

National Trust for Scotland | Glenfinnan Visitor Experience | 03.04.2023

Glenfinnan Visitor Experience

GALMSTAD
ARCHITECTS



What?

‘System is overstretched and outdated’

Opportunity for NTS investment at Glenfinnan



“All I see is cars”

One system

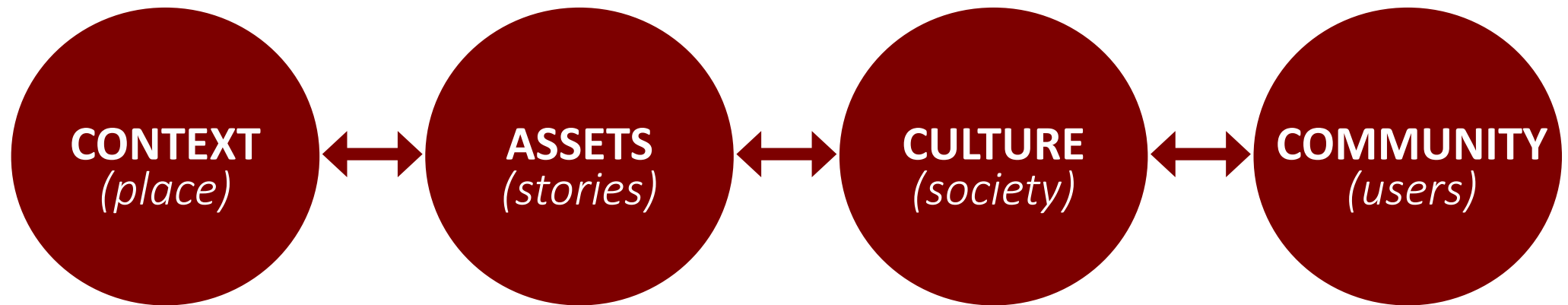
The site is not a 'stand alone' site



Why?

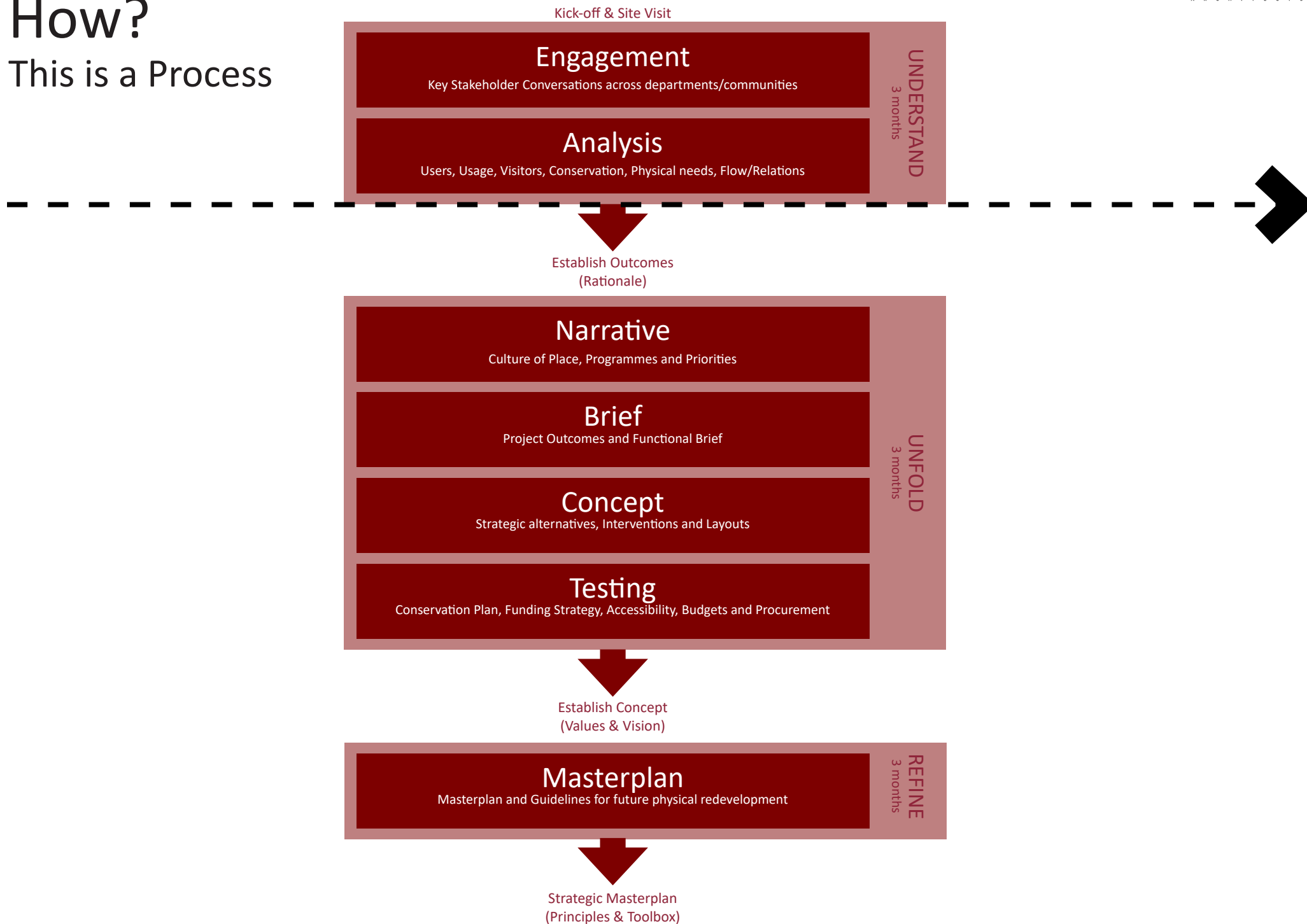
Separate 'needs' from 'wants'

Establish the values for a new visitor centre before you start drawing...



How?

This is a Process



How?

Business & Operation Model - NTS

Objective

Xx

Rationale

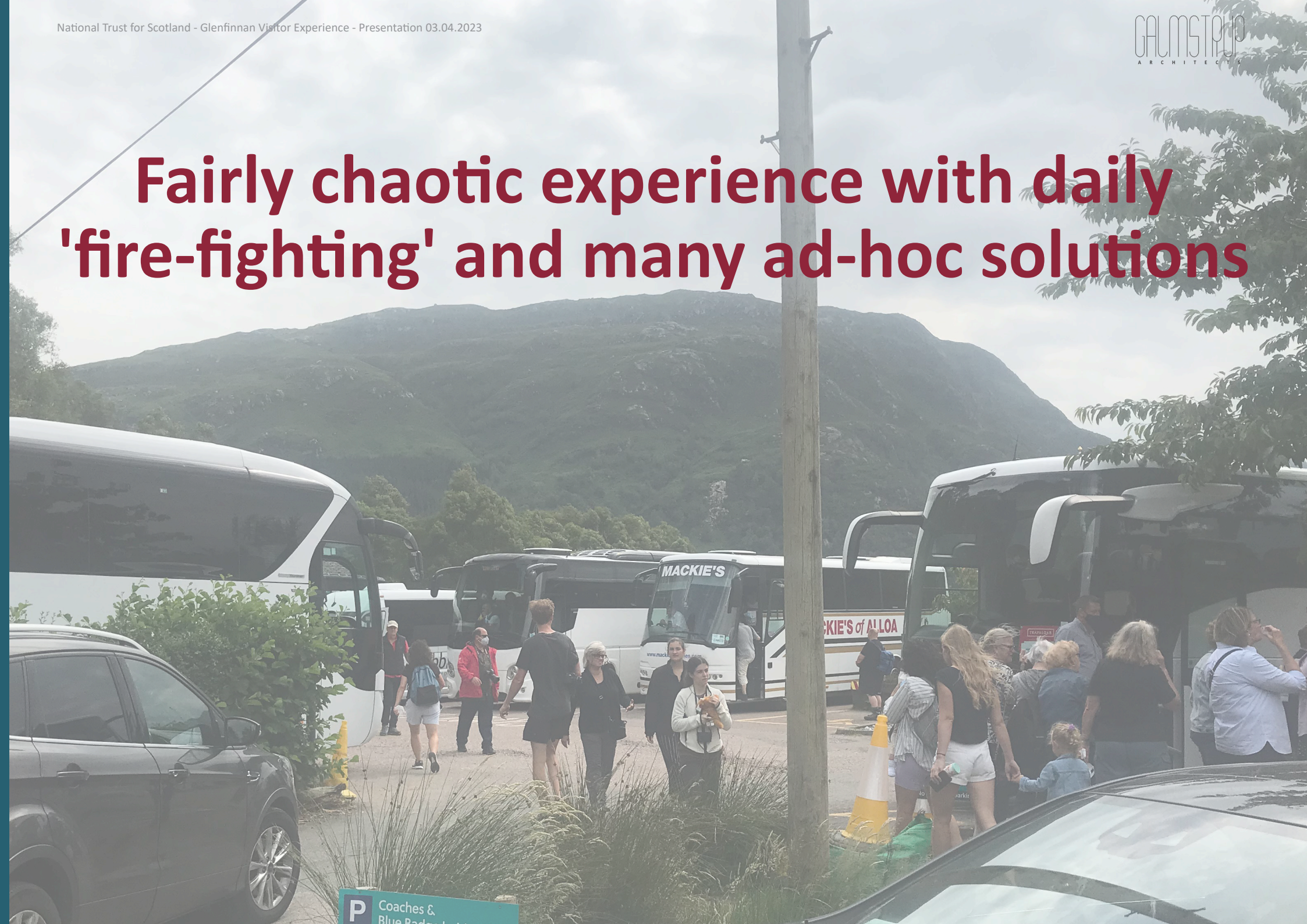
Xx

Values

Xx

Findings

Fairly chaotic experience with daily 'fire-fighting' and many ad-hoc solutions



What is Glenfinnan 10 years ahead?

