Thanks for booking tickets to *The Height of the Reeds: A Sound Journey for the Humber Bridge*.

We’re getting in touch with important details ahead of your visit. Details of the exact time you have booked are included on your confirmation email, your tickets and within your upcoming events in your [Hull 2017 online account](https://www.hull2017.co.uk/my-account/). Upon arrival at the Humber Bridge Tourist Information Centre your tickets will be checked and you will collect your headphones to begin the experience.

* Please arrive at the Humber Bridge Tourist Information Centre at your allotted time which should be clearly marked on your ticket. If you still do not have your tickets, please sign-in to your [Hull 2017 online account](https://www.hull2017.co.uk/my-account/) to re-download your tickets. If you have paid for pre-printed tickets and they have not yet arrived, you can get in touch with us on [boxoffice@hull2017.co.uk](mailto:boxoffice@hull2017.co.uk).
* The full experience is a **3 mile walk in total.** You will have 2 hours from your booked time slot to return to the Humber Bridge Tourist Information Centre with your headsets. The gate will be closed at the other end of the bridge.
* As the bridge is so exposed to the elements, it might be far windier and colder than you expect. We recommend that you bring along suitable clothing, wear appropriate footwear and if possible, have a waterproof available.
* If you’re attending this event with anyone under the age of 7, please let us know just to ensure sure we have enough smaller headphones to fit. You can get in touch with us on us on [boxoffice@hull2017.co.uk](mailto:boxoffice@hull2017.co.uk)
* If for any reason you no longer require your tickets, you can return them to us which will allow us to accommodate more people throughout the month where possible. To return tickets, you can get in touch with us on [boxoffice@hull2017.co.uk](mailto:boxoffice@hull2017.co.uk) and please state your booking number, the number of tickets you wish to return along with their serial numbers (displayed underneath the QR Code displayed on your ticket/s) of those you would like to return. Please note that any tickets cancelled by us will no longer be valid following return.
* A mobility scooter is available for use but must booked in advance of arrival. You can book this by emailing [access@hull2017.co.uk](mailto:access@hull2017.co.uk)
* In order for us to send you on your way a little quicker when you arrive at the bridge, please ensure your address and telephone number are up-to-date in [your online account](https://www.hull2017.co.uk/my-account/).

If you get a chance, please do [watch the making of the *The Height of the Reeds: A Sound Journey for the Humber Bridge*](https://www.youtube.com/watch?v=qg4RctdI35I) film ahead of your visit.

**Please remember to bring along your tickets; *either print@home, pre-printed tickets or have the ability to present them on your mobile device screen. Tickets will be scanned.***

**GETTING HERE**

The full address of the Humber Bridge Tourist Information Centre is:   
  
Humber Bridge Tourist Information CentreNorth 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 driving, limited parking is located next to the Humber Bridge Tourist Information Centre. On Sunday 16 April, the bridge car park will be hosting a Farmer’s Market so parking will be limited.

The **350** bus 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 on Carr Lane. The bus takes approximately 25 minutes from Hull Paragon Interchange and precise times can be found [online](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.  
The nearest train station is Hessle Railway Station. This is just under a mile away from the start of the experience (approx.. 20 minutes walk). Trains from Hull Paragon Interchange take 7 minutes and run directly to Hessle. It is a regular service and exact time can be found [online](C:\\Users\\Atkinsonm\\Downloads\\at%C2%A0http:\\www.nationalrail.co.uk).   
  
If you’re coming from the west then it’s easiest to change at Brough.

We’re looking forward to seeing you soon and we hope you enjoy the experience.