

GLASGLOW RETURNS FOR ITS 7TH YEAR!

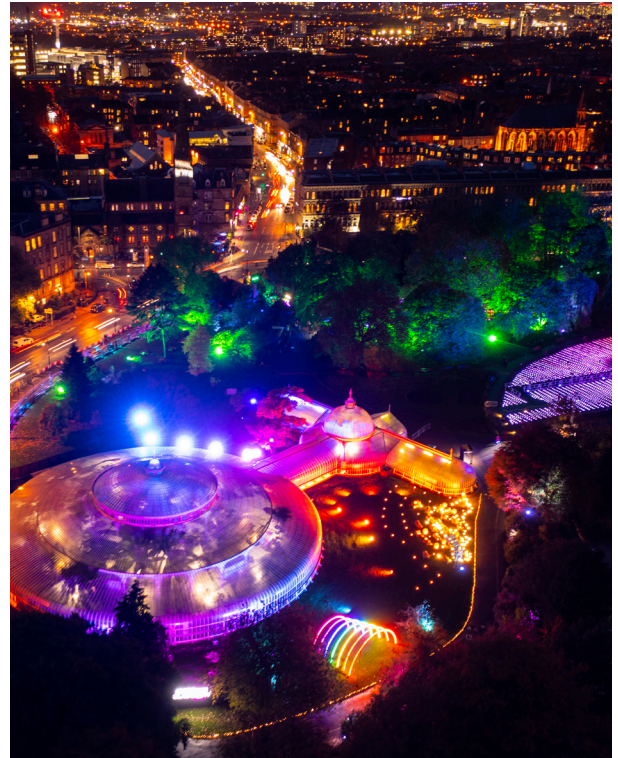
This Halloween, prepare to Trick or Treat at our spectacular new sound and light show where you'll discover 10 exciting realms from BoneYard and Camp Fire, to Up and Marshmallowland!

Explore Glasgow's Botanic Gardens in a safe outdoor environment with a 60-minute route and gourmet street food village & bar.

This sensory guide aims to provide guidance for anyone who is or may be on the autistic spectrum, neurodivergent or with other sensory-processing difficulties who would require and/or appreciate more details about what to expect before attending our show.

In this guide we have tried to outline important sensory stimuli including sights, sounds, smells, layouts and people you can expect on the route without completely spoiling the show!

Please note that some of the details may change – should you require more details closer to or on the date of your timeslot, please feel free to speak to the person at the Box Office or email glasglow@itison.com



USEFUL INFORMATION

- ➔ The event lasts approximately 60 minutes – depending on how long you stay and walk through each area. The route is split into sections that should take 5 to 10 minutes to walk through subject to the number of people around you and their pace, photo opportunities and catering options. You are welcome to take your time walking through, take a nice photo or have something to eat and drink!
- ➔ Our show is brought to life through music, sound, voiceovers, interactive sections and light. We kindly ask you to bring noise-cancelling headphones or tinted glasses if you need them.
- ➔ We operate a one-way system to allow for extra space along the route. However, if you or anyone you are with require a quick exit from one of the areas, rest assured our stewards will be able to help you.
- ➔ Since GlasGLOW is an audio-visual walkthrough show, our stewards are responsible for crowd control, flow and safety – please be mindful of those around you to avoid blocking paths and please, do not get offended if someone from our team asks you to move along, step aside or queue to take a photo/ interact with different zones.
- ➔ Glow Pass returns – this pass informs our team that the person wearing it may need a little more time, space, assistance or might want to skip a zone/take an alternative route. If you require one or think it would be beneficial for anyone in your party, please contact glasglow@itison.com in advance of your time slot. Our Box Office will reserve the pass for you and provide you with one upon entry.
- ➔ Glow Pass is a simple lanyard you can put around your neck, like the ones you wear at airports to let others know you may need more space, time and/or assistance.
- ➔ You can recognise our team by their blue raincoats with 'itison events' on the front and 'Event Host' on the back. They are very friendly and happy to help in any way they can, please do not hesitate to approach them if you require any assistance or have a question!
- ➔ We understand that large events like this may be challenging at times and have a Quiet Space available. If you need to use it at any time, please let our staff know as soon as possible and someone will take you there.