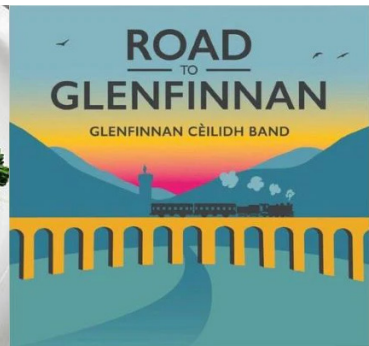
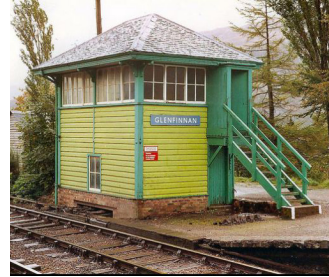


Harry Potter World?



Natural Heritage?

Cultural Heritage?



Slow Tourism?

Snapshot of notes from Community

Better collaboration and interaction with NTS

The SCIO car-park is now considering their own toilet block

Toilets with 24 hours access for visitors

Shared effort to maintain the footpaths

Don't promote the Viaduct or Harry Potter

NTS should focus on the Monument only

No more parking spaces within the Glen

High quality offers and promote Slow Tourism

The community cares greatly for Glenfinnan – its spirit of place, its people and its history.

More awareness of the NTSs plans for the future

The NTS shop to have better quality gift shop and more locally produced items alongside postcards and books.

NTS woodland site as overflow parking

Integrated signage

An on-site manager to live in the Glenfinnan Village

Nothing really on offer for the community in the Visitor Centre and the crowds make it an unattractive destination for the community.

A recognition that the Harry Potter photo-stop visitors will not go away.

A love/hate relationship with the half-million tourists that visit each year.

The community car park have made great improvement - yet recognised that parking is not fully resolved

Snapshot of notes from Travel Operators

Takeaway Café – a proper café would be good for locals

It should be a high quality offer

More entertainment or activity such as bagpiper etc. would be great.

Guides would be great to enhance interpretation

Visitors are interested in Scottish History

One of the bus drivers wears a Harry Potter outfit another traditional kilt - visitors love this

Just as popular with the train than without the train

The view out to the loch is a major attraction

The solution may be in getting less cars to the site in general and providing less incentive to use a car.

Shuttle bus could be good from Fort William

Bonnie Prince Charlie could be highlighted more

There isn't anything about Harry Potter – give the people what they want. If you want to improve the visitor experience, then find out what people actually want!

More Gaelic would be appreciated

It's very dangerous and an accident waiting to happen.

You could charge double for Campervans

Snapshot of Visitors

Person on 50 person bus - here for the day en-route Mallaig for lunch

Americans from Pennsylvania who are here with a coach party exploring their roots

Retired couple with their dog, from Derbyshire, on an 18 day holiday around Scotland

Retired couple - Coming up from Derbyshire and tour - using the NATIONAL TRUST card.. should only be a car park for members only

Summer holiday - driving from Switzerland... with dogs

Its 10:15am and neither of the cafés are open yet lots of people here. The first train is due 10:45am

Motor bikers - stop off for tea and coffee

Family on a cycling trip around the area - from Fort William

Very few lone travellers

Visitor with parents from Edinburgh - day trip in the car

German young travellers, three women who are here on a day trip from Edinburgh

Young adventurers - Kayak on the roof
German family with Children

Cooking in the camper van car park - They have come from Belfast in the camper van

Multi generational visits - younger people taking grandparents

A quick number plate survey:
6 x German, 3 x Netherlands, 4 x Belgium, 1 x Italy and camper vans from all across Europe

Hikers who have not has already been up Ben Nevis

Family with daughter with Hogwarts jumper

Village:

"Something to be proud of"

Travel Operators:

‘Pleasant Experience’

National Trust for Scotland:

‘Better offer’ & ‘Tell the story’

Existing - Footprint

The purpose of NTS originally establishing a visitor centre at Glenfinnan was to tell the Jacobite story. Glenfinnan's growth in visitor numbers may not be driven by the Jacobite connection, but it offers a unique communication and outreach opportunity.

The existing visitor centre were designed to accommodate 100,000 visitors annually. Today the centre welcomes up to 4,500 people a day and approximately 400,000 visitors annually. Approximately 40% of visitors to the Visitor Centre arrive by coach. The NTS parking provide all coach parking predominantly at the four peak times a day. The additionally 60 carparking spaces are occupied typically from 9am and the rest of the day during high season. Recently have the community organisation SCIO established a new carpark with capacity of additional 120 cars on the adjacent Glenfinnan Estate land. All spaces are predominantly used between 45min to 1.5 hour at the steam train times. The NTS are furthermore providing toilets as well as retail and F&B offering to visitors.

Recommendations:

-> Neither the existing visitor centre nor the parking are able to cope with today's demands. Building a larger visitor centre and parking accommodating all visitors will also not be feasible within the current site footprint. Clever use of the space and collaboration between neighbouring stakeholders is therefore essential to share the visitor loads.



Existing - Orientation

The area around the main road (A830) is the gravity point for first-time visitors to Glenfinnan. This is a stunning place where the glen meets the loch. It's the 'front door' to the glen and Viaduct towards north and the Monument and Loch towards south. These are the two sites most visitors go to.

Glenfinnan village has no clear centre which probably works to its benefit by not attracting hordes of visitors. The Church sits proud on the hillside and the Station Museum, more hidden away up the mountainside, shares the story of the West Highland Line, steam trains, engineering and connectivity.

The Viaduct, Monument and Church creates a clear cultural heritage link. This 'triangle' of structures standing out in the landscape physically represent the key narratives of Glenfinnan: the Jacobites, the railway and the community are key narratives of Glenfinnan; The Jacobite and Clans, Steam train and Engineering and Community. The Railway Station is the forth key cultural heritage asset yet less visible for visitors.

The natural heritage of Glenfinnan is rich, and visitors will find a microcosm of the Highland landscape in the glen: from mountain heather and glacial formations to ancient woodland with remnant of Caledonian Forest to the freshwater of Loch Shiel which is a Special Protection Area (SPA) and Natural Scenic Area (NSA).

Recommendations:

-> The key cultural heritage assets provide an intuitive orientation to visitors. The fact that most visitors use the footpaths offers an opportunity to tell the story about the natural heritage and history of the Highland landscape.

-> Strengthening the existing footpaths, both physical and interpretation wise, to become collective discovery trails with clear individual narratives.



Existing - Arrival

The glen of Glenfinnan suddenly opens up long views over the landscape after driving within a dense wooded area. From the East (Fort William side) the NTS visitor centre is hidden around a corner and comes abrupt upon arrival. From the West (Mallaig side) the visitor centre is hidden behind a large hedge, and the SCIO car park is the first encounter with Glenfinnan.

The entrance into the NTS carpark is flanked with signage in all directions and traffic cones to stop people parking on the road. The magnitude and lack of hierarchy of the signage adds complexity and could be more confusing than clear for the first-time visitor.

The impressive amount of traffic cones throughout Glenfinnan are clearly needed to avoid ad-hoc parking creating bottlenecks or blocking access roads or emergency traffic.

Recommendations:

- > The new visitor centre should 'do the job' of natural wayfinding, not in an intrusive way by a striking iconic building but as a subtle timeless landmark in the landscape not distracting from the natural landscape.
- > Advocate with Transport Scotland for a red line along the main stretch of the A830 around Glenfinnan
- > Use landscape elements such as boulders / heather along edges which is less attractive for cars to park on



The local speed limit is 40mph. A temporary speed limit of 30mph has been placed which might be considered reduced to 20mph.



When approaching from the West, the visitor centre is hidden behind a hedge



When approaching from the East, the visitor centre emerges suddenly very close to the road edge.



Provide clear direction and readable signs

Replace unsightly cones

Move crossing away from the road and entrance



Provide few and clear messages

More cones

Make the fence visible

Existing - Parking

for a space and then walk back towards the entrance to queue for the ticketing machine. At peak times the coaches block the view to the monument and visitor centre and pedestrians ventures back and forth between reversing coaches and random cars trying their luck parking outside designated spaces.

All you see is cars or coaches and there are no visual connection to the glen/viaduct and visitor centre/ monument from the parking area. Note that 40% of visitors to the NTS site arrive by coaches, predominantly at peak times, and there's only three official coach bays available. Some coaches drop their guests to see the steam train, stay long enough to use the toilets and leaves without any interaction with the NTS.

Recommendations:

- > Consider a drop-off only for coaches
- > More intuitive sight lines for pedestrians



75% of view at eye-level are vehicles



No visual connection to the visitor centre when buses are parked

Signs should be intuitive and clear at eye-level for people, cars and coaches

Visual connection to the monument would support intuitive wayfinding

Pedestrians and vehicles should be separated

Enforcement if coaches park unauthorised and dangerously drop off visitors on the road?

Existing - Visitor Centre External

The existing visitor centre is run down and far from coping with today's visitor demands which are probably 4-5 times higher than what it was designed for. This compromises not only the visitor experience and staff comfort but also compromises the NTS brand.

Ad-hoc temporary solutions have been made to the side of the centre to accommodate the increasing need for storage and waste.

Recommendations:

- > The visitor centre should be appealing and invite visitors inside with the entrance clear on arrival
- > The entrance to the hillside viewpoint should be highlighted
- > The back-of-house; delivery, storage and workshop space, should be carefully integrated within the new visitor centre and hidden away from the public



40% of view at eye-level are artificial



The access to the viewpoint and monument made more intuitive

Back-of-house integrated with hidden delivery / staff / service entrance

The cafe and entrance should be light and welcome people inside

Hierarchy of signage eg. train times and maps LARGE name of location small

Existing - Visitor Centre Internal

The existing visitor centre has been remodelled over the years. Today visitors arrive straight into the shop without any foyer, airlock or 'slowing down' welcoming and orientation space on arrival.

The shop had a basic makeover recently to improve presentation and provide more circulation space and more toilets were added to reduce queues and accommodate 7 female, 5 male and 1 accessible toilet. The back-of-house service and storage area was expanded outside with temporary containers. Yet the facilities remain inadequate both for the visitor numbers arriving and back-of-house services and storage.

