

ASVA Passcards

Conditions of Use



BACKGROUND

The cards are primarily an educational tool to enable **staff** at member sites to familiarise themselves with other attractions both in their local area and in other parts of Scotland. Some of the main benefits are:

- staff will gain greater awareness of other sites in the area enabling them to advise visitors of other things to see and do thus enhancing the visitor experience;
- staff using the cards have the opportunity to identify examples of best practice which might be then implemented at your own site;
- visitors to your site using the card can be requested to complete a short questionnaire to find out more about their perceptions of the visit.

WHERE CARDS CAN BE USED AND RESTRICTIONS

All ASVA member sites that charge for entry accept pass cards from other member sites which allow free entry. However, **at certain times some sites may have restrictions on the use of cards**: for example for specific exhibitions or during exceptionally busy periods such as in Edinburgh during the Festival. Where the attraction operates a timed booking system and/or there is a capacity issue the user **must** call in advance or check at the time of booking that they may use the pass card at the preferred time.

A list of restrictions can be found on the ASVA website: www.asva.co.uk/passcard-restrictions.php

Restrictions can also be found on the individual attraction entry on the ASVA website. Staff members intending to use the cards **must** check any restrictions prior to visiting.

CONDITIONS

- Please ensure that front line staff recognise and accept cards for entry. As the cards are intended for use by **individual members of staff**, it would be anticipated that only **one or two cards** (maximum) be presented at any time. If you intend using more than one card for your visit, you should **call the site in advance** to ensure that they are aware that you are arriving as a group and to ensure that this is acceptable to the site. **This is especially relevant during busy periods.**
- Where the attraction is a leisure centre, theatre or a venue for activity the holder should initially contact the attraction before visiting to check **that the first visit can be on a free entry basis**. Any subsequent visits by the same cardholder should also be pre checked to ascertain if any reduced rate applies.
- It is not anticipated that cards can be used for 'additional activities' such as pony trekking but this should be clarified before any visit, similarly with special events.
- If you need to book your visit (eg timed admission slots or a tour), at the time of booking you must indicate that you plan to use a card/s.
- Passcards are for **individual** use and are for **staff use only**, *accompanying adults and children may **not** use the cards under any circumstances.*

Please ensure that your staff members are aware of these guidelines - especially those at the front desk. **Also ensure that any staff using the pass cards have read and understood the conditions to avoid any potential embarrassment.** If there are any queries at all, please do not hesitate to call 0141 229 0923 or email info@asva.co.uk.

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