OKAY, ARE YOU READY? HERE... WE... GLOW!

ENTRANCE

You will join a queue outside of the event – prepare for it to be busy at times. The area tends to be full of hustle and bustle, but we do everything we can to move it along and get you in very quickly. However, if you are uncomfortable with this, let one of our friendly queue stewards know and we can fast-track you, or you can join the queue on the left-hand side if you're picking up your Glow Pass.



There will be lights on the railings to get you into the GlasGLOW spirit and to light up the path.

Next step is to get your tickets ready. Our box office staff will take it from you, at arm's length, to scan it. Or if you prefer and your ticket is on your phone, you can scan it yourself to avoid others touching your phone! If you need to buy or pick up a ticket, you can go to the box office hut inside the gates before the event starts. Limited tickets are available to buy every night at the box office.

Once you're inside the gates and your tickets have been scanned, you'll see this sign ahead:



If you don't fancy a photo with it, you'll take the path on the left to get fully immersed in the worlds we've created.

This area will be busy with atmospheric and dynamic music being played by speakers on either side of the path. Go at the pace you are comfortable with – there's no rush and we want you to enjoy yourself as much as possible!

PROLOGUE

When you enter prologue – our transition portal into GlasGLOW where the music will be atmospheric, mysterious and anticipatory. You can expect colorful lights lighting up the path and objects around you.

This area can get a little busy as everyone is excited to start their journey – please be mindful of those around you.

BONEYARD

As you turn the corner, you'll hear some creaks, rattling and upbeat Halloween-inspired music in the background. There might be some sudden noises (from the show and perhaps people around you) and flashing lights.

In this zone you'll discover our mysterious graveyard, and you might even be able to spot a friendly ghost. This zone is more fun and spookier than scary and there will be two stewards in the area if you need any help.

On the route, you'll meet a steward who will be looking after the graveyard and can assist you if you need.

Once you're ready to leave the bones behind, you can pop into our snack stop Bone Appetit on the left-hand side of the path for some Trick or Treat inspired treats, including candy floss and hot chocolates.

There may be a small queue outside, but we promise our staff will do everything to get you your sweets as fast as they can.

Up a path to the right will be a small number of toilets you can use – this will be signposted for your convenience. You'll also find more later along the route.

SKEPTRON ALLEY

Getting a bit further up the hill, you'll find yourself in another transition portal. The lights and music will accompany your journey through time and space by their dynamic, dramatic and atmospheric programming.

There may be small queues at the top of the path to enter the next zone. We'll try to keep them moving along quickly!

CARNEVIL

Welcome to the world where fun is the number one priority! At the entrance, you'll meet our lovely Game Master who'll be encouraging people to come play their game for a small donation to the itison Pumpkin Fund. The Pumpkin Fund was launched in 2019 and has raised over £80,000 for amazing local charities and community groups across Glasgow including East Park in Maryhill and High Park in Ruchill.

Some may find our Game Master might be a little bit overwhelming – they have a lot of energy and are very excited! But if you feel uncomfortable, flash them your Glow Pass and they will back off.

If you do want to play (which we encourage!), you'll join the queue on the left-hand side of the path. We'll move it as fast as we can to get you to play. You can expect carnival music playing in the background & game sounds alerting everyone to know how you've done in the game.

If you don't want to participate, you can walk past the attraction on the right side of the path.

There will be many lights, loud sounds and people. We expect this area to always be busy. If you require any assistance or need to leave this area, please inform one of our stewards who will be happy to help.

CLOWN TOWN

As you turn the corner, you'll be greeted by a clown archway with some lights and sounds.

If clowns really get under your skin, there will be an optional path (clown-free) for you on the left-hand side to take you out of this zone. . However, if you're brave enough to face them, you'll continue your journey by taking the path to the right.

