



# GENERAL REGISTER OFFICE *for* SCOTLAND

*information about Scotland's people*



New Register House, Edinburgh EH1 3YT, Scotland, UK

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Website <http://www.gro-scotland.gov.uk>  
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**Open: 0900-1630 Monday to Friday**

**Closed: Monday 5 May, Monday 15 September, Thursday 25 December, Friday 26 December 2008**

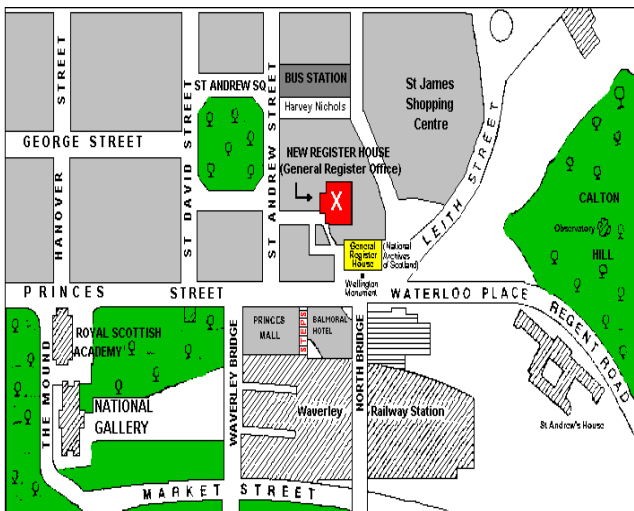
New Register House is at the east end of Edinburgh's Princes Street, directly opposite the Balmoral Hotel, a few minutes' walk from the main Waverley railway station, the bus station and the airport bus stop. If informed in advance we can make arrangements for customers with disabilities. There is no space for car parking or for baggage storage.

## SEARCHING THE RECORDS IN NEW REGISTER HOUSE

### 1 Access to the Records

Access is available to anyone 16 years of age and over who has purchased a valid search pass. Children of 12 or 13 will be allowed access only if accompanied by their parent or legal guardian. Children of 14 and 15 will be allowed access unaccompanied only if they can show written parental consent to their searching in the records. Normal fees are payable. Please see separate leaflet S1 for details of the records we hold.

### 2 Search Places



As we have a limited number of places we cannot guarantee that a place will be available on a particular day if you have not made a reservation. We take advance bookings for some of our search places (full days only), the remainder being filled on a 'first-come, first-served' basis. You can book by contacting us in person, in writing, e-mail or by telephoning 0131 314 4449/4450. If you have booked, we will hold your place until 10.00, after which, unless you contact us, we will let someone else use it. If you hold a quarterly or annual pass and you are not going to be present at New Register House on a particular day or part of a day, you should tell the supervisor in the appropriate search room by 10.00 that day, so that we may let someone else use the seat.

### 3 Costs

The following search passes are available:

Full or Part Day	£10
One quarter	£440
One year	£1,250

You may pay in cash; by Debit/Credit card (not American Express); by a sterling cheque supported by a British cheque card; or by a sterling traveller's cheque. The pass issued to you is not transferable to anyone else. If you lose your pass you should report this to us without delay. We reserve the right to withdraw any pass at any time, and are likely to do so if you are in breach of any of our rules, which are set out in our leaflet S8.

## **4 Disabled Access**

Please let us know in advance if you have any disability which might make it difficult for you to use our search facilities. A search here involves viewing a computer screen with digital images (which can be magnified on-screen). If you would have difficulty doing this, we may be able to help, such as by giving free admission to someone assisting you.

## **5 Search Rooms**

It is not feasible to offer individual help for the duration of a customer's visit. However, staff will provide instructions on how to use the equipment in each search room, how to access the records, locate the microfiche and microfilm (if required) and give general advice on tracing your family tree, as well as library material.

Please do not bring with you any large item like a suitcase or a backpack, as we do not have room for them. For reasons of security and to protect our records from damage or theft we ask for your co-operation by letting us search you, including any handbag, briefcase or other type of bag which you have brought into our building.

Mobile telephones must be switched off while in the building.

You may use a laptop computer, on completion of a disclaimer form, but it must be silent in operation. Digital scanning cameras are not allowed in the search rooms.

## **6 Prints & Official Extracts**

Using the print icon on your screen you can print an unofficial copy of the digital image of certain records at a cost of 50p. They must be paid for and collected from the Public Counter on the day.

Other records are available in printed form only as an official extract. If you would like to order an official extract of any entry please fill in the appropriate order form, available from us.

To avoid customers inadvertently ordering the wrong extract we recommend that you take the order form to the search room supervisor to check before you take it to the public counter with the necessary payment. All extracts should be ordered at least 30 minutes before we close.

We will charge valid search pass-holders £8 per official extract ordered and will post it to you - or make it available for you to collect here if you prefer - within five working days.

If you find there is any difficulty or delay in getting the certificate you want, or if you have any other complaint or comment please tell us. Ask for the public counter supervisor or telephone 0131 314 4433.