Scotland Visitor Survey 2023

Introduction

The Scotland Visitor Survey was conducted by Progressive Partnership on behalf of VisitScotland to enhance understanding of visitor behaviour and experience in Scotland. In total, 11,573 visitors were interviewed in Scotland between March and October 2023, with 3,011 responding to an online survey on their return home.

Overall, 91 overnight visitors to Perth completed the online survey. The results shown below are based on these visitors to Perth.

Profile of overnight visitors to Perth

57% Domestic visitors

- 11% Scotland (residents)
- 46% Rest of UK

43% International visitors

- 28% Europe
- 14% Long haul
- 6% North America
- 7% Australasia
- 1% Rest of World

Average number in travel party: 2.2

Children (under 16) in party: 8%

Life Stage

- Pre-nesters: 16%
- Families: 8%
- Older Independents: 38%
- Retirement Age: 38%

Profile of trip

Perth visitors stayed on average 8.9 nights in total in Scotland including 2.7 nights in Perth

25% of visitors to Perth stayed only in Perth (i.e. did not stay elsewhere)

First time visitor: 33%

Repeat visitor: 67%

Average proportion of first-time visitors to Scotland: 25% (Scotland-wide sample)

Examples of Type of Trip

A trip of a lifetime: 13%
A special holiday/short break: 30%
## Reasons for choosing Scotland

<table>
<thead>
<tr>
<th>Rank</th>
<th>Top ten reasons for choosing Scotland</th>
<th>Perth sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The scenery and landscape</td>
<td>63%</td>
</tr>
<tr>
<td>2</td>
<td>The history and culture</td>
<td>52%</td>
</tr>
<tr>
<td>3</td>
<td>A Scottish attraction</td>
<td>26%</td>
</tr>
<tr>
<td>4</td>
<td>Scotland’s people</td>
<td>23%</td>
</tr>
<tr>
<td>5</td>
<td>Outdoor activities available</td>
<td>22%</td>
</tr>
<tr>
<td>6</td>
<td>An event or festival</td>
<td>14%</td>
</tr>
<tr>
<td>7</td>
<td>Visiting friends or family</td>
<td>12%</td>
</tr>
<tr>
<td>8</td>
<td>My or my family’s Scottish ancestry</td>
<td>10%</td>
</tr>
<tr>
<td>9</td>
<td>A particular experience found in Scotland</td>
<td>9%</td>
</tr>
<tr>
<td>10</td>
<td>Scotland’s food and drink</td>
<td>9%</td>
</tr>
</tbody>
</table>

Base: All visitors to Perth (stage 2) 91

<table>
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<th>Rank</th>
<th>Top ten reasons for choosing Scotland</th>
<th>Scotland-wide sample</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>The scenery and landscape</td>
<td>70%</td>
</tr>
<tr>
<td>2</td>
<td>The history and culture</td>
<td>48%</td>
</tr>
<tr>
<td>3</td>
<td>Outdoor activities available</td>
<td>27%</td>
</tr>
<tr>
<td>4</td>
<td>Visiting friends or family</td>
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<td>19%</td>
</tr>
<tr>
<td>7</td>
<td>My or my family’s Scottish ancestry</td>
<td>16%</td>
</tr>
<tr>
<td>8</td>
<td>Scotland’s food and drink</td>
<td>15%</td>
</tr>
<tr>
<td>9</td>
<td>It’s easy to get to or close to home</td>
<td>15%</td>
</tr>
<tr>
<td>10</td>
<td>An event or festival</td>
<td>9%</td>
</tr>
</tbody>
</table>

Base: All visitors to Scotland (stage 2) 3,011

## Type of accommodation used in Perth

- **70% stayed in serviced accommodation**
  - 51% Hotel, motel, inn
  - 15% Guest house, B&B
  - 4% Serviced apartment

- **31% stayed in non-serviced accommodation**
  - 14% Camping, caravan, motorhome
  - 13% Self-catering/commercial non-serviced rentals
  - 4% Friend’s or relative’s home

Base: Stage 2 Perth visitors (priority region) 79

Note: serviced and non-serviced adds to more than 100% due to some people staying in more than one accommodation type.

## Satisfaction with accommodation

**Satisfaction with...** (Scored out of 10)

- **Average 8.32**
  - Overall welcome provided to you
  - 9 or 10 out of 10
  - Scotland-wide sample 62% (9 or 10 out of 10)

- **Average 7.87**
  - The knowledge of staff/host (at accommodation) about things to do in the area
  - 9 or 10 out of 10
  - Scotland-wide sample 53% (9 or 10 out of 10)

- **Average 7.56**
  - The value for money of accommodation
  - 9 or 10 out of 10
  - Scotland-wide sample 42% (9 or 10 out of 10)

Base: Stage 2 Perth visitors in paid for accommodation excl. n/a 74 - 88
Local Area Factsheet: Perth