Here you will encounter our 'happy' friends who just might be discussing their next trick. The path will be dimly lit to create an eerie atmosphere, and your eyes may need time to adjust. There will be intense music with a sudden clown noise to cover up the sounds you (and people around you) make. But keep your eyes fully open because you never know what might be hiding around the corner... this zone is slightly scarier and has a couple of 'jump' moments. There will be a series of flashing lights in this area.

We don't want to give too many surprises away but if you need any more information about this, please contact us directly and we'll be happy to help.

As you come out of the rose garden tunnel, there will be a reminder of the fun you've experienced in the previous 2 worlds – and a steward if you need any assistance (or reassurance!).

THE PATCH

Our beloved pumpkin patch is back and better than any other year!

You can expect to find the new patch filled with different sized pumpkins and designs. Look out for your pumpkin if you decorated one, or maybe someone else's from your local area.

This is always one of our most popular attractions and we expect to see lots of people stopping here for their annual pumpkin pictures.

The music in this area will be upbeat and friendly, so you can spend time admiring or critiquing some of the designs.



Did you know that all pumpkins at GlasGLOW are recycled into food waste and are then transformed into energy to power Glasgow.

If you do not want to go through the lights, let one of our stewards know and they will be able to point you to the path around it.

BUBBLES

One of our best loved attractions is back to introduce you to our next world. Expect walking through colorful lit up hanging baubles as they swing around your body.

We expect this area to be busy as kids love playing around in the baubles and the area makes for a lovely backdrop for any photos. However, there will be a steward controlling the flow to help keep the area moving.

UP

On the main lawn, lots of little globes will be dotted around creating a magical zone with a giant balloon on the lawn featuring a mesmerising projection. You can expect the music to be inspiring, uplifting and joyous.

We expect this area to be relatively flowy and quiet, so you can take your time walking around. The path is wide enough for you to choose your preferred pace and you can even stand to the side of the path for any photos or views.

There will be a bubble machine throwing out smoke filled bubbles – so keep a look out.

Be aware, this section goes down and then up the hill, so ask for any assistance if you need it. Our team will always be nearby.

CAMPSITE

In our Campsite realm we channel days of camping with friends, cosying up round the fire and telling ghost stories.

You'll see lots of tents of different colours and sizes with silhouettes of 'people' inside them – all having fun together.

You can expect some voiceovers, (sudden) sounds and warm, exciting music that will get you into the spirit of camping. Although the sudden sounds might sound a little bit off-putting, you may want to stay and find yourself laughing (not spoiling why though!).



We expect people to stop and watch the campers for a little while, but the path is wide enough for you to walk past should you decide to skip this part.

MARSHMALLOWLAND

Marshmallowland is back! – always one of the most popular parts of the show and the perfect place to stop and refuel.

Join the queue on the right if you want to buy marshmallow tokens – there's going to be a big sign pointing you to it – or, if you have the MallowPass, head straight inside to join a short, quick queue to exchange your tokens for the mallow skewers!

You can use a GLOW pass here to skip the queues at Marshmallowland if you need to.

This year, there is something that you might be able to dip the mallows in!

We'll have large firepits and thousands of twinkly lights – everyone's favourite selfie moment! There will also be cover here for you to shelter if the weather is bad.

This area can get quite busy but our marshals are great at controlling flow and making sure there is space for everyone to toast. Fire pits are marshalled, but please, make sure to always keep a close eye on small children or other vulnerable people.

The music in our Marshmallowland is always kept to a minimum, so you can discuss your favourite parts of the show so far or simply have a chat about the stickiness of our delicious mallows and share tips on the perfect toasting technique

Filled to the brim with mallows, it's time to head down the hill!

As you walk down the hill, you will find our main toilet area at the bottom of the path with accessible toilets to the left of them.

Our First Aid Team are on the right-hand side opposite the main toilet area.

We will have a Pamiloo/Changing Place Toilet available on the 31st October, 1st and 2nd November, which you can find just past our food stalls.

THE GLOW STREET FOOD VILLAGE

Try some of GlasGLOW's finest food stalls! Head down to see who will be taking care of all your hunger and thirst needs.

As you enter The GLOW Street Food Village, there's a lot of hustle and bustle – it is well lit, signed and stewarded, but keep a close eye on the wee ones.

