# Members RHS200 FAQs v4 220502

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| RHS 200 day tickets - reserving them, receiving them | |
| 1. How do I tell you want days I am coming to the Show? | * Provided we have your up-to-date email address, you should have received an email with a link to reserve your day tickets to RHS. |
| 1. I haven’t received an email with the link to reserve day tickets to the RHS. | * Please check your spam folder. * We are aware of a small number of emails which have not been received and are working through these. * Have we got your current email address? If not, please go to <http://portal.rhass.org.uk/email> and complete the form. DO NOT put this link in a search engine, TYPE IT IN TO THE ADDRESS BAR OF YOUR BROWSER. Alternatively, email [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with your full name, address and membership number if you know it. |
| 1. I don’t know which days I am coming | * This year we are asking all our members to let us know on which days they would like to attend the Show. All members are able to come on all four days and if you need to retain flexibility as to which days you will attend, please do book for all four days. * We would appreciate that, if you decide later you are not coming on all four days, you let us know by sending an email in advance to [membership@rhass.org.uk](mailto:membership@rhass.org.uk). For public safety reasons, we have set a daily capacity this year. Members will have priority to attend the Show, however if members are unable to come on a given day or days, then it would be of benefit to the Society to sell an additional ticket to a member of the public and thereby raise further charitable funds to support others. |
| 1. Deadline to complete the form | * We would be grateful if you could complete your reservation as soon as possible, so that we can get on with preparing your packs. The latest date for completion is 18 May 2022. This is to ensure that your packs can be made up and posted to you in good time for the Show. * Note - for those outwith Scotland the deadline is 11 May to ensure we can post your packs to you in time |
| 1. How will my Show tickets arrive? | * Once you have booked your days at the Show, your Member’s badge will arrive by post ahead of the Show. Keep an eye on our website and socials for updates on delivery times. |
| 1. I can’t come to this year’s Show | * If you are not able to come to this year’s Show, please do still click on the link and let us know that you are not coming. If members are unable to come on a given day or days, then it would be of benefit to the Society to sell an additional ticket to a member of the public and thereby raise further charitable funds to support others. |
| Member email and form | |
| 1. I have submitted my form but need to change my response | * The form cannot be amended after it has been submitted. * If you have made a mistake, please send an email as soon as possible to [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with ‘Urgent: RHS form change’ in the subject line. |
| Membership - renewals, new and changes | |
| 1. I have never been a member, how do I set up a new membership | * Go to <http://portal.rhass.org.uk/user/register> and follow the instructions on the screen. |
| 1. I am an existing member, how do I pay online to renew my membership? | * Please send an email to [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with a note of your membership number (if you know it), name, address, postcode and date of birth. The Membership Team will then set up a user account for you and send you a link where you will be able to create a password and log on to your user account and pay. |
| 1. I have changed my postal address | * Send an email to [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with a note of your previous name, membership number (if known), new name and new address and phone number if you have also moved. |
| 1. I have changed my email address | * If you wish a new email address to be added to your record send an email to [membership@rhass.org.uk](mailto:membership@rhass.org.uk) asking us to update your record for you. Please do not attempt to log on to our system to change it yourself. |
| Children and carers | |
| 1. I need a carer ticket | * Please reserve your own day tickets for the Show via the link that has been emailed to you then send an email to [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with your full name, membership number, address, post code and the days on which you require a carer ticket. We will arrange for a carer ticket to be sent to you for the days you require. |
| 1. I need more than 3 children’s Show tickets and Junior guest badges (non-members) | * Order the maximum of three through the form and send us an email at [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with your name, membership number (if known), address, postcode and phone number with “RHS additional children’s tickets” in the subject line and let us know how many more Show tickets and Junior Guest badges your require. * Note, Junior Member Guest badges are valid on all four days and give access to the Members’ Area only. |
| 1. How do I book access to the Show for a child member / how do I provide an email for a child member | * Send an email to [membership@rhass.org.uk](mailto:membership@rhass.org.uk) with your name, membership number (if known), address, postcode, telephone number and the name, membership numbers (if known), address and postcode of the children. We will connect your details to the children’s details and you will then be able to book their member access for the 2022 Show. |
| Friends and Family tickets and Adult Guest badges | |
| 1. How do I book members’ discounted Show tickets for friends and family? | * Members are able to purchase a maximum of four discounted Show entrance tickets for Friends & Family at £25 per ticket.   Please look out for an email from us in May to buy these. |
| 1. How do I buy adult guest badges? | * Members are able to purchase one Adult Member Guest badge per day at £15.   Please look out for an email from us in May to buy these. |
| Car parking | |
| 1. Why can’t I pay for parking as I arrive? | * In order to manage capacity, we require all members as well as all members of the public to purchase parking in advance via Ticketmaster. In the current landscape this enables us to plan resources appropriately. |
| 1. If buying 2 or 4-day parking can I leave my car overnight? | * Limited overnight parking will be available for purchasers of 2 and 4-day tickets. Please ensure your pass is properly displayed at all times as checks will be undertaken. Please see terms and conditions on the back of the tickets and displayed in car parks. |
| 1. How will people know they have to book and pay in advance? | * We have written to all RHASS members to let them know that they need to book car parking in advance and also about how to book their days at the Show. The general public will be made aware through advertising and when purchasing tickets. |
| 1. What if people turn up without car parking? How will you manage this? | * All parking must be booked in advance. As always with the Royal Highland Show and any other large events at the Royal Highland Showground, RHASS works closely with partners including Police Scotland and City of Edinburgh Council on traffic plans and contingencies |
| At the Show/ on the day | |
| 1. Is the show really going ahead | * We are planning for a full Royal Highland Show for 2022, the bicentenary of our first ever Show. |
| 1. Will there be cloakroom and left luggage facilities | * Yes, a cloakroom will be available near the Members area where members can drop off coats, bags and luggage. |