The interpretation seems tucked away at the back and is a bit traditional with boards and much text to read. More information about what happened at Glenfinnan and the monument itself. The physical model seems to be the highlight and an excellent 'conversation piece' for visitors. Currently, this space is doubling as a bookshop. The physical elements eg. books and model seem of more interest to visitors than the story of the Jacobites on the walls.

Recommendations:

- > A dedicated welcome / orientation area
- > The toilet capacities need expanding
- > The cafe needs more indoor seating space, queuing space and prep space
- > The retail content could include more local products and produce as well as NTS general items.
- > Better storage facilities are needed throughout due to the daily high visitor demands
- > The interpretation could be more appealing and relevant for today and serve the NTS purpose of being present at Glenfinnan eg. story of Monument and Uprising



Counter might be better located away from the main entrance to avoid becoming an information desk .

Counter should be located away from the main circulation allowing space for queuing

Better visual connection between entrance, interpretation, retail and cafe

Very polite and very busy staff

More space for display and local storage for goods made available inside shop due to daily demands.

Existing - Viaduct View Cafe

car parks and the bridge leading out into the glen and Viaduct. The outdoor seating looks popular and is a well-used 'pit-stop' for visitors.

The area looks a bit ad-hoc or temporary organised. The 'new' serving space already looks a bit tired and waste bins are overfilled due to the high demand. The signs are larger than they probably need to be and the surfacing and seating should be pushchair and wheelchair friendly.

Recommendations:

- > The café should be upgraded with a production kitchen and integrated as part of the visitor centre
- > The outdoor seating and surfaces need to be accessible for all and comply with DDA standards.



50% artificial at eye-level



Cafe to be integrated with the new centre

Furnitures and surfaces to be DDA compliant where possible

A waste management plan should be prepared and bin: located visible yet away from main landscape views.

Signs are large and take away focus on the actual entrance.
Ordering and serving arrangement should be clear for visitors due to the high demands

Better visual connection to the visitor centre and ideally the monument

Existing - View Point

above the NTS visitor centre is accessible immediately from the NTS carpark. The path leading to the viewing platform is lovely, allowing visitors to experience the woodland. The viewing platform provides magnificent views both directions over the loch and the towards the viaduct. This is also a prime spot for visitors to get a good overview of the natural and cultural landscape of Glenfinnan and the extent of the Glen Finnan and Loch Shiel.

The land is not owned by NTS. The NTS has not have a management agreement to maintain the path and viewpoint but not surrounding hillside. The viewing platform itself is heavily used and the NTS has not have recently upgraded the platform. This area can attract 360 people at steam train time. Still many visitors climb up the hillside for an uninterrupted view of the viaduct clearly ignoring the signs. The magnitude of visitors leaves an eroded (and muddy) hillside.

Recommendations:

- > Reinforce a larger area for visitors to view the viaduct to avoid erosion
- > Include the story of the historic Glenfinnan landscape as well as the functional signage.

There are multiple styles of signage on



Introduce interpretation about the natural and historic landscape features you can see

Consider benches with back and arm rest for less mobile visitors

Accommodate that all visitors want to view in same direction



Accept that visitors ignore signage for a better view. Consider amphitheatre steps for visitors to limit erosion and instead of 'fencing' off areas

Existing - Signage

display throughout the site. The typography varies in sizes and graphical style across the NTS site itself and between the SCIO, Station Museum and NTS site.

The signs all seem to be placed a bit ad-hoc as issues occur, or ideas evolve. Overall the site is simply 'over-signed' leading visitors slightly confused and tempted to ask staff for help instead of exploring themselves.

The site would benefit from a hierarchy system of signage and more importantly hierarchy of messages actually needed to get across. For example the viaduct café signage is large (and double) whereas the walking routes or train times are hard to find and small font size. Or the parking instructions visualized larger than the content of the site.

Recommendations:

- > Establish a wayfinding strategy plan ideally across the whole glen
- > Agree on the messages needed and their hierarchy with neighbouring stakeholders
- > Include the story of Glenfinnan, Jacobite and Harry Potter in a playful way with the functional signage



Removing sponsorship signs?



Adjust signage to eye-level



Enhance the maps and interpretation



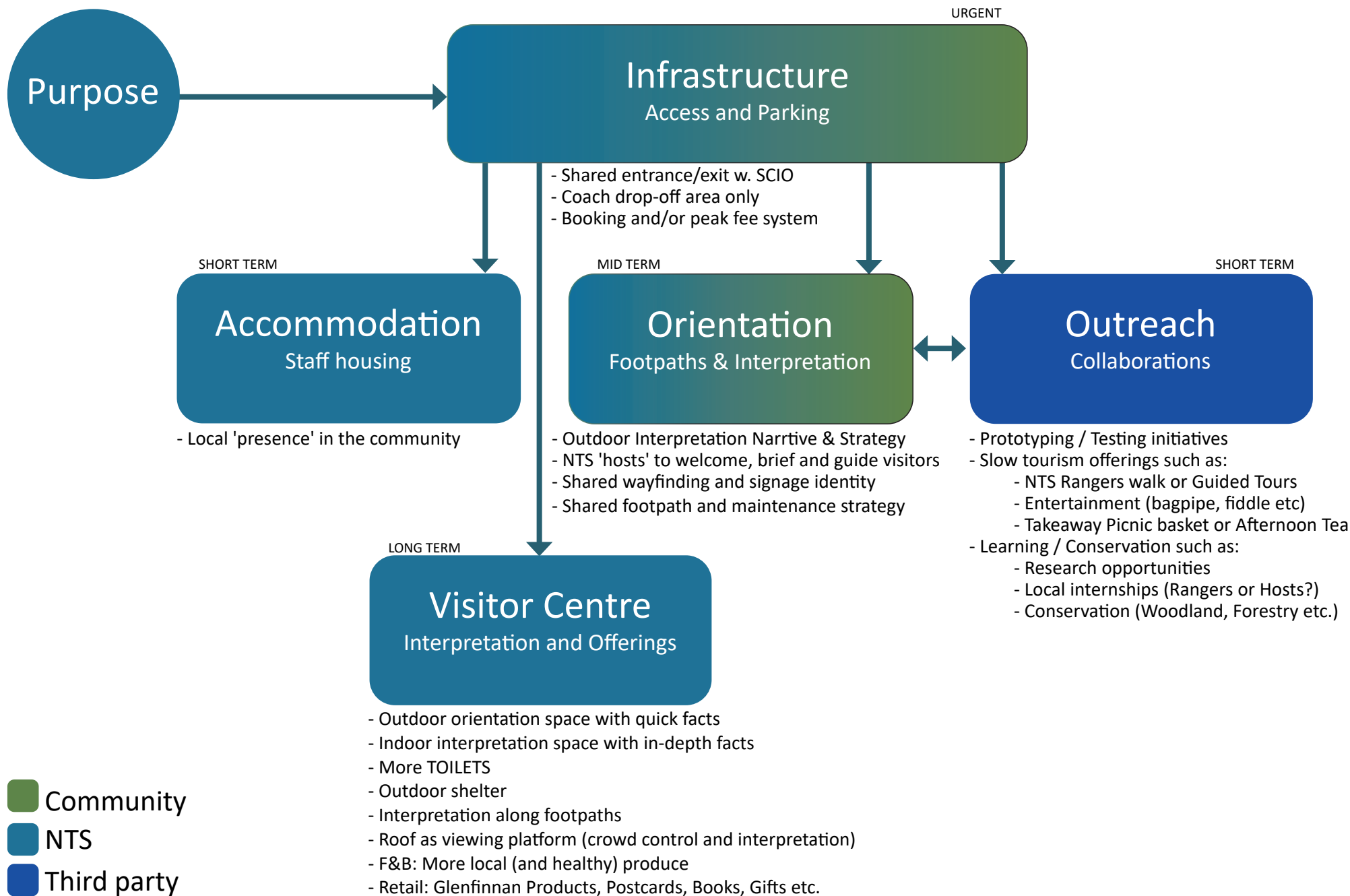
Clear communication and avoid repeat signage