This year, The GLOW Village will thrive with:

- Dirty Bird
- Brigston
- Mangiamo
- Loop and Scoop
- Fries Guys

Some places might be busy, but there are lots of seats so you can sit and relax until you feel like approaching the food stall.

We also have seating available in the stretch tent off to the right with plenty of seating options next to our wonderful GLOW Bar where you can get a drink, hot chocolate or other treats.

Please remember it is card only at GlasGLOW, including all our caterers.

Get ready... the next stop is spectacular!

THE GLOW

Welcome to the GLOW where thousands of lights light up Botanic Gardens' main lawn. Since it is Halloween, and Halloween means lots of candles, our lawn cannot be missing some flames itself! Be aware, the flames will go off at different times, so

make sure you stop and watch the spectacular show!

The soundtrack in this area is an electronic wonderment.

You can expect to walk on a slightly elevated walkway through flashing/pulsating lights, fire flames and dynamic music playing around you in this area – if you wish to skip this for any reason, please speak to one of our stewards or anyone in the GLOW Bar and we will escort you through an alternative – more remote – route.

Our Safe & Quite Space can be found near this area – it is isolated from noise and away from crowds. If you or anyone you're with require access, please speak to one of our team members.

Once you've crossed the walkway, it's time to get back to world-hopping.

HOUSE OF MIRRORS

It's time to head into the House of Mirrors in the Kibble Palace.

You'll need to dive into the world by going through some hanging curtains at the entrance – this keeps the Kibble nice and warm to protect all the plants. Inside you'll find a world engulfed in lasers, smoke/haze and surrounded by various mirror-like structures.

It'll be well signposted with lit up paths (however, keep in mind that the Kibble itself still may feel quite dark). The music will be energetic, Daft Punk-esque.

We expect people to spread out around the Kibble and walk at their own pace. There are also multiple benches where you can take a seat, relax and just observe for a little while.

Please, be mindful of any open beverages you may have bought (hot chocolates or soft drinks, alcoholic drinks are not allowed) as spillage can cause slipping hazards and/or crowding due to the clean-up.

For everyone's safety, we operate a one-way system inside the middle trail area, so everyone can safely find their way out. This may cause a small queue at the entrance and/or smaller crowds inside. To help the flow and for any assistance, we'll have two lovely stewards in the area to keep an eye out for any

HAUNTED HOOSE

Our next stop is the Haunted Hoose - oh yes, it really is haunted.

Once you leave the Kibble, you'll go straight into the area in front of the Haunted Tea Rooms in front of you. You can expect to find an exciting and fun projection on the façade of the building, with animated lit up faces and narration of our favourite Halloween family.

There will be dancing lights and music to match and is a fun and entertaining zone to enjoy.

The area is large enough to host many families at the same time, however, keep an eye on the young and vulnerable ones. Footfall generally flows well in this area but keep in mind that people might want to stay and take videos/pictures of and with the house.

To help with crowd control and general assistance, we'll have a lovely steward roaming around. If the area becomes a little crowded or if there's a queue, our steward will make sure that you can still see the house even if you don't fancy a picture with it.



EPILOGUE

Who doesn't love fairy lights? To finish off your trick or treating, we've prepared a nice 'see you later' send off with lots of twinkly fairy lights, our uplifting 'Light it up Glasgow' theme tune

We expect this area to be a little bit busy for the last GlasGLOW pictures of the year – some other visitors may approach you to take their picture. Don't hesitate to do the same if you want to!

The path is wide enough for you to be able to zigzag out, even if people stop in front of you.

Thank you for coming and glowing with us - we'll miss you!

Before you exit the gardens, there are communal toilets to the left of the path draped in fairy lights.

The exit gates lead onto Queen Margaret Drive going past a lit up 'boo' at the end (this will make a sudden sound every now and then!).

Staff at the end gate love getting high fives from the weary trick or treaters, so don't be afraid to ask for one – or pass if you don't fancy it!

We hope you enjoyed your GlasGLOW experience and will come & GLOW again!

Your itison Team