



GOLD AWARD PRESENTATIONS

Important information about your Gold Award Presentation

Arriving at the Gardens

Please arrive at the South Garden Gate at the entry time shown on your coloured tickets. You will appreciate that there will be strict security around this event and so it is likely you will have to queue.

To gain admittance you **must bring**:

- the coloured tickets. These are made out to named individuals and are strictly non-transferable.
- two independent forms of ID, one of which must be photographic (Passport or Driving Licence) and the other which must have your name and address (a utility bill/bank statement etc.).

You do not need to bring your formal invitation.

Please advise your guests of these requirements. Please remember that all guests must be over the age of 16 to gain admittance.

Travel

As the Palace is located in Edinburgh's busy city centre we strongly recommend travelling to the Palace by public transport. The Palace is roughly a 15 minute walk from Waverley train station and is also on Lothian Bus routes.

Parking at the Palace will be available *only* for those with mobility issues. You must request a mobility parking pass to park at the Palace.

There are several multi-story car parks in central Edinburgh, including NCP Holyrood Road, Q-Park Omni Centre and Dynamic Earth visitor attraction. We recommend taking down the details of at least two car parks before you travel in case one is full.

In the Gardens

Toilet facilities are at the gate where you enter and are quite a distance from the presentation area so you may wish to visit them before proceeding to your group.

Once through the security checks you should find your group. Your group number is shown on your coloured tickets and there will be a number marker on the lawn of the gardens where your group is located. Each group has three marshals (adult volunteers) who will guide you and your guests through the presentation.

Let your marshals know when you have arrived. You will be given a folder to keep your certificate in. This will also include details of everyone in your group, and a welcome leaflet which includes photography information. In order to ensure the presentation runs smoothly we kindly ask that you find your group and are in position in advance of the presentation start time.

Please turn off all mobile phones. Smoking is not permitted in the Gardens.

FAQs

Before the Event: changes and cancellations

Q The details on my tickets are incorrect – what do I do?

A Please email us at GAPScotland@DofE.org with specific details of the error. Please also include your details if the error relates to one of your guests.

- If it is more than a week before the presentation we will post you corrected tickets.
- If it is less than a week before the presentation, you can collect your new tickets on the day at the South Garden Gate.

Q I can't come – what should I do?

A Send the tickets back with a letter stating whether you want to attend a future presentation, or receive your certificate by post. If you find you cannot come within a week of the presentation, or on the day please email us on GAPScotland@DofE.org.

Q Can I bring an additional guest?

A Sorry, you can only bring two guests.

Q What if one of my guests cannot attend on the day/day before?

A There is no need to do anything. Guests cannot be changed within 48 hours of the presentation.

On the Day:

Q What can I bring (camera / mobile phone / overnight bag)?

A Nothing larger than a lady's handbag is allowed into the Palace. Personal cameras and mobile phones are allowed, but mobile phones must be switched off. Video cameras are not allowed. Overnight bags should be left at your accommodation or at Waverley Station left luggage. You should be prepared for bag checks. To ensure the queue moves quickly please only bring essentials. We recommend that you bring a bottle of water.

Q Is there an official Photographer?

A The official photographers, Tempest Photography, will take a candid presentation photograph of you receiving your certificate. Individual portraits and family/small group portraits can be taken by the Tempest photographers who will be wearing gold sashes. To order your photos after the event, please visit www.Tempest-DofE.co.uk. To login you will need your GAP ID and eDofE ID numbers, which can be found on your coloured tickets.

Q Can I take photographs?

A Yes, you and your guests may take photographs. Please note it is expressly forbidden to take photographs of His Royal Highness.

Q Will refreshments be available on the day?

A Unfortunately as a Charity we are unable to provide tea and coffee for the two thousand people who attend each presentation. Water will be available and we recommend you bring a small bottle of water with you. Other food and drink is not permitted. When you leave the gardens there are establishments nearby where you will find refreshments.

Q What should I wear?

A The dress code is smart. National dress and uniforms are welcome. Please check with your commander which uniform is appropriate. Ladies are not required to wear a hat. The presentations take place on the lawns so high heels are not advised.

Please come dressed for the weather. We have cover if it rains, but you will still need to walk through the gardens to reach the marquees.

Q What if I need additional support?

A If you or your guests require any additional support please contact us at GAPScotland@DofE.org as soon as possible with the details of what additional support is required so that arrangements can be made in advance.

A limited number of seats are available for those who may need to sit during the presentation. Please let us know in advance by emailing GAPScotland@DofE.org.

If you cannot wait in the queue, please make yourself known to the Police at the gate. Wheelchairs cannot be provided, but the Gardens are wheelchair accessible.

If you have any other questions or problems on the day please don't hesitate to ask a member of staff or the marshals.

For further information please visit www.DofE.info/go/sgap.

Follow us on **Facebook**, **Twitter** and **Instagram** for news and updates from @DofEScotland. Share your experiences on **#iAmDofE** and **#GoldAward**.

Don't forget to share your DofE experiences with us!

We are always on the lookout for information from people who've achieved a Gold Award, especially if you've done something unusual or life changing. If you are happy for us to use your story as a case study, please contact Scotland@DofE.org with your details.

We are grateful to Purvis Marquees for their continued support of the Gold Award Presentation. Their marquees are a very welcome facility, particularly in inclement weather.

The Palace of Holyroodhouse, Edinburgh, EH8 8DX

