

**Subject:** Request for information on NRS income from various customer payments.

**FOI reference:** 202000045739

**Date received:** 10 June 2020

**Date responded:** 15 June 2020

**Information requested:**

“According to page 81 of the NRS Annual Report for 2018-19 Income from ScotlandsPeople website was £3.553 million. Can you please state how much of the £3.553 m was:

1. attributable to customers who paid the daily £15 charge, and how many such customers were there?
2. attributable to customers who pay an annual fee ie season ticket holders?
3. attributable to income from evening events?”

**NRS Response:**

Page 81 of the NRS Annual report for 2018-19 states that the ‘Income from the ScotlandsPeople website’ was £3.553m. The total income received during 2018-19 for the particular services asked about are as detailed below:

1. A total of 8,934 seats were sold to day customers who paid £15. There was an incident on 18 May 2018 which resulted in half day refunds to customers but this amount would have been minimal compared to the overall sum received. Thus approximately 8,934 x £15 was received as income for the year, which equates to £134,010.

2. There were 16 season tickets holders during 2018-19. The majority paid the annual charge of £1,450 but a small number elected to buy a three month search pass for £490. There were 10 sales of the three month pass (total = £4,900) and the remaining 13 season ticket holders paid for an annual pass (total = £18,850). Please note season ticket holders renew their passes at different times of the year and some may choose not to renew immediately. Thus it is only possible to say that the total income received was around £23,750 based on the figures detailed.

3. There were in total 28 evening visits during 2018-19. 26 evening visits were for groups greater than 20 at £250 per visit (total = £6,500) and 2 evening visits for groups less than 20 at £200 per visit (total = £400). Thus the total income received from evening events was £6,900.