

15 February 2023

## **Request under The Freedom of Information (Scotland) Act 2002**

Thank you for your Freedom of Information request dated 18 January 2023, in which you requested the following:

“Cobbs establishments are not a members of VisitScotland need to ask the question who authorised the visit to our catering and retail I ask this under freedom of information.”

We have considered your request, and can respond as follows:

Our records show that a VisitScotland Quality Assurance Advisor carried out a visit to Loch Ness Centre and Exhibition on 9 November 2022. The visit took place as part of our regular grading visits programme, as the visitor attraction is a member of our Quality Assurance scheme.

The Quality Assurance process is outlined on our website, including the schedule of conditions which are applicable when a business joins the scheme: [How to Apply for the Quality Assurance Scheme | VisitScotland.org](https://www.visitScotland.org.uk/quality-assurance).

As part of a Quality Assurance grading visit to an attraction all elements of the visitor experience will be graded, including any on-site catering and retail provision. This includes instances where the catering provision is outsourced to another company but to a visitor, the catering is part of the overall experience and is promoted as such.

I understand you had a conversation with VisitScotland’s Destination Development Director for the Highlands and Islands region and had the opportunity to ask further questions on this matter.

We hope this information is helpful to you. If, however, you are not satisfied with our response or the manner in which we have dealt with your application, you may in the first instance contact our Chief Executive, Malcolm Roughead, whose contact details are set out below:

Mr Malcolm Roughead  
Chief Executive  
VisitScotland  
Ocean Point One  
94 Ocean Drive  
Edinburgh, EH6 6JH  
Telephone: 0131 472 2201  
Fax: 0131 472 2223  
E-mail: [malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com)

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland)

Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording) and be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are still not satisfied with our handling of your application after we have responded to your request for a review, you have a right to apply to the Scottish Information Commissioner for a decision on whether we have dealt with your request in accordance with the Act.

The Scottish Information Commissioner may be contacted at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews, Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.

Yours sincerely,

VisitScotland