



COVID-19 VISITS AT HMP & YOI GRAMPIAN

Q1. How do I book a visit?

Virtual visits are bookable through www.emailaprisoner.com and can be booked **min 48 hrs max 10 days in advance**. Face to face visits can be booked via the Visit Booking Line on 01779 485640 and can be booked **min 48 hrs max 10 days in advance**.

Q2. How many visitors are allowed?

A maximum of 3 visitors per visit. This number includes any children. Currently Visitors must come from the same household.

Q3. When will visits take place?

Face to Face Visits will be available every day (Monday to Sunday) at the following times.

09.00 – 10.00; 10.30 – 11.30; 14.00 – 15.00; 15.30 – 16.30

Virtual Visits operate at different times and an available slot will be offered upon requesting a visit via the Email a Prisoner webpage.

Q4. Are refreshments available?

No

Q5. What do I need?

All visitors over the age of 16 years are required to provide photographic identification and documentary evidence supporting proof of name and address. – Entry will be refused if you do not have the correct ID required. Virtual visits require ID to be provided when setting up the account, full details are on the web site. Due to track and trace it is essential to provide up to date ID on each visit. All Children under 16 must be pre-approved by their area Social Work Department.

Q6. What can I bring to the Prison?

At this time no property or money can be handed in at the Front of House. Property can be posted in as can money otherwise there is an option to send money via bank transfer through the guidance provided on [SPS.gov.uk](https://www.sps.gov.uk)

Q7. What are the procedures for attending the prison?

Due to Social Distancing requirements, Visitors are required to attend no less than 30 minutes before their visit start time. This is to allow for individual processing and collection of Track and Trace Information. Masks will be worn at all times unless in possession of a Scottish Government Exemption Card.