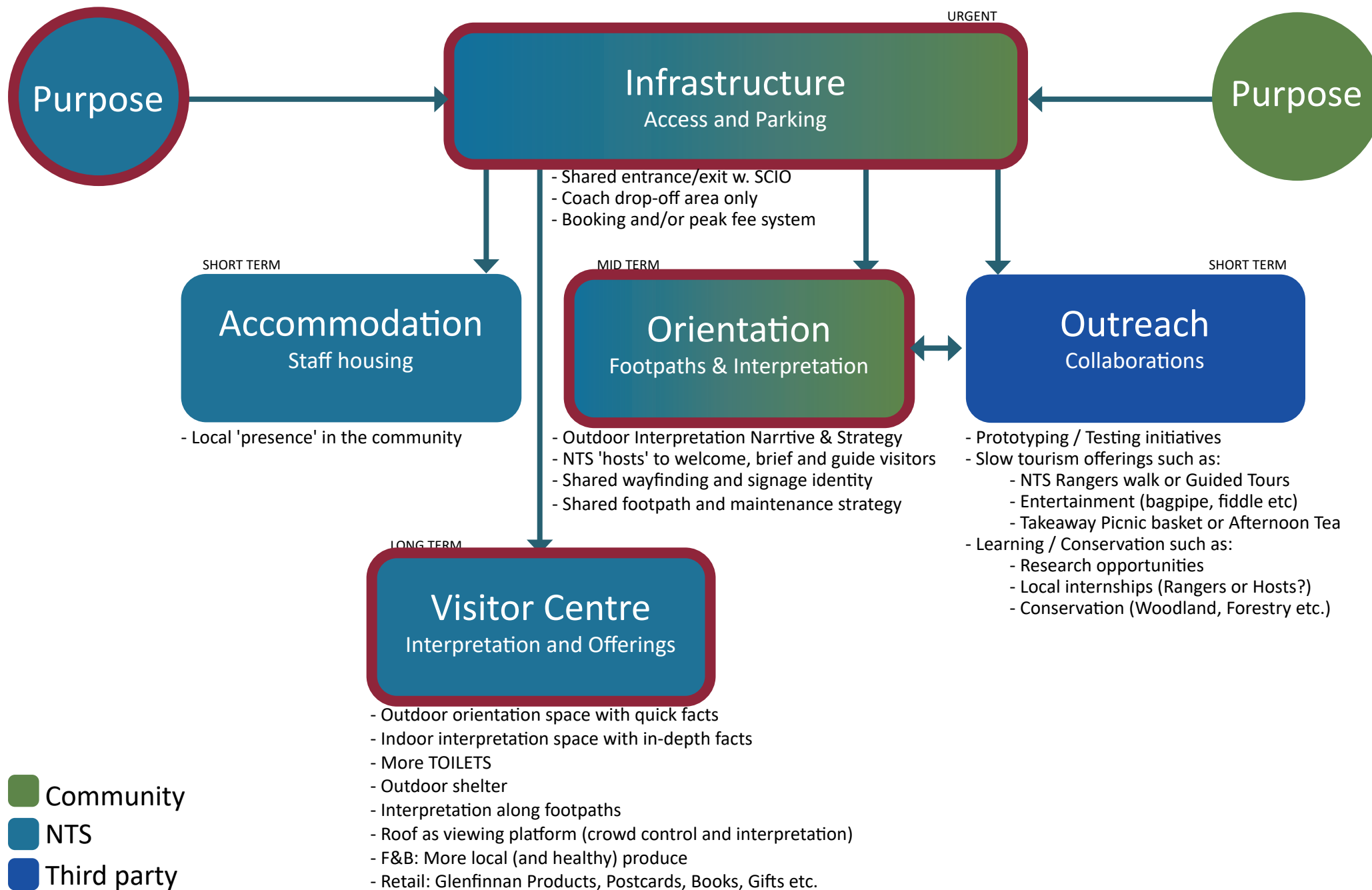


Continues graphics throughout the glen and agree on hierarchy / messaging



Competing signage - let the parking machine 'do the job'





Together

Opportunity for collaborations and/or partnership initiatives



Landownership map

Communities

Residents:

Community Council and SCIO

Organisations:

Railway Museum, The Church,
National Trust for Scotland etc.

Businesses:

Hotels, AirBnB, Catering etc.

Tour Operators:

Travel Trade, Cruises, West Coast Railways etc.

Estate Owners:

Glenfinnan Estate & Forest and Land Scotland

Others:

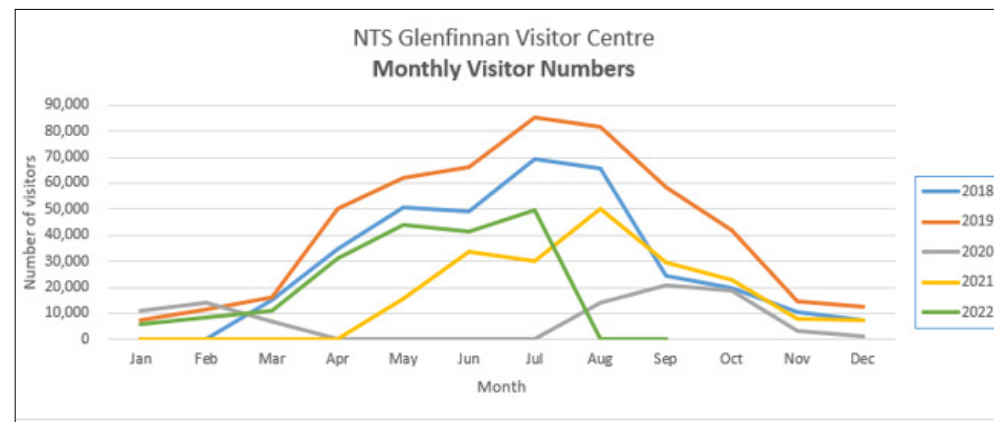
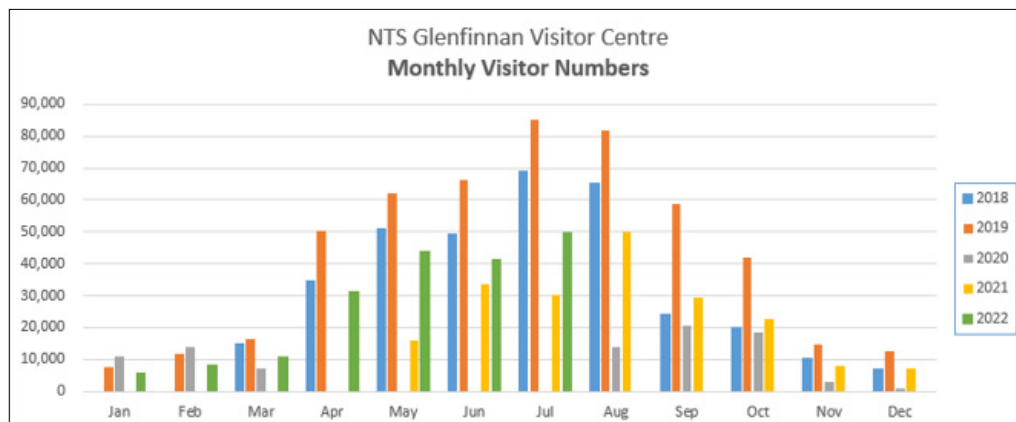
Visit Scotland, Chamber of Commerce,
Scotrail, Council etc.

Orientation

Visitor profile

Target Slow Tourism or Everyone?

Based on NTS survey performed by others in 2022

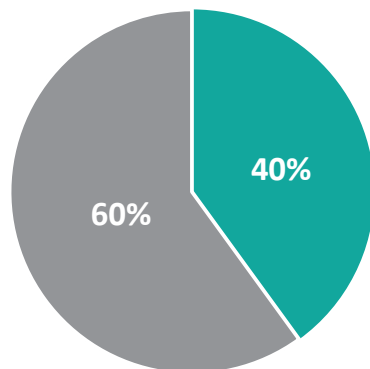


Approximately 500,000 visitors annually
Not visitor centre capacity



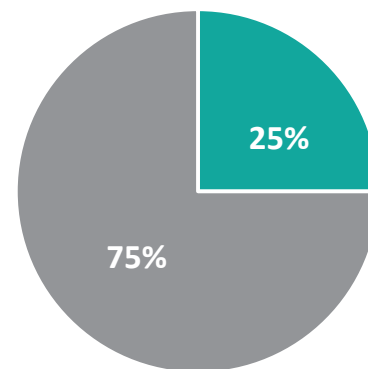
Highest proportion of 6-34 year old of any NTS site

These are young 'activity seeking' audience



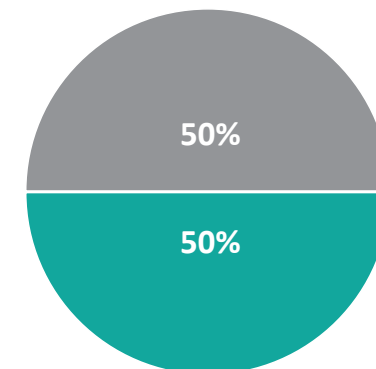
40% arrive by coach at the NTS parking

Coach visitors are aged typically 45-70 (overseas and without children),
Mini-coaches visitors are aged typically 18-35 (on the rise)



75% spend between 45 minutes and 2 hours on site (average of 1hr 21 minutes)

Potential the lowest visitor number of the 11 NTS sites surveyed



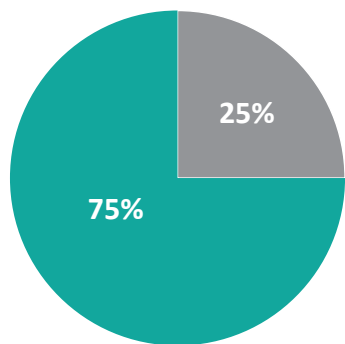
50% of visitors purchased something in the shop.

1. Highland Coo Eco teddies
2. GF photo magnets and postcards
3. Scotland/NTS keyrings and pin badges
4. Harry Potter sweets
5. Local soaps
6. GF exclusive tea towels
7. GF exclusive t-shirts
8. GF whisky glasses
9. Scottish kid books
10. Scottish shortbread