Attractions and activities undertaken in Perth

Top 5 attractions or activities undertaken/visited in Perth

<table>
<thead>
<tr>
<th>Rank</th>
<th>Attractions and activities undertaken in Perth</th>
<th>Perth sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A historic house, palace, stately home</td>
<td>42%</td>
</tr>
<tr>
<td>2</td>
<td>Shopping</td>
<td>35%</td>
</tr>
<tr>
<td>3</td>
<td>A castle or fort</td>
<td>31%</td>
</tr>
<tr>
<td>4</td>
<td>Viewed architecture and buildings</td>
<td>31%</td>
</tr>
<tr>
<td>5</td>
<td>A cathedral, church, abbey or other place of worship</td>
<td>29%</td>
</tr>
</tbody>
</table>

Base: Took part in activities/attractions in Perth

<table>
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<tr>
<th>Rank</th>
<th>Attractions and activities undertaken in Scotland</th>
<th>Scotland-wide sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A castle or fort</td>
<td>59%</td>
</tr>
<tr>
<td>2</td>
<td>Viewed architecture and buildings</td>
<td>52%</td>
</tr>
<tr>
<td>3</td>
<td>A museum or art gallery</td>
<td>50%</td>
</tr>
<tr>
<td>4</td>
<td>A historic house, palace, stately home</td>
<td>49%</td>
</tr>
<tr>
<td>5</td>
<td>Shopping</td>
<td>47%</td>
</tr>
</tbody>
</table>

Base: Took part in activities/attractions in Scotland

Satisfaction with attractions in Perth

Satisfaction with... (Scored out of 10)

Base: Stage 2 Took part in activities/attractions in Perth excl. n/a 70 - 73

Knowledge and passion of the staff at attractions

- Average: 8.5
- 52% 9 or 10 out of 10

Scotland-wide sample 64%

Quality of experience at attractions

- Average: 8.14
- 37% 9 or 10 out of 10

Scotland-wide sample 57%

Value for money of paid for attractions

- Average: 7.63
- 32% 9 or 10 out of 10

Scotland-wide sample 47%

Food and drink experiences in Perth

17% took part in food and/or drink experiences in Perth

Key food and drink experiences included:

- 10% visited a fine dining restaurant
- 4% visited a farm shop/farmers market
- 2% visited a food or drink event or festival

Base: Stage 2 Took part in activities/attractions in Perth 76
Satisfaction with food and drink experiences in Perth

**Satisfaction with…... (Scored out of 10)**

- **The service provided by staff**: Average 8.44  
  - Scotland-wide sample: 55%  
  - 52% 9 or 10 out of 10

- **The quality of food and drink available**: Average 8.03  
  - Scotland-wide sample: 48%  
  - 34% 9 or 10 out of 10

- **The availability of local produce when eating out**: Average 7.78  
  - Scotland-wide sample: 37%  
  - 30% 9 or 10 out of 10

- **The value for money of eating out**: Average 7.57  
  - Scotland-wide sample: 32%  
  - 24% 9 or 10 out of 10

*Base: Stage 2 Perth visitors excl. n/a 81 - 89*

**Overall experience and likelihood to recommend Perth**

- **Positive rating of holiday/short break experience**: 40% Perth  
  - 71% for Scotland overall (Scotland-wide sample)

- **Likelihood to recommend as a holiday/short break destination**: 40% Perth  
  - 82% for Scotland overall (Scotland-wide sample)

*Base: Stage 2 Perth visitors (priority region) 79*
Appendix: Interpreting the results

- The Scotland Visitor Survey should not be viewed in isolation.
- The survey collates views on a wide range of topics to understand visitor attitudes and behaviours.
- This data supplements data on tourism in Scotland which is gathered by the annual statistical surveys undertaken at a national level by;
  - The Great Britain Tourism Survey (GBTS) which estimates the volume and value of domestic tourism from within Scotland and the rest of Great Britain
  - The International Passenger Survey (IPS) which provides details of tourism from abroad
- The Scotland Visitor Survey is undertaken during spring, summer and autumn seasons only, based on a need to gather visitor views in an efficient manner. This means the results reflect the views of those visiting Scotland between March and October 2023 only.
- The sample comprises leisure overnight visitors only, and as such the following are excluded: visitors on a day trip from home, those on a business trip, cruise ship visitors.
- The base size varies across questions. Visitors could have stayed in multiple locations, therefore the questionnaire was designed to ask specific questions about accommodation and satisfaction with their experience overall in up to two priority regions. Where the base size of 91 is used this includes all visitors who stayed in Perth during their trip. Where the base size is 79 this shows results for the visitors who were allocated Perth as their priority region and were asked more detailed questions. The base size refers to the unweighted base.
- Figures may not always add to 100% as this may be due to rounding within the data analysis or where respondents have answered more than one category.
- Both face-to-face and online data were weighted to reflect the profile of visitors measured by the GBTS and the IPS.
- The Scotland Visitor Survey does not provide data on how many visits are made to Scotland or a specific region.
- Browse our Scotland Visitor Survey page on visitscotland.org for more information on this survey.

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