

Script for Voiceover: VISITING THE PARLIAMENT (VIDEO)

Introduction

Welcome to the Scottish Parliament. This video explains what you should expect when you arrive at, and exit, the Parliament building.

We want you to have an enjoyable visit to the Parliament and to help you prepare this short video explains what you should expect when you arrive and exit the Parliament. You will see a visitor entering into the building, going through security and making their way into the main hall to meet with one of our Visitors services staff to help guide you to where you want to go next. You will then be guided through to the exit route out of the building.

Approaching the Building

On your approach to the Parliament building you will see a large sliding door which will be open. Pass through this and you will then need to turn left into a vestibule area towards the automatic revolving door which will turn as you approach it.

For visitors with assistance dogs, or who are wheelchair users or have a buggy or luggage with them, there is an alternative route in without having to go through the revolving door.

Pass through this and you will then enter into the search area. An Access and Control Officer will be present in this area.

Please be aware that you may need to queue once you enter the building.

Personal Belongings

Once you reach the front of the queue, you will find trays in which to place your personal belongings. Help yourself to a tray and put your belongings into it. If you need assistance in doing this, a friendly Access and Control Officer is on hand to

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help you. Your tray will then be passed through the scanner and you will then move towards the archway.

Archway

The Access and Control Officer will ask you to walk through the archway. Pass through this and collect your personal belongings.

If the alarm (a loud beeping noise) sounds when you pass through the archway, do not be concerned. This just indicates to the Access and Control Officer that there is something you are wearing or carrying which they will need to check further. If the alarm sounds this means the Access and Control Officer will need to physically search you.

For a visitor with a powered wheelchair, a mobility scooter or with a large buggy or pram, there is an alternative route through security. The Access and Control Officer will direct you through this way if the archway is not suitable for you. You will be searched using a hand held wand.

Please note if you have a walking stick, an Access and Control Officer will hand you a wooden walking stick while yours gets scanned. Your walking stick will be handed back to you once you have proceeded through the archway

Searching

An Access and Control Officer will ask you to step to one side and then carry out a physical search (this may include hand and/or wand search).

The search is gender specific. An Access and Control Officer will direct you to the side and then carry out a physical search (This may include hand and /or wand search).

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Wheel Chairs and Accessibility Scooters will be included as part of the search.

Assistance dogs will also be included as part of the search. Please be aware that your personal belongings may also be searched.

Our staff have been fully trained to accommodate the diverse needs of all visitors to the building. However, if you need to, please ask for assistance and a member of staff will be there to help.

Collection of Personal Belongings

Once you have passed through the archway and your personal belongings have been scanned, you can collect your tray and leave the search area

Leaving the search area

As you leave the search area, the double doors will open towards you. Pass through the doors and proceed along the long glass corridor towards the left luggage facility at the far end.

Left Luggage Facility

If you have bags, coats or other items which you do not wish to carry with you during your visit, you can leave them here.

An Access and Control Officer sits behind the desk and they will take your luggage from you.

They will hand you a numbered ticket stub to identify your luggage when you return to collect after your visit has finished.

Once you have handed your luggage in, or if you do not wish to do this, go through the double doors at this end of the corridor which will take you into the Main Hall.

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Arriving in the Main Hall

Once you have passed into the Main Hall, turn right towards the Visitor Services desks

Main Hall and Visitor Services Desk

Visitors Services staff will be there to help you and talk to you about how you can get the most out of your visit to the Parliament

Once your visit has ended

Once you have collected any luggage you left during your visit, head towards the far end of the Main Hall where the public toilets and shop are located.

The exit is on the right hand side. There are double doors which will automatically open very slowly away from you, as you approach. Pass through these.

An Access and Control Officer is seated just inside these double doors.

To the right hand side of this area is an automatic revolving door. Stand in front of the automatic revolving door which will then operate.

To the left hand side of this area is an alternative exit to the revolving door. The door is opened by a release button. An Access and Control Officer is available to assist with this. The door will automatically-open and you should pass through into the vestibule, towards the outer door. The door needs to shut completely behind you before the outer door opens. You will experience a short delay before you can exit.

The Access and Control Officer will provide you with any assistance if you need it.

We hope you enjoy your visit to the Parliament.