

# Visitors and tours

09/01/13

## Request for Information

Thank you for your request received on 21 December 2012 in which you asked,

*Under the Freedom of Information Act, I would like to request information on the number of visitors and tours to the Assembly over the past few years.*

*For each calendar year from 2008 to present, I would specifically like to know:*

- The number of bookings made for visitor tours of the Assembly buildings.*
- The number of visitor tours held (both pre-booked and non pre-booked)*
- The total number of visitors taking part in tours of the Assembly buildings.*
- The amount of revenue generated as a result of visitors to the Assembly buildings, for example, through paid-for tours, cafe/restaurant facilities, souvenir shops, etc. Please also give a breakdown of the revenue generated through this (for example, the amount generated through tours; the amount of revenue from souvenir sales, etc)*

I will answer each of your points separately below:

*The number of bookings made for visitor tours of the Assembly buildings:*

**Table 1: Number of Booked Assembly Tours**

	2008	2009	2010	2011	2012
<b>TOTAL</b>	531	594	612	552	516

*The number of visitor tours held (both pre-booked and non pre-booked):*

**Table 2: Number of Impromptu Tours Held**

	2008	2009	2010	2011	2012
<b>TOTAL</b>	1,160	1,778	1,370	898	831

A table identifying the number of pre- booked Assembly tours is displayed in table 1 above.

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Croesewir gohebiaeth yn y Gymraeg a'r Saesneg/We welcome correspondence in both English and Welsh

*The total number of visitors taking part in tours of the Assembly buildings:*

**Table 3 Number of Attendees Taking Part - Impromptu Tours**

	2008	2009	2010	2011	2012
<b>TOTAL</b>	8,143	7,064	5,918	5,066	4,333

**Table 4: Number of Attendees on Booked Assembly Tours**

	2008	2009	2010	2011	2012
<b>TOTAL</b>	10,522	12,149	14,454	13,876	11825

*The amount of revenue generated as a result of visitors to the Assembly buildings, for example, through paid-for tours, cafe/restaurant facilities, souvenir shops, etc. Please also give a breakdown of the revenue generated through this (for example, the amount generated through tours; the amount of revenue from souvenir sales, etc)*

Tours of the Assembly buildings are offered free of charge and therefore no revenue is generated through this service.

The café and restaurant facilities on the Assembly's estate are contracted out to a private company and no data is held to measure the revenue generated through visitors.

The revenue generated for sales of items in the Assembly's shop is not broken down specifically to identify sales relating to visitors. The shop is used by visitors, Assembly Members, their Support Staff and Assembly staff. The revenue generated in the Assembly's shop is published on our website by financial years.

2008-09 (page 36)

[http://www.assemblywales.org/national\\_assembly\\_for\\_wales\\_-\\_statement\\_of\\_accounts\\_english.doc](http://www.assemblywales.org/national_assembly_for_wales_-_statement_of_accounts_english.doc)

2009-10 (page 35)

[http://www.assemblywales.org/accounts\\_e\\_standalone\\_final.doc](http://www.assemblywales.org/accounts_e_standalone_final.doc)

2010-11 (page 39) click on link titled Statement of Accounts.

<http://annualreport2010-11.nafw-server.org/Web/Index.htm>

2011-12 (page 41) 1<sup>st</sup> link - The National Assembly For Wales Commission Resource Accounts 2011-12 - July 2012 - PDF

<http://www.senedd.assemblywales.org/mglIssueHistoryHome.aspx?Ild=2850>

Your request has been considered according to the principles set out in the Code of Practice on Public Access to Information. The code is published on

our website at [http://www.assemblywales.org/abthome/about\\_us-commission\\_assembly\\_administration/abt-foi/abt-foi-cop-pub.htm](http://www.assemblywales.org/abthome/about_us-commission_assembly_administration/abt-foi/abt-foi-cop-pub.htm)

If you have any questions regarding this response please contact me. If you feel you have cause for complaint, please follow the guidance at the end of this letter.

Yours sincerely

**Buddug Saer**  
**Programme Officer**  
**National Assembly for Wales**

Cause for concern or complaint with your FOI response?

If you believe that I have not applied the Code correctly or have not followed the relevant laws, you may make a formal complaint to the Chief Executive and Clerk at the National Assembly for Wales, Cardiff Bay. Details of the Assembly's complaints principles are set out in the Code of Practice on Complaints available on the Internet at <http://www.assemblywales.org/conhome/con-complaint.htm>. Please advise me if you wish to receive a printed copy.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Alison Rutherford**  
**Access to Information Coordinator**  
**National Assembly for Wales**