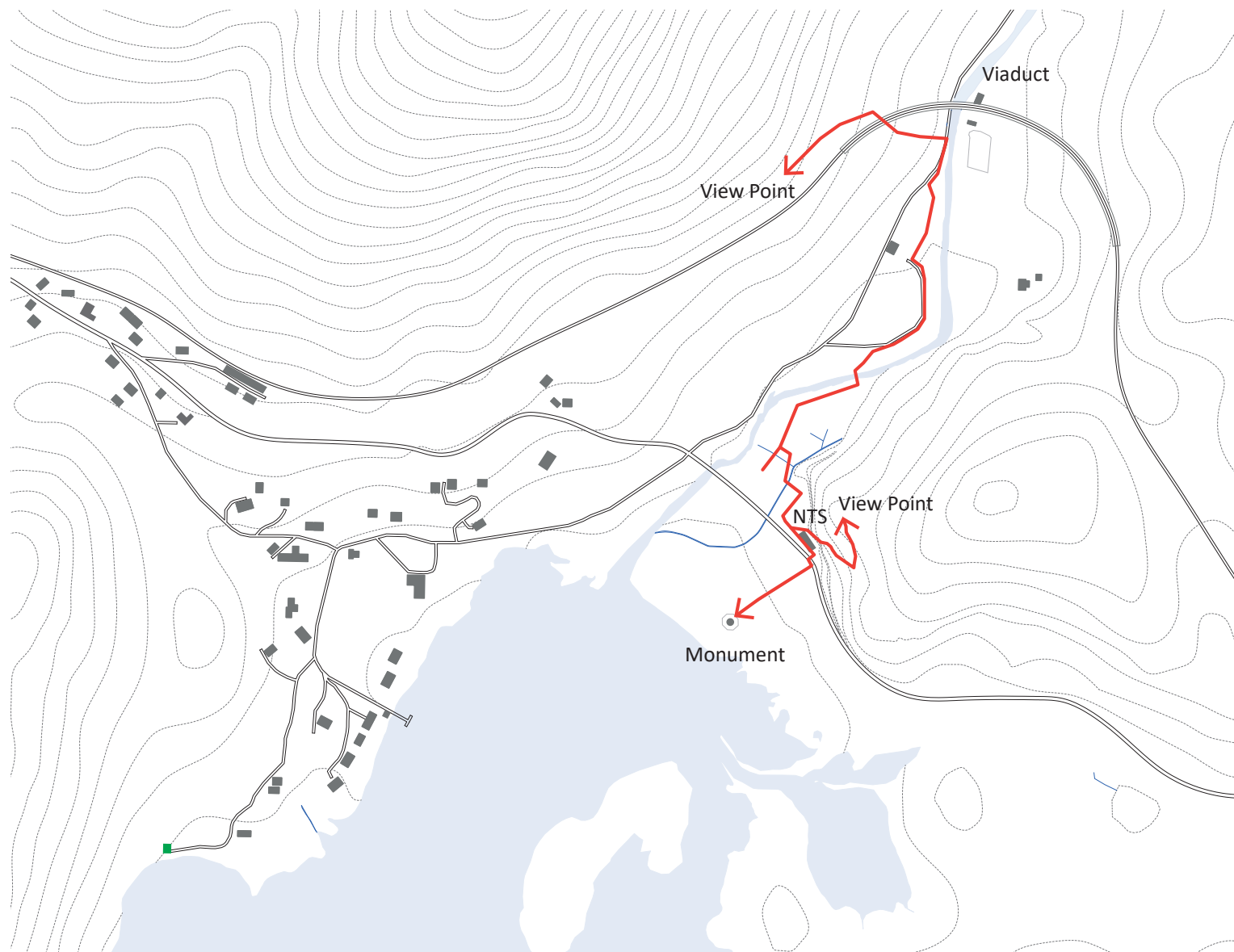
Pit-stop Visitor

Shuttle from Fort William / booking / drop-off only for 'Photo-stop' visitors?

- These visitors come to Glenfinnan primarily due to the Harry Potter link or as part of a tour group.
- They arrive typically 30 minutes prior to the arrival of the steam train crossing the viaduct.
- They spend on an average between 45 minutes to 2 hours on site according to previous studies.
- Some walk down to the loch passing the monument and enjoy the scenic open view over the loch on their return.
- These visitors also see NTS as a convenient facility - perhaps more for their toilet than their café or gift shop.



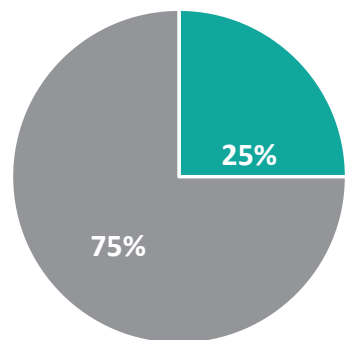
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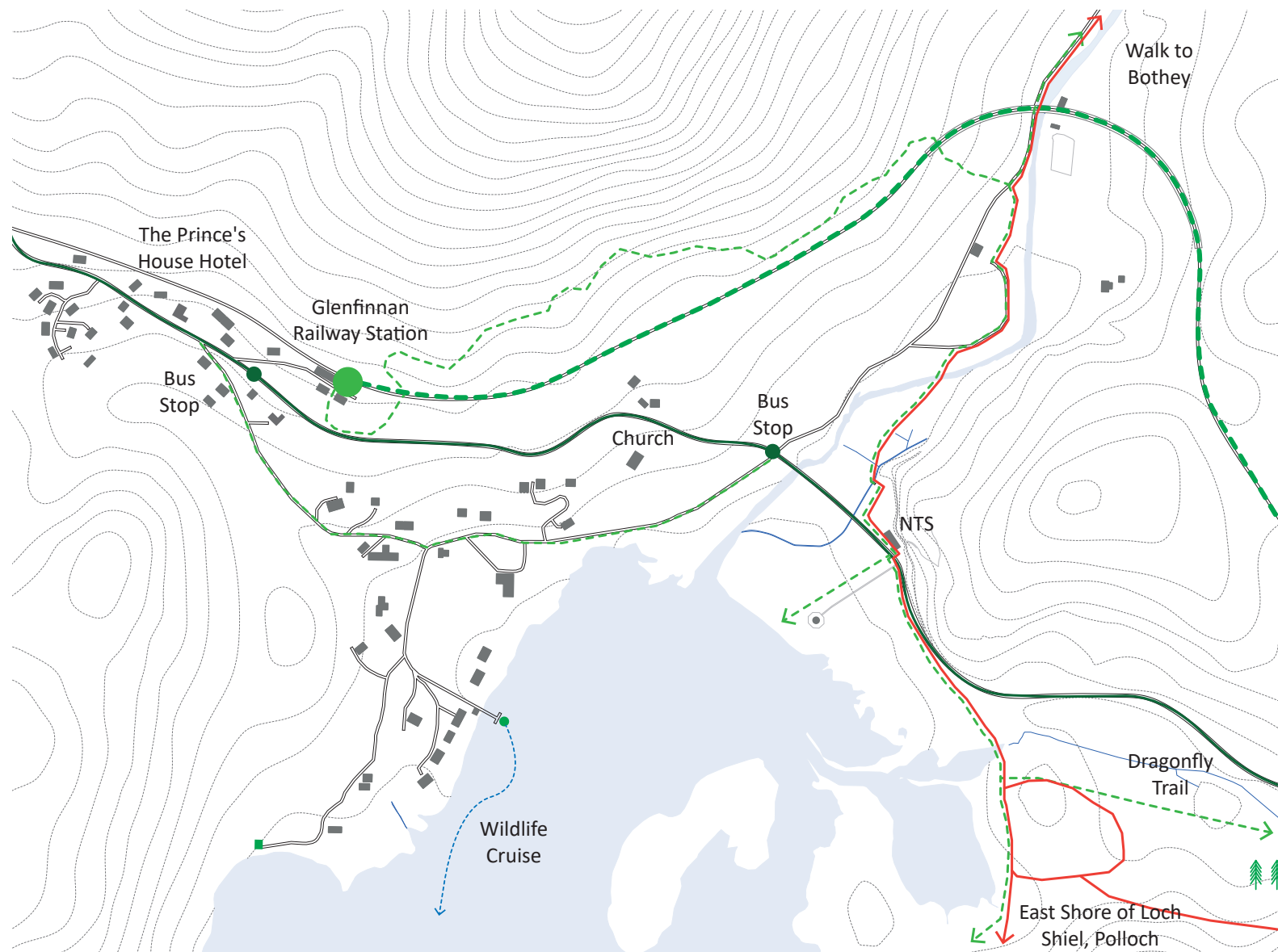
Tourist Destination

Day packages and activities to promote 'slow-tourism'

- These visitors are primarily independent or slow travellers seeking outdoor experiences.
- They arrive throughout the day and time their stay with ferry times and the steam train.
- They spend more than 2 hours on site according to previous studies.
- Some walk down to the loch passing the monument and enjoy the scenic open view over the loch on their return.
- These visitors are more relaxed, contemplative and enquiring a slower, deeper exploration and experience of Glenfinnan's landscape and stories.
- The 'slow-tourist' have increased in West Highlands pre-COVID in the summer season running April-October.

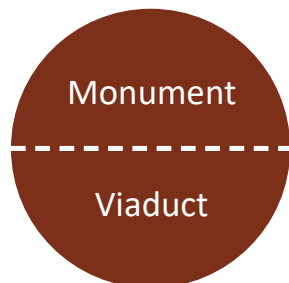


25% of visitors spend more than 2 hours on site.



Cultural Heritage

Promote the Cultural Heritage assets and share the history of Glenfinnan



- Built Heritage: string assets which give scale and are natural destinations and vista points in the landscape.
- Intangible Heritage: The narrative of the Jacobite or the Highlands Games might not be as visually apparent as the tangible assets but the intangible heritage they carry with them are as important if not more to preserve
- The Harry Potter Films: perhaps also part of the intangible heritage of Glenfinnan today?

-> Strengthen vistas between built heritage assets as orientation and intuitive wayfinding

-> Strengthen narrative of Intangible Heritage as 'story Trails' along key routes

-> A policy of how to engage (or not) with Harry Potter legacy should be debated



**Glenfinnan Monument
(Jacobite movement)**

Glenfinnan Monument - built 1815, the 18m-high monument is a tribute to the men that lost their lives for the 1745-6 Jacobite Rising (specifically), and its builder, young Alexander MacDonald of Glenaladale who died before it was completed.

-> Untold and relevant stories today, might be that the monument was funded by wealth made by "Golden Sandy" MacDonald in coffee plantations in Jamaica at the height of the Transatlantic slave trade.



**NTS Visitor Centre
(Jacobite movement)**

The National Trust for Scotland's visitor centre at was original build to support visitors for the monument and exhibition space telling the which tribute to those who died fighting for the Jacobite cause

-> Untold and relevant stories today might be emigration such as the story of John MacDonald who created Glenfinnan in Nova Scotia



**Glenfinnan Viaduct
(Landmark / Engineering)**

The world's first modern mass concrete structure. Built in 1898. It is 30m tall and was designed by Simpson and Wilson and built by Robert McAlpine & Partners



**Railway Museum
(Steam Train / Transport)**

The Railway Museum and the Jacobite Train are major visitor attractions and offer a fascinating history of construction of the viaduct and the West Coast railway.



**St. Mary and St. Finnan Church
(Village / Community)**

The story of Glenfinnan goes back to early Christians and the St Finnan connection to Loch Shiel. The St. Mary and St. Finnan Church was consecrated in 1873. Designed by E Welby Pugin in the Gothic style, the church enjoys an elevated and commanding position overlooking Loch Shiel with a spectacular view of the loch and surrounding hills. The church is a memorial chapel to the MacDonalds of Glenaladale, the family with whom Bonnie Prince Charlie stayed prior to the raising of the Jacobite standard at Glenfinnan in August 1745.

