



# Scotland

## Destination Guide

### ARRIVING IN SCOTLAND

- 1) After deplaning, you will enter the Immigration line. Present your passport and answer any questions from the officer.
- 2) Claim all your checked bags and proceed through customs.
- 3) Check your travel documents for instructions for transportation to your hotel.

### DURING YOUR STAY

#### TIPPING

Tipping culture is not strong in Scotland, but it is common to tip restaurants and taxis for good service. 10% is common.

#### CURRENCY

Scotland's currency is the pound sterling. (£/GBP). There are 100 pennies, or pence, to the pound.

#### MEDICAL

Scotland has a non-emergency medical and health care phone number. Dial 111 to speak with NHS 24. Dial 999 for emergencies.

#### SHOPPING BAGS

Shoppers are encouraged to use re-usable bags. The cost of bags in most places is 10p.

### ELECTRICITY

Scotland uses 230V supply voltage and 50Hz. Many US appliances will need a power converter to prevent it from overheating. If the device is a dual voltage device then you can simply use a Type G plug adapter. Look for the 110-240v notation which indicates it is dual voltage.

### EMERGENCY NUMBERS

999 is the emergency number in Scotland.

### RESTROOMS

Toilets, Water Closets (W.C.), and the loo are all terms for the restroom/bathroom. Most public toilets have a fee so carrying some change is important. Restaurants will usually have toilets available for customers as well.

### INSECTS

Midges can be a nuisance in Scotland especially if visiting the Highlands. Bring bug spray.

### TRANSPORTATION

Buses do not give change. You can buy a ScotRail Travel Pass if you plan to use the transportation.

## CRIME

Pickpocketing is relatively common throughout Europe. Wallets in pockets, backpacks, and purses are targeted especially in tourist areas. Consider a lock on your bag or a money belt. Be mindful when someone randomly talks to you. They may be distracting you so their accomplice can empty your pockets. Keep shoulder purses on the shoulder away from the road as someone on a scooter may grab it off of you if within reach.

## COMMUNICATION

English is widely spoken and the main language in Scotland. You may also hear Scots, Gaelic, and Doric.

Avoid using the word "Scotch" and instead use "Scottish." Scotch can be insulting. Also, an American with Scottish heritage is not considered Scottish in their eyes.

"Quaint" doesn't mean charming in the UK and can come across as condescending.

People tend to talk in a much quieter voice in Scotland compared to the United States. Talking at your normal volume may make locals uncomfortable.

The international calling code for the UK is +44. You may need to add this before the local number if you're calling from your US phone.

## RETURNING TO THE US

1) You may be given immigration forms to fill out during your flight. Keep a pen, your passports, travel documents, and receipts from anything you purchased during your trip easily accessible from your seat.

2) After deplaning, you will enter the Immigration Line. Have your passport and completed forms in hand, answer any questions from the officer. NOTE: Some airports no longer collect paper forms. They offer automated kiosks to collect immigration and customs information.

3) Go to the luggage carousel and claim all your checked bags.

4) Take all your belongings to the Customs line. You may be asked questions about what you are bringing back into the country, and your belongings may be subject to search.

5) For connecting flights or to reach the final airport exit, you may need to pass your checked luggage back to the airline. This is usually done at a counter outside of the Customs area.

6) DUTY FREE REMINDER: If you have to pass another security checkpoint before proceeding to the next gate or to the airport exit, you will not be able to carry your liquid duty-free purchases with you. These need to be placed in your checked bags before handing them over to the airline.