

8 October 2020

### **Request under The Freedom Of Information (Scotland) Act 2002**

Thank you for your Freedom of Information request dated 14 September, and the same enquiry made on 7 October 2020, in which you asked the following:

*“What percentage payment is made to Visit Scotland on the sale of a Cal Mac ferry ticket and is vat added?”*

I have considered your request, and can respond as follows:

Up until 31 August this year, VisitScotland charged a commission of 10% on Calmac tickets and passes. This included VAT, which VisitScotland paid.

Please note that from 31 August 2020, VisitScotland stopped selling on behalf of Calmac, as the ferry company moved to review its ticketing strategy.

I hope this information is helpful to you. If, however, you are not satisfied with our response or the manner in which I have dealt with your application, you may in the first instance contact the Chief Executive, Malcolm Roughead, whose contact details are set out below:

Mr Malcolm Roughead  
Chief Executive  
VisitScotland  
Ocean Point One  
94 Ocean Drive  
Edinburgh, EH6 6JH  
Telephone: 0131 472 2201  
Fax: 0131 472 2223  
E-mail: [malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com)

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), and 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.

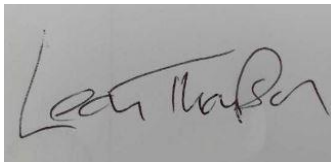
If you are still not satisfied with the handling of your application after we have responded to your request for a review, you have a right to apply to the Scottish Information Commissioner for a decision on whether we have dealt with your request in accordance with the Act.

The Scottish Information Commissioner may be contacted at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews, Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
E-mail: [enquiries@itspublicknowledge.info](mailto: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.

Yours sincerely

A handwritten signature in black ink on a light grey background. The signature is written in a cursive style and appears to read 'Leon Thompson'.

Leon Thompson  
Government and Parliamentary Affairs Manager  
VisitScotland