



GENERAL REGISTER OFFICE *for* SCOTLAND

information about Scotland's people

New Register House, Edinburgh EH1 3YT



CUSTOMERS USING THE SEARCH ROOMS IN NEW REGISTER HOUSE

- 1 You must show a valid pass to the Reception staff at the front desk to gain entry to our search rooms. If you do not have one, or if it is out of date, you will need to go to the Public Counter to pay for a new pass. 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.
- 2 Mobile telephones must be switched off while in the building. Incoming telephone or other messages for customers will only be taken in an emergency.
- 3 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.
- 4 We do not allow you to "browse" through the statutory registers. We let you have access to the information contained in the register pages in digital or microfiche form, at the discretion of the Registrar General. Your statutory rights extend only to viewing the indexes and buying extracts.
- 5 You must not at any time remove any record, register, book, catalogue, map, item of equipment, microfiche or microfilm from the search room areas. Food and drink can only be consumed in the designated area.
- 6 All extracts should be ordered at the public counter at least 30 minutes before we close. A bell is sounded at 16.15 with a second bell being rung 10 minutes later signifying that there are only 5 minutes until the office closes.

Any prints ordered from the DIGROS system should be paid for and collected at the public counter before 16.15.

- 7 You must not conduct business anywhere in New Register House. You must not, by way of business, represent that the issue of a pass to you amounts to an endorsement of your work by the Registrar General.

8 SHOULD THE FIRE ALARM WARNING SYSTEM SOUND, THE BUILDING MUST BE EVACUATED IMMEDIATELY. STAFF INSTRUCTIONS MUST BE FOLLOWED AT ALL TIMES