

26 April 2024

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 28 March at 08:01, requesting the following:

“Please inform me of the footfall numbers for the VisitScotland iCentre, Market Cross, Lerwick, Shetland for each year from 2018 to 2023 including these years.”

VisitScotland’s response

Footfall at Lerwick iCentre

2018 (Jan-Dec)	46,889
2019 (Jan-Dec)	56,555
2020 (note - closed March 2020 – December 2020 due to Covid19 restrictions)	7,322
2021 (note - closed January 2021 – April 2021 followed by a phased re-opening due to Covid19 Restrictions)	17,886
2022 (Jan-Dec)	39,321
2023 (Jan-Dec)	52,991

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:

Mr Malcolm Roughead
Chief Executive
VisitScotland Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 472 2201
E-mail: malcolm.roughead@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.