- no collections for charity are allowed

Exceptions to the above

Across the 336 PiCs there are a few exceptions to the above. In particular these relate to:

Holyrood Park

- games are permitted on the Playing Fields area, climbing is allowed in specified areas with a permit, running is allowed on surfaced paths, pavements and lower mown-grass areas, cycling is allowed on tarmac cycle ways and roads only.

Linlithgow Peel

- games, running and cycling are permitted on the mown-grass area, and surfaced paths.

Dumbarton Castle

climbing is permitted on specific areas of the Castle Rock.

During HES's [Annual Events Programme](#) and at pre-agreed third party events some of the above activities may be permitted for a specific period and only as part of the approved event e.g. collections for charity.

Refusing Access

We reserve the right to refuse admissions to any visitor who is under the influence of alcohol or drugs, for the health and safety of our visitors and staff.

We reserve the right to refuse admission to, or have removed, any visitor(s) from any properties in our care if their behavior is judged to be risking the health and safety of other visitors or of our staff.

We also reserve the right to refuse admission to, or have removed, any visitor(s) from any PiC should their behavior be judged to be likely to disturb the enjoyment of others. We will not tolerate anti-social behaviour that could affect our visitors' enjoyment of our PiCs or which amounts to harassment, threats or abuse towards visitors or HES staff.

We sometimes restrict/prevent access on safety grounds or to prevent or repair damage to sites.

Dogs

A 'no fouling' rule applies at all properties in our care, and we ask visitors to be sensitive to the effects of dogs on others, especially children and older people.

Visitors are welcome to bring dogs to all properties in the care of HES **except** those listed in our [Dog Policy](#) HES are currently reviewing this policy.

Reasons why we refuse access for dogs include:

- the volume of visitors
- access to the property is through a shop/museum
- places of worship
- the PiC lies within a farm or wildlife reserve
- health and safety.

Dogs must be kept on leads at all other PiCs except:

Linlithgow Peel

Dogs are allowed off the lead throughout Linlithgow Peel. Fouling is not permitted and Council Environmental Wardens operate in the area. All dogs must be under close control and well supervised at all times. Poop scoops are available from Palace staff for visitors bringing their dog(s) into the Palace.

Holyrood Park

Dogs are allowed off the lead throughout the park. Fouling is not permitted and Council Environmental Wardens operate in the park. All dogs must be under close control and well supervised at all times. Poop scoops are available from Holyrood Lodge and our Ranger Service.

During bird nesting season dogs must be kept on short leads in some areas of the park. Details are available from the Ranger Service and on temporary signage.

Water is provided for dogs at many sites and we strongly advise that dogs are not left in parked cars during your visit.

Site Specific Guidance

HES operates a number of sites where there are operations managed by third party organisations such as museums and churches. As a result there may be variations to our standard admissions policy at those sites, e.g. in relation to religious services, the National War Memorial or Regimental museums.

Learn more about the [historic sites to visit](#) for more detailed information.

Third party activity at HS sites

Our sites are available for hire for a variety of uses outwith a general visit. In determining whether to grant permission to hold an event, our primary considerations include whether there is a risk that the event will:

- have any safety implications
- damage the PiC, or its amenities
- disturb the public in their enjoyment of the PiC
 - be political in nature. For further information, please see section 6.2 below.

Other restrictions may also apply. These are set out in the guidance, and terms and conditions, applicable to each type of event and activity listed below.

We grant permission for many events. The most popular are detailed below with links for further information and guidance as to how to progress an enquiry:

[CORPORATE EVENTS](#)

[WEDDINGS](#)

[DRONE POLICY](#)

COMMUNITY EVENTS AT PiCs

EVENTS (Small, Medium and Large) IN HOLYROOD PARK & LINLITHGOW PEEL

Please contact rangers@hes.scot

PERMITS FOR ACTIVITIES IN HOLYROOD PARK AND LINLITHGOW PEEL

For information on climbing, fishing, commercial activities such as dog walking and fitness training, coach access to/use of the park, please contact rangers@hes.scot

PRESS VISITS

FILMING AND PHOTOGRAPHY AT PiCs

Scheduled monument consent

In addition to obtaining general permission to hold an event at a PiC, if the property is a [scheduled monument](#), and a proposed event would involve making any alterations or additions to it, scheduled monument consent is required. This applies to temporary installations, including but not limited to:

- erecting signposts or information boards
- lighting a fire or creating a fire
- erecting tents or marquees

The majority of the PiCs are scheduled monuments. If you have a specific site in mind, please visit our [Portal](#) to check whether it is a scheduled monument

An application for [scheduled monument consent](#) must be submitted with a minimum of eight weeks' notice. Consent may be granted with or without conditions, part granted/part refused with or without conditions, or refused.

Carrying out such activities without scheduled monument consent, or destroying or damaging any protected monument under the ownership or guardianship of Scottish Ministers may amount to an offence under the Ancient Monuments and Archaeological Areas Act 1979.

