

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

Thank you for your email which was received by VisitScotland on 14th May at 4.32pm requesting the below information:

- 1. The total amount spent by your organisation on funding or subsidising private healthcare/medical insurance for your staff during the 2025-26 financial year.*
- 2. A summary or copy of the private healthcare policy/policies currently available to your staff. Please include details regarding the level of cover provided and the eligibility criteria for staff to access this benefit (e.g., whether it is available to all staff, or restricted to certain pay grades or roles).*
- 3. The total number of staff members who were enrolled in or successfully claimed from this private healthcare scheme during the 2025-26 financial year.*

VisitScotland’s response

Please see our response to your request for information.

1. VisitScotland spent £19,552 on a Medical Cash Plan in the 25/26 financial year.
2. This is the only healthcare policy open to staff at VisitScotland which allows them to recover medical treatment costs they may not be able to access free or easily through the NHS. All staff with service of one year or more are eligible to be enrolled in the scheme.

A table of the amounts that could be claimed is below:

Treatment	Rate
Optical	£60
Dental	£60
Dental Accidents	£300
Wellbeing - Physiotherapy, Osteopathy, Chiropractic, Acupuncture	£150
Chiropody	£30
Specialist Consultations and Diagnostic Tests	£200
Complementary Therapies - Homeopathy, Reflexology,	£75

3. An average of 368 members of staff are covered by the scheme.

Please note that an anonymised version of this response will be made publicly available on VisitScotland's website.

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

A link to the Commissioner's website which provides further information can be found here: [Homepage | Scottish Information Commissioner](#)

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