

19 February 2025

Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your request for information which was received by VisitScotland on 3rd February 2025 at 19:37, requesting information regarding footfall information as follows:

Access to any statistics you may have for footfall at the physical locations that you plan to close come 2026.

With particular focus being on those centres within Angus MacDonald MP’s constituency.

VisitScotland’s response

We consider that this information is exempt from disclosure under Section 25 of the Act. Section 25 exempts information from disclosure where the requester can reasonably obtain the information without seeking it through a Freedom of Information request.

Information regarding the footfall at our information centres can be found on our website at the below link – under the section “iCentre footfall over the past five financial years”.

<https://www.visitscotland.org/about-us/what-we-do/visitor-information>

We believe that the iCentres that would fall in Angus MacDonald’s constituency would be Fort William, Inverness and Portree. We have pulled that information from that link and placed it in the table below.

iCentre	Total annual footfall 19-20	Total annual footfall 20-21	Total annual footfall 21-22	Total annual footfall 22-23	Total annual footfall 23-24
Fort William	150,851	9,856	29,147	80,175	89,158
Inverness	112,397	8,252	32,171	73,037	77,286
Portree	99,801	6,619	23,067	51,214	54,043

Your right to request a review

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) to:

Ms Vicki Miller
Chief Executive
VisitScotland
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 473 3603
E-mail: vicki.miller@visitscotland.com

The request for a review should 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 not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner.

You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610
Fax: 01334 464611
Email: 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.