



# together

## we create magic.

## Your essential safety information

---

You are free to explore the sights and sounds of The Enchanted Forest 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 path at all times.
- The path includes some steep slopes and uneven surfaces. Please be careful.
- Do not touch the lights unless it is in a designated interactive area. Lights may be very hot.
- If a site steward asks you to do something, for your own safety, please comply with their request.

- No smoking or vaping allowed on site unless in designated areas. We request respectfully that you use these areas.
- No alcohol is permitted on site except for that sold on the night by our licensed caterers.

### 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.

- If you are using tripods or monopods please be aware these may not be visible to others. Do not block footpaths.

### Your children

---

- Children under 15 must be accompanied by an adult.

### Your dogs

---

- Only assistance and emotional support dogs with the appropriate harnesses and paperwork 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. We have two departure points and your ticket includes a designated return shuttle bus from:

The Fishers Hotel at 75-79 Atholl Road, Pitlochry PH16 5BN.

If you have booked our Accessibility Bus, this departs from Blair Atholl Distillery, Pitlochry PH16 5LY.

### Arrivals point

---

We recommend you arrive at your departures area 5-10 minutes earlier than 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 stay as long as you like to enjoy the show. A full circuit (1.8km) of the forest should take you around 60 minutes walking at a leisurely pace.

### The return journey

---

Buses return to Pitlochry continuously throughout the night. The last bus will leave between 10.30pm and 11pm, depending on visitor numbers remaining on site.

### Registered disabled

---

If our shuttle bus services do not meet your access needs then you should book a disabled parking space at Faskally Wood. If you do not have a Disabled Parking Space ticket you can call 0800 978 8761 to order one. 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 very limited number of disabled parking spaces in the forest each night. Check our website FAQs for full details.

### Cancellation policy

---

In the unlikely 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 only. Weather conditions in other places are not taken into consideration. An alternative date will be offered or your money refunded. If you are concerned about whether the show will proceed or not please check the website.