ANY OTHER EVENTS AT PiCs

Should you wish to enquire about holding other events at PiCs, such as concerts, national events, please contact events@hes.scot

Site of Special Scientific Interest (SSSI) Consent

36 of the PiCs are within or include areas of special scientific interest. If you wish to hold an event at any of these PiCs you must apply through HES, who will contact Scottish Natural Heritage (SNH) on your behalf, in advance of your proposed event. There is no defined duration for the SSSI Consent process. It can take some time, requiring detailed proposals to be submitted in advance – early discussion is recommended. This consent will be required if your proposed activity will impact negatively on the natural heritage of the PiC. This can include disturbance of nesting birds, roosting bats, damage to plants etc.

The key sites for which you may require this type of consent for an event are Holyrood Park, Linlithgow Peel, Dumbarton Castle, Tantallon Castle, Ring of Brodgar and Stones of Stenness.

Outlined below is the full list of the relevant PiCs:

SSSI NAME	PIC
Loch Spynie	Spynie Palace
Lochs of Harray and Stenness	Ring of Brodgar and Stones of Stenness
Back Bay to Carghidown	St. Ninian's Cave
Monifieth Bay	Broughty Castle
Nethan Gorge	Craignethan Castle
North Esk and West Water Palaeochannels	Edzell Castle
Rosehearty to Fraserburgh Coast	Kinneard Head Castle Lighthouse
Threave and Carlingwark Loch	Threave Castle
Ulva, Danna and the McCormaig Isles	Eilean Mor
West Tayvallich Peninsula	Keils Chapel and Cross
East Sanday Coast	Quoyness Chambered Cairn
Holm of Papa Westray	Holm of Papa Westray Chambered Cairn
Lake of Menteith	Inchmahome Priory
Linlithgow Loch	Linlithgow Palace, Peel and Loch
Arthur's Seat Volcano	Edinburgh Castle
Arthur's Seat Volcano	Holyrood Park
Hoy	Dwarfie Stane
Hill of Warehouse	Cairn O'Get
Firth of Forth	Tantallon Castle
Firth of Forth	Ravenscraig Castle
Firth of Forth	Blackness Castle
Hamilton High Parks	Cadzow Castle
Dumbarton Rock	Dumbarton Castle
Duddingston Loch	Holyrood Park
Garvellachs	Eileach an Naoimh
Eynhallow	Eynhallow Church
Dollar Glen	Castle Campbell
Inner Clyde	Dumbarton Castle
Crichton Glen	Crichton Castle
Castle of Old Wick to Craig Hammel	Castle of Old Wick
Castle Loch	Lochmaben Castle
Arran Moors	Machrie Moor Stone Circles and Moss Farm Road Stone Circle
Bothwell Castle Grounds	Bothwell Castle
Mousa	Mousa Broch
River Tweed	Dryburgh Abbey

Political events and activities

In addition to conditions relating to access to our properties as set out in section 1.2, as a public body, we are required to act impartially, as stated in the [public body guidance](#) produced by the UK Government.

The [Public Bodies in Scotland: Guide](#) provides that NDPBs are responsible for taking their decisions without political influence or interference. The Scottish Government NDPB Sponsorship Guidance also provides that staff of NDPBs must exercise care in their day to day corporate activities to ensure they do nothing which could be regarded as taking a political stance.

We receive many requests to hold political events at PiCs and we consistently refuse permission for these to take place. A perception that HES is tacitly endorsing or supporting any political event could affect our ability to perform our role as lead public body for the historic environment fairly, independently and impartially.

'Politics' and 'political' for the purposes of this policy means opinion about the management of government and/or how a country, countries, or areas within a country should be governed, now or in the future. This includes, but is not limited to, what may be termed 'party politics' and political theory, including political philosophy and/or belief. 'Political activity' includes, but is not limited to, campaigning or activities in support of or against any particular group, party, individual or political theory.

Government/State activity

On occasion, PiCs may be used by UK and Scottish Ministers for official government business including events and receptions.

The Royal Household may also on occasion use certain sections of Holyrood Park in connection with official and state functions at the Palace of Holyroodhouse.

These events could result in last minute closures of our sites for security purposes.

HS sites with a military presence

There are a number of PiCs with a military presence, including Edinburgh Castle and Fort George, and Stirling Castle, which is an official flag-flying station. The British Army has a role in the management of these sites and may use them for official events.

CONTACT US

For further information regarding this document please contact:

Historic Environment Scotland
Groups Sales and Admissions
Longmore House
Salisbury Place
Edinburgh

EH9 1SH

Email: ticketing@hes.scot

Additional guidance

2. This Policy takes account of [the Scottish Public Sector Ombudsman's Unacceptable Actions Policy](#).
3. For further social media guidance on unacceptable actions please see the terms and conditions of the social media platform and our Social Media House Rules: www.historicenvironment.scot/customer-services/our-blog-and-social-media-house-rules/
4. If you become aware of unacceptable comments on social media please contact digital@hes.scot or communications@hes.scot to alert us.
5. If you are not satisfied with our actions or our services please tell us. Our Complaints Handling Procedure provides more information about how to do this: <https://www.historicenvironment.scot/customer-services/complaints/>
6. Managing Access to Properties in Care: <https://www.historicenvironment.scot/media/5959/managing-access-to-properties-in-care.pdf>

We are the lead public body established to investigate, care for and promote Scotland's historic environment.

We want to make sure Scotland's heritage is cherished, understood, shared and enjoyed with pride by everyone.

We are committed to ensuring this publication is accessible by everyone. If you need it supplied in a different format or language, get in touch.



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