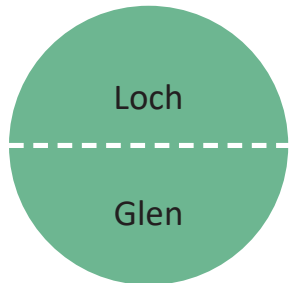


**The Highland Games
(Intangible Heritage/ Community)**

The history of the 1745 Jacobite Rising is an important part of the intangible heritage of Glenfinnan. So is the annual Glenfinnan Gathering takes place each year on the Saturday closest to the anniversary of Bonnie Prince Charlie's Raising of the Standard in 1745 which is a major draw for visitors to Glenfinnan. Other less known intangible assets are the Music festival and many more.

Natural Heritage

Shared wayfinding strategy and offer Natural Heritage activities?



- Natural Heritage: The historic landscape and natural wealth surrounding the NTS site features almost every element of the Scottish highland. This is the reason why many people visits Scotland.
- Awareness: There is a large movement towards nature based activities on the rise. One of the NTS core missions are nature conservation. Glenfinnan is an excellent outreach opportunity

-> Orientation strategy: Interpretation could be based on Natural Heritage supplementing the 'slow tourism' offerings and building on the fact that people don't mind walking a bit at Glenfinnan.

-> A shared initiative weaving together the Glenfinnan Estate, Railway Museum, Viaduct, Village, Woodland and Wetland paths with a natural heritage narrative.



Red Deer



Darting Dragonfly



Grouse



Ancient Woodland



Brown Trout, Salmon and Sea Trout



Golden Eagle



River Finnan

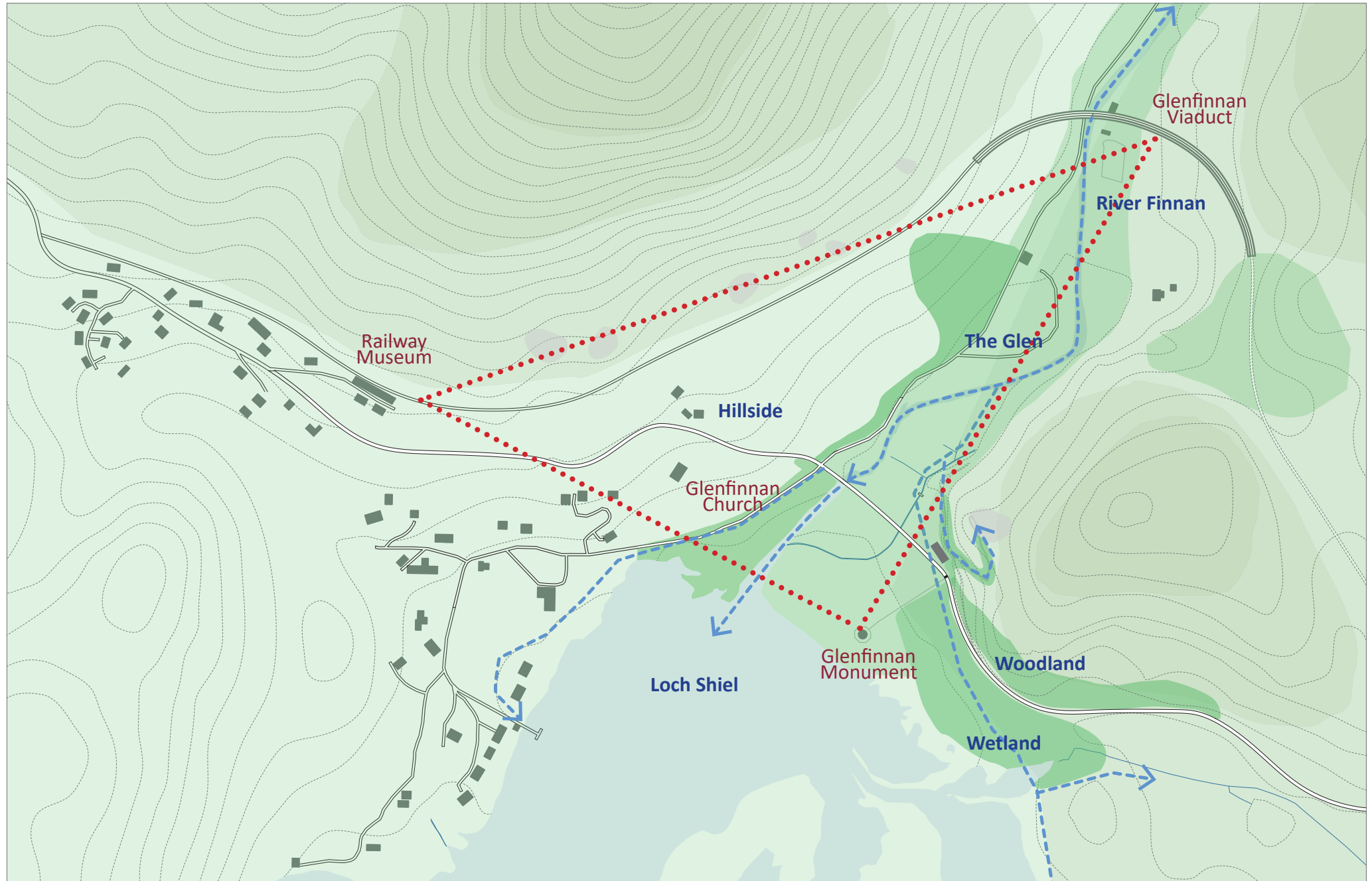


Loch Sheil

... and much more



Strengthen the Cultural and Natural Heritage Walks

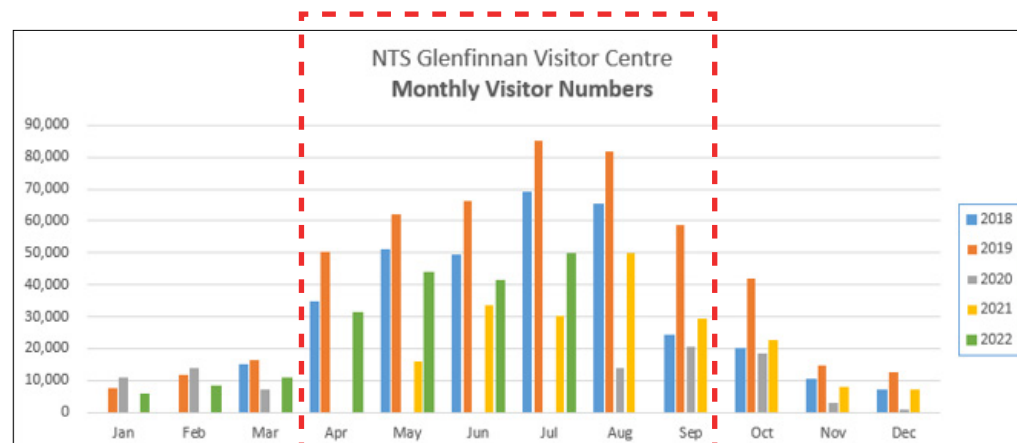


Infrastructure

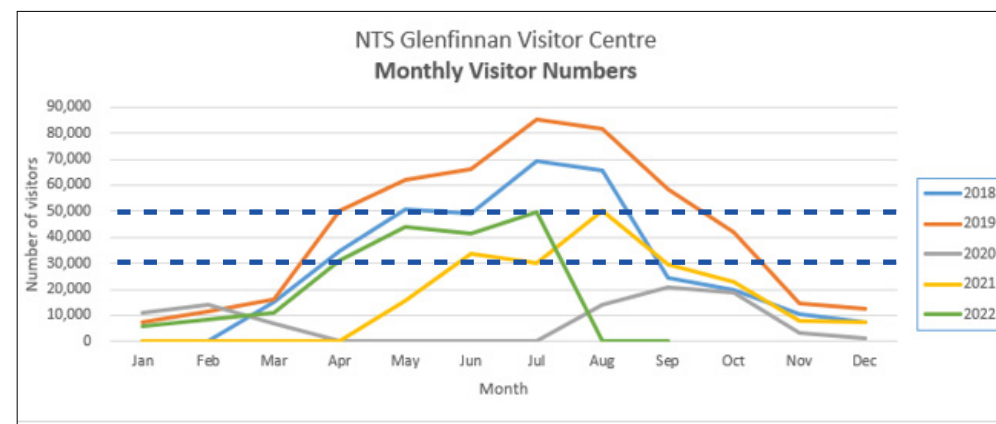
Visitor capacity

Can a shared parking capacity be agreed?

Based on NTS survey performed by others in 2022



Peak: 6 months / April to September

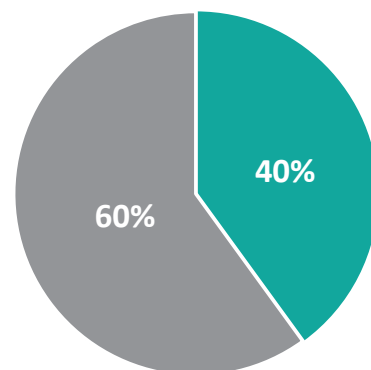


Parking capacity ?



