The Height of the Reeds 2017 FAQ’s

1. WHAT EXACTLY IS THE PERFORMANCE?

This is a sound installation experienced individually through a set of headphones. Starting from the tourist information centre at the Humber Bridge Car Park (northern approach) you will collect headphones from one of our Hull 2017 volunteers. You will be shown how to use these headphones. From this point you’ll have 1.5 hrs to follow the path that will be clearly marked. Receiving directions in your ears every step of the way. The walk will take you up to the bridge and to the other side. You’ll then come back to the Tourist Information Centre and return the headsets. **From end to end the walk is at least 3 miles.** Please make sure you do bring appropriate walking gear, coats, scarves and hats. The bridge is a beautiful but exposed landscape to walk across. The weather can change very quickly, so ensure you have everything you’ll potentially require come rain, wind or shine.

1. WHEN ARE THE PERFORMANCES TAKING PLACE?

The performances take place every day from 1 April – 30 April. Please see the booking page for exact timings.

1. WHEN ARE TICKETS AVAILABLE TO BOOK?

All promotional material will be explicit about the need to book tickets in advance through the Hull 2017 box office.

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1. HOW MANY TICKETS ARE AVAILABLE IN TOTAL?

2760 (I believe).

1. HOW MUCH DO TICKETS COST?

Tickets are £7.50 per person for the opening weekend. 1 & 2 April. The experience will be free after this point. The opening weekend has a few surprises included in the experience to celebrate the opening of this performance.

1. HOW MANY TICKETS CAN I BOOK?

You can book up to a maximum of 4 tickets.

1. CAN I MAKE A GROUP BOOKING?

Yes. We consider a group booking as 10 or more individuals from an organisation (such as a school, voluntary and/or charitable organisation). Tickets are limited and are available on a first-come, first-served basis. If you would like to make a group booking, you can contact us on boxoffice@hull2017.co.uk.

1. CAN I BOOK BY TELEPHONE?

We’ve invested in making our website and the booking process as simple as possible to allow customers to self-serve, 24/7. Although we strongly recommend you use our online services, we do operate a limited telephone service between the hours of Monday to Friday 9am-9pm and Saturday and Sunday 9am-5pm. You can call us on 01482 30 2017. Customers will be charged for tickets to be posted. Please be aware that it is likely you will be placed in queue and waiting times will vary

1. CAN I BOOK TICKETS IN PERSON?

No. Tickets are available through our website, self-service ticket kiosk at the Welcome Pod or telephone only.

1. WHAT IF I NEED HELP OR ADVICE?

Please contact boxoffice@hull2017.co.uk

1. HOW WILL I RECEIVE MY TICKETS?

DIGITAL TICKETS

All events / activities that are ticketed (free or paid) through hull2017.co.uk offer a quick and easy Print@Home ticket. You can print these yourself and present them at the event / activity or alternatively, present them on your smartphone. Tickets will be scanned.

PRE-PRINTED TICKETS

You can select to have your tickets printed out and posted to you – there is an additional charge of £1.50 per order for this. If you misplace your tickets, you can download them by signing into your online account with us. We post tickets 1st class Royal Mail as standard. We do not take responsibility for tickets. Pre-Printed Tickets will become unavailable 72hrs before an event / activity.

1. CAN MY TICKETS BE HELD FOR ME TO COLLECT ON

THE DAY OF THE PERFORMANCE?

Sadly not, they will be emailed directly to your stated email.

1. WILL THERE BE ANY SORT OF AID REQUIRED TO FULLY ENJOY THE PERFORMANCE?

To fully enjoy the experience we highly recommend you bring warm clothing and good walking shoes. We can facilitate access requests, if you need any assistance please contact access@hull2017.co.uk and we will do our best to assist. The route is step free, does require some crossing of roads and for participants to be careful whilst making their journey up to, and across the bridge.

1. WHAT IF I CAN NO LONGER ATTEND?

We recommend that you give your ticket/s to friends and family. Alternatively, you can return your tickets to us by contacting boxoffice@hull2017.co.uk up to 48 hours before the event. We will cancel your tickets and they will become unusable, so if someone does still try to use them unfortunately they will no longer be valid.

1. WHAT IF I LOSE MY TICKETS AFTER PRINTING THEM OFF?

If you lose your tickets after printing them off, just find your confirmation of booking email and print off the attached tickets again.

1. WILL YOU BE CLOSING ANY ROADS?

No.

1. WILL LOCAL RESIDENTS STILL BE ABLE TO ACCESS THEIR HOMES, SHOPS AND PARKING AS USUAL?

Yes.

