Height of the Reeds Email:

Dear XXX,

We look forward to seeing you at The Height of the Reeds. This email is a just a note of a few things to remember before arriving at The Humber Bridge Tourist Information Centre, where you will pick up your headphones.

1. Please arrive at The Humber Bridge Tourist Information Centre at your allotted time which should be clearly marked on your ticket. Please see the how to get there note at the bottom of this email.
2. Please note, **this is a 3 mile walk in total.** You will have 2 hours from your booked time slot to return to the Tourist Information Centre with your headsets. The gate will be closed at the other end of the bridge.
3. Please dress appropriately. As the bridge is so exposed, it might be far windier and colder than everywhere else. Good footwear, warm clothes and a waterproof are advised!
4. Please let us know if you’re attending the experience with anyone under the age of 7 by emailing [boxoffice@hull2017.co.uk](mailto:boxoffice@hull2017.co.uk) we just want to make sure we have enough headphones to fit.
5. If for any reason you no longer require your tickets, please send the confirmation email you received to [boxoffice@hull2017.co.uk](mailto:boxoffice@hull2017.co.uk) it will allow us to accommodate more people throughout the month.
6. A mobility scooter is available for the month, but this must be booked in advance of arriving at the Tourist Information Centre. If you require this, please email [access@hull2017.co.uk](mailto:access@hull2017.co.uk)
7. In order for us to send you on your way a little quicker when you arrive at the bridge. Please do update your customer profile and ensure we have a valid mobile number and home address registered with us. You can update your profile here.
8. If you get a chance please do watch the making of the Height of the Reeds. <https://www.youtube.com/watch?v=qg4RctdI35I>
9. Please bring your e tickets.

**How to get to The Height of the Reeds:**

**The full address of the Tourist Information Centre is: North Bank Viewing Area, Ferriby Rd, Hessle HU13 0LN**

We encourage you take public transport; the **350 bus** is by far the easiest way to get to the bridge. You can also take the train and walk from Hessle Station. If you are going to drive there’s a large car park next to the Tourist Information Centre. On Sunday 16 April, the bridge car park will be hosting a Farmer’s Market so parking might be limited.

**Bus:** The 350 takes you straight to The Humber Bridge North Approach which is the nearest bus stop to the beginning of the installation (5-10 minute walk). 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>

When boarding ask for Humber Bridge North Approach bus stop, which is the Hull side of the bridge.  
  
**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/>   
If you’re coming from the west then it’s easiest to change at Brough.