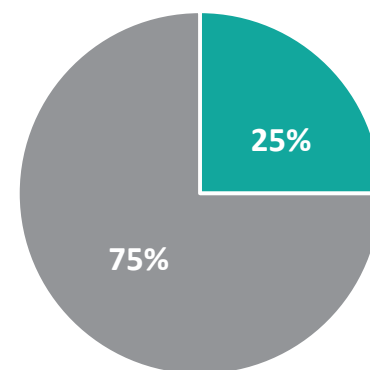
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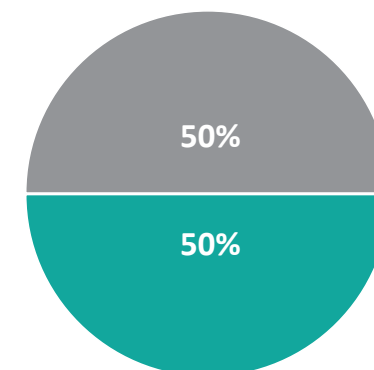
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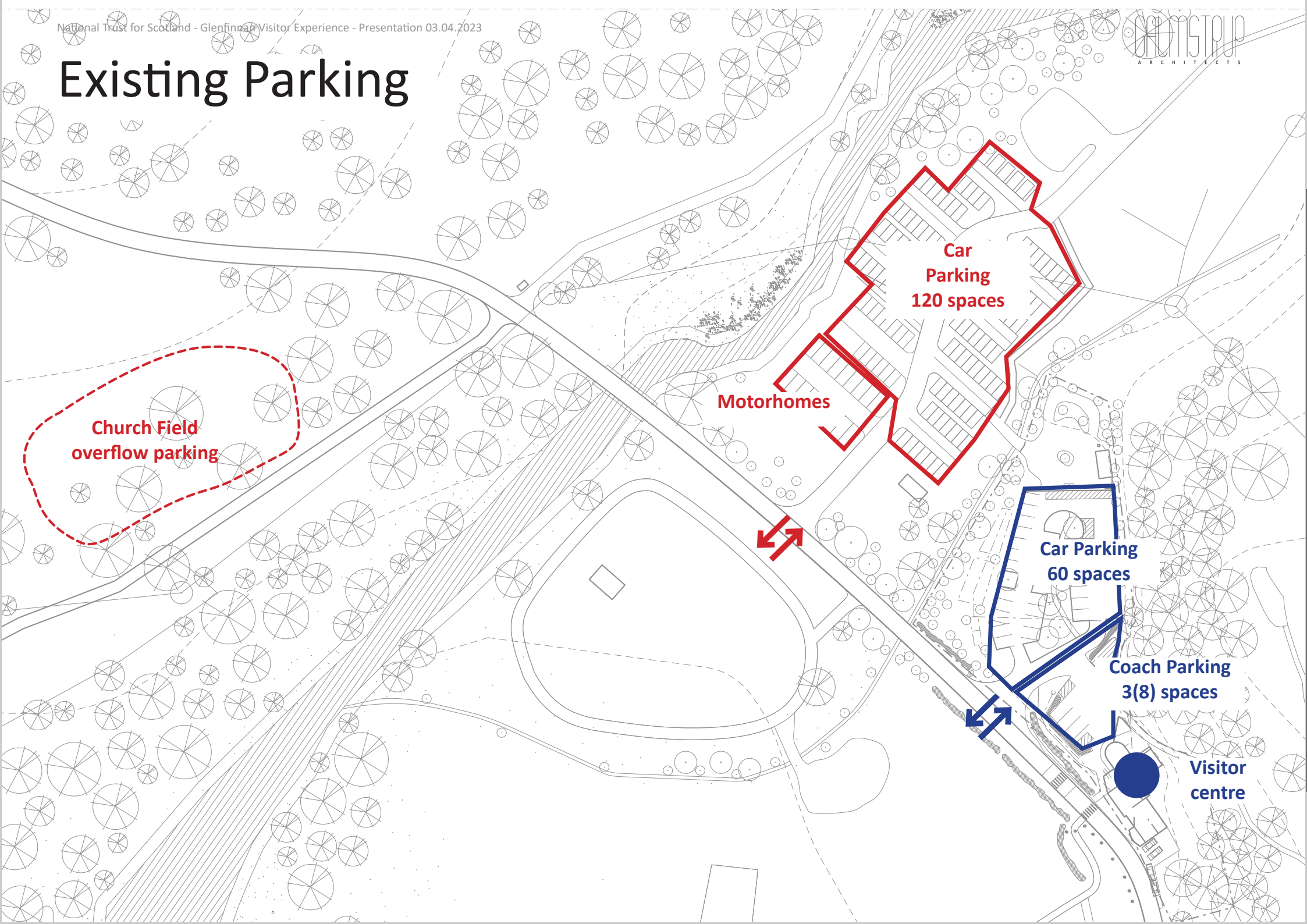
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10. Scottish shortbread

Existing Parking



**Car
Parking
120 spaces**

Motorhomes

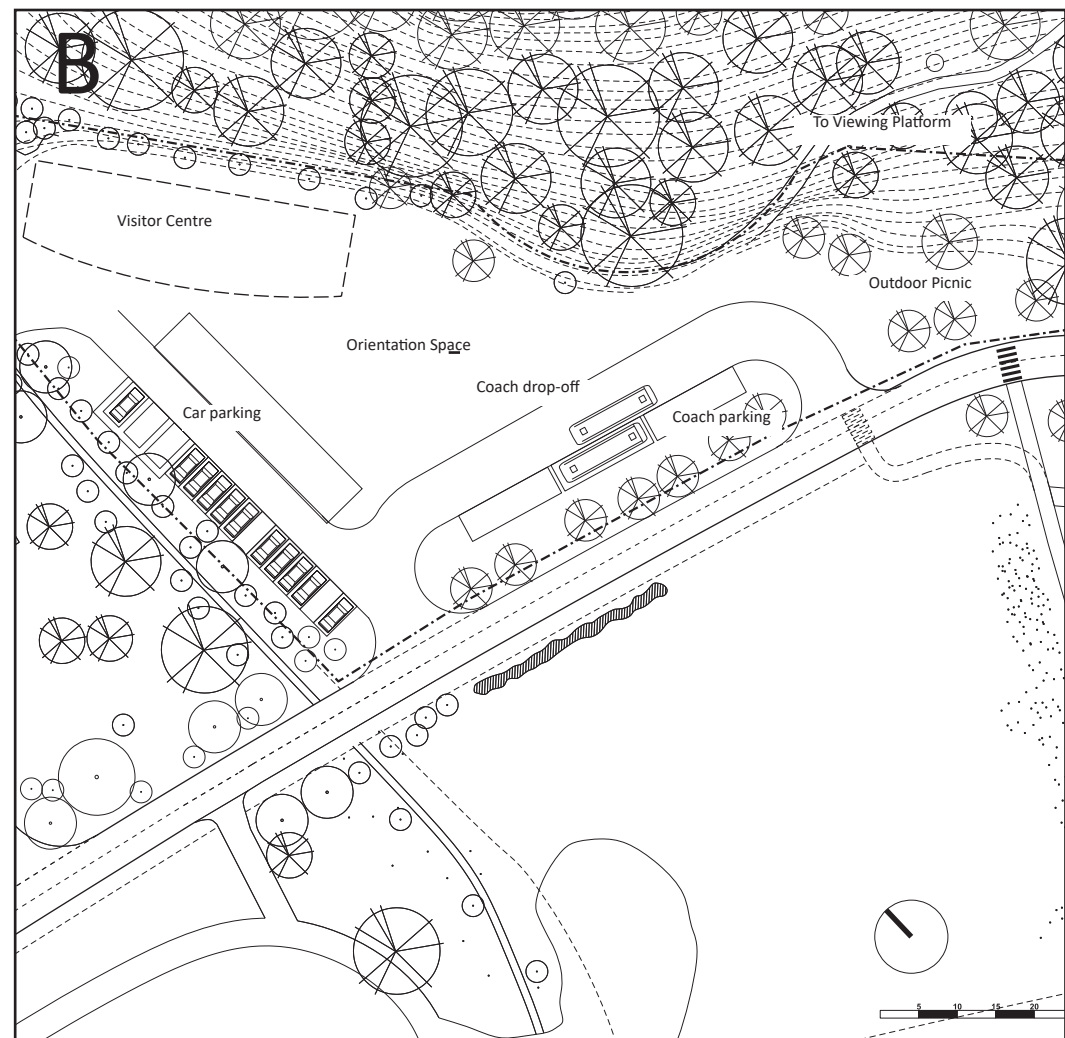
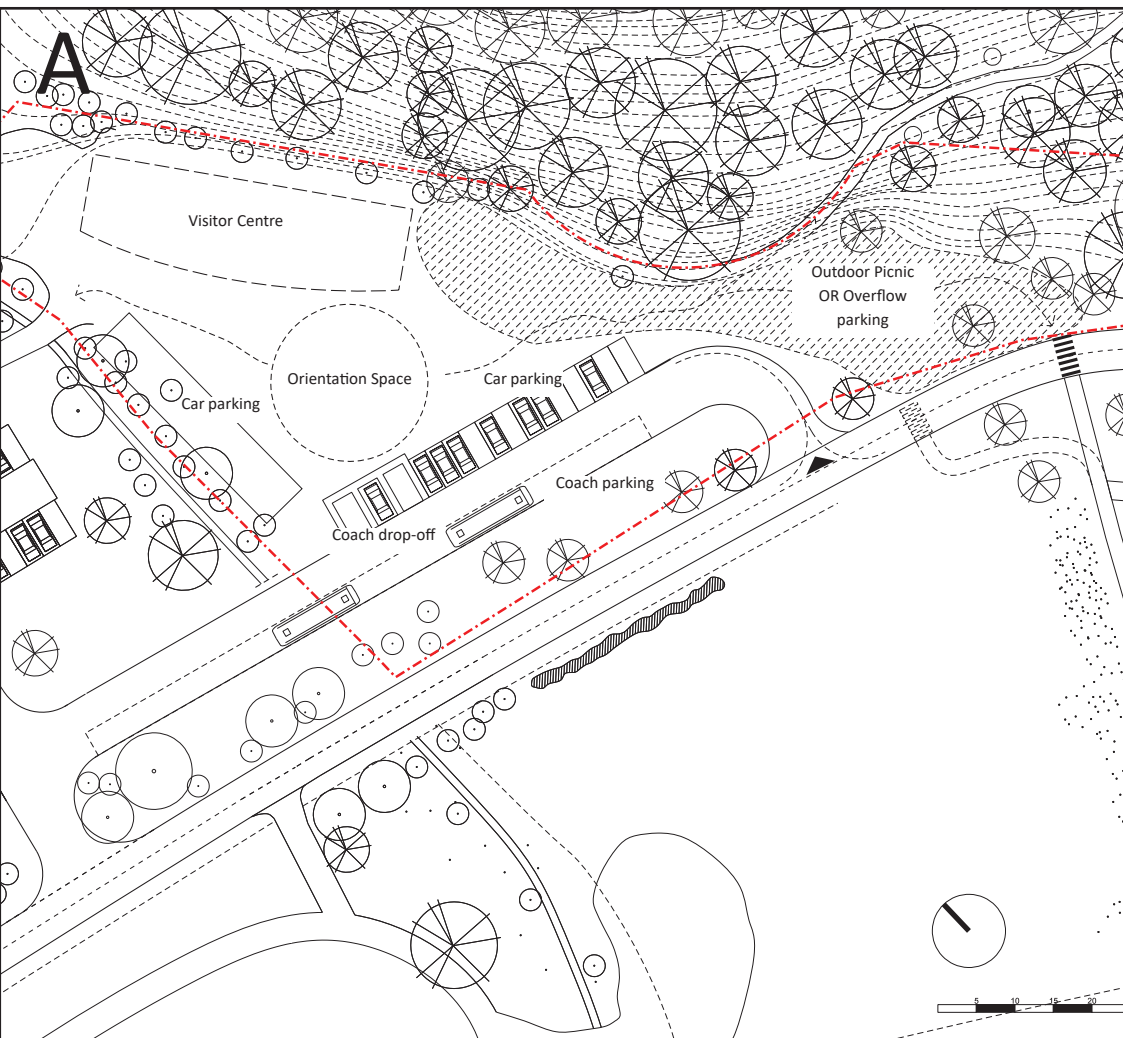
**Church Field
overflow parking**