1. WILL THERE BE SPECIAL EVENT PARKING?

The starting point for the journey will be at the car park where the Tourist Information Centre is. North Bank Viewing Area, Ferriby Rd, Hessle HU13 0LN

<http://www.visithullandeastyorkshire.com/Hull-Humber-Bridge-Tourist-Information-Centre/details/?dms=3&venue=2170256>

1. DO YOU HAVE A WAITING LIST?

No, we do not have a waiting list however all tickets are based on a first come, first serve basis and must be purchased/booked in advance to the performance.

1. WHAT TIME DOES IT BEGIN AND END?

Start times can be found on the website and we ask that those experiencing the installation return within 1.5 hours of leaving the start of the journey.

1. WHAT TIME CAN I GET ACCESS TO THE SITE?

The audience can access the site at anytime.

1. IS THERE ALLOCATED SEATING?

No. The performance is at least a 3 mile walk. So do be prepared to walk this distance. A mobility scooter is available to book if required. If you do require this then please specify when booking.

1. CAN I BRING MY OWN CHAIR

No.

1. IS THE SHOW SUITABLE FOR CHILDREN?

The installation is suitable for children, however please do be aware it is a 3 mile walk. There are no facilities from the start of the walk, until you return back to the Tourist Information Centre.

1. PETS

It would be best not to bring your pets. They’ll be cold and they won’t be able to hear anything through the headphones. Obviously seeing eye dogs that aid access are welcome.

1. TRANSPORT

By Car: East Yorkshire is accessible from the UK's motorway network connecting with the M62, M1, A1, M180 and M18. From the A63 take the road signed Humber Bridge, at roundabout follow directions to Tourist Information Centre onto Ferriby Road. Follow signs for Country Park and follow the road around to the third carpark area.

Bus: The 350 takes you straight to The Humber Bridge North Approach which is the nearest bus stop to the beginning of the installation. Coming from Hull this can be boarded at Hull Paragon Interchange and also from the bus stop outside Primark. The bus takes approximately 25 minutes from Hull Paragon Interchange and precise times can be found here: <https://www.eyms.co.uk/bus-services/timetable/350>

Train: The nearest train station is Hessle Railway Station. This is just under a mile away from the start of the installation (20 minutes walk). Trains from Hull take 7 minutes and run directly to Hessle. It is a regular service and exact time can be found at <http://www.nationalrail.co.uk/>

Trains coming from the west.

If coming from Leeds or Manchester then change at Brough.

1. ACCOMMODATION:

There are numerous places to stay overnight in Hull City Centre and the surrounding area. For more details, please visit [**www.visithullandeastyorkshire.com**](http://www.visithullandeastyorkshire.com/)

If you are looking to stay nearer to the Humber Bridge then [The Country Park Inn](http://www.countryparkinn.co.uk/) offer rooms as does Premier Inn Hull West.

1. IS FOOD OR DRINK AVAILABLE – OR MAY I BRING IT WITH ME?

Please do not bring alcohol with you.

1. ARE THERE TOILETS NEARBY?

Audiences will have access to nearby toilets that will be clearly signposted at the starting point of your journey, in the car park.

1. WHAT CONSIDERATIONS HAVE BEEN GIVEN TO THOSE WITH DISABILITIES?

A mobility scooter is available for those who might not be able to make the 3 mile walk. Please specify that you require this on booking or email access@hull2017.co.uk

Please be aware, this will only be available on a first come, first served basis.

1. CAN YOU PROVIDE PUBLICITY OR INFORMATION IN ALTERNATIVE FORMATS OR LANGUAGES?

We can provide information in alternative formats if you contact us via email at theteam@hull2017.co.uk.

1. WILL THE SHOW BE CANCELLED IN BAD WEATHER?

Unless the conditions are horrendous, the show must go on! However, please note this is quite a long walk, in a very exposed landscape. The Humber Bridge can sometimes be closed due to high winds. If you are concerned about adverse weather, please do check the [Humber Bridge Board Page](http://www.humberbridge.co.uk/) that has live updates about whether bridge is closed for any reason. If weather does make conditions too dangerous for the installation to run, Hull 2017 will contact those who have booked by email and phone as soon as we are alerted to any issues that may affect the scheduled installation times.

1. I’VE LOST SOMETHING WHILST AT THE EVENT, WHAT DO I DO?

Contact the Tourist Information Centre in the first instance. If you lost something whilst you were attending the event and realise after you’ve left, please get in touch with us via email at theteam@hull2017.co.uk with a description of the item. We’ll see if it was found and returned to us and we’ll reunite you with it as soon as we can.

1. WHAT DO I DO IF I LOSE SOMEONE?

Please report this to a member of the team at the Tourist Information Centre.