**Car Parking
60 spaces**

**Coach Parking
3(8) spaces**

**Visitor
centre**

NTS drop-off or Shared drop-off?



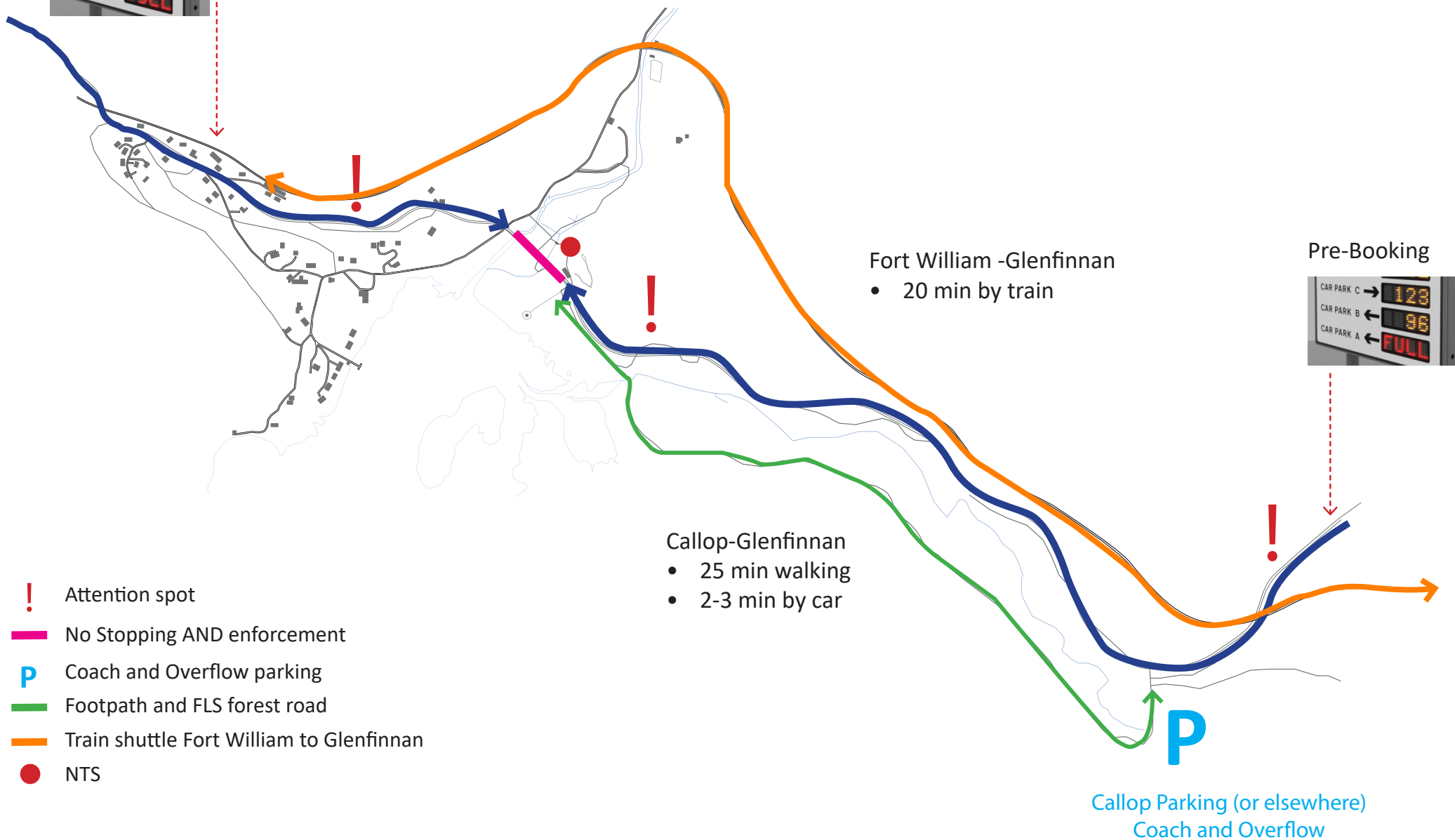
*NTS intend to invest in the new visitor centre and provide shared facilities such as toilets, F&B and retail serving both sites.

**Ownership of the drop-off area TBD. Could this be a shared investment between Glenfinann Estate and NTS? Could operation be outsourced to one of the parties with a shared revenue?

Drawings are for illustrative purposes only and subject to technical studies.

Warnings, Enforcement, Shuttle and Overflow parking

Pre-Booking

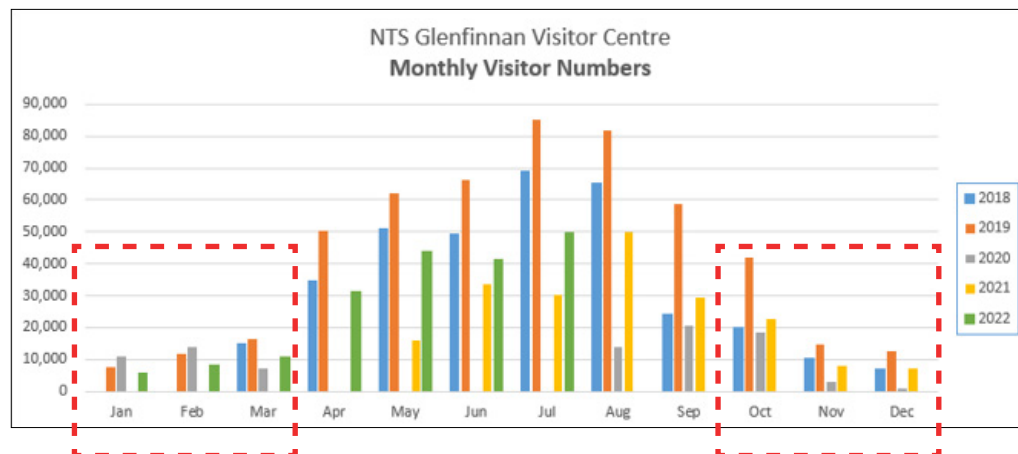


Visitor Centre

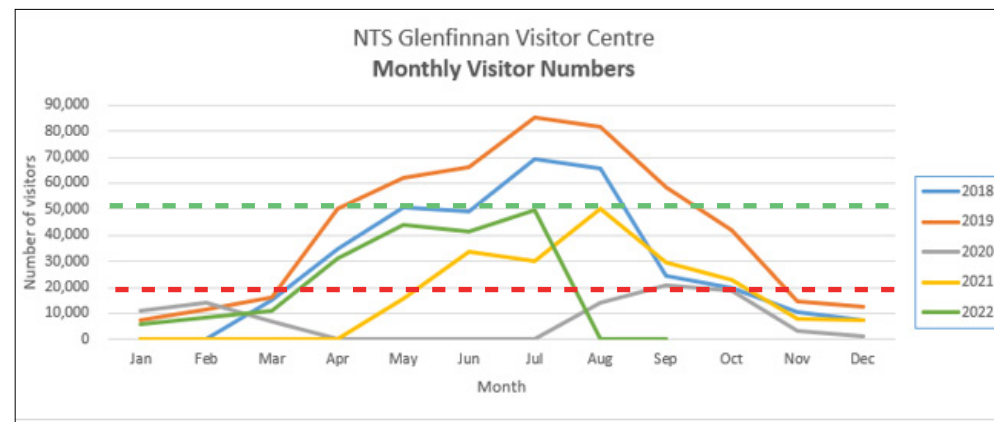
Visitors

What and who are the Visitor Centre for?

Based on NTS survey performed by others in 2022



What use could the Visitor Centre have off-peak for the community?



Visitor Centre BUILT capacity

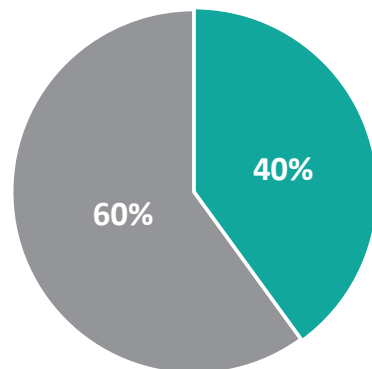
Visitor Centre NEW capacity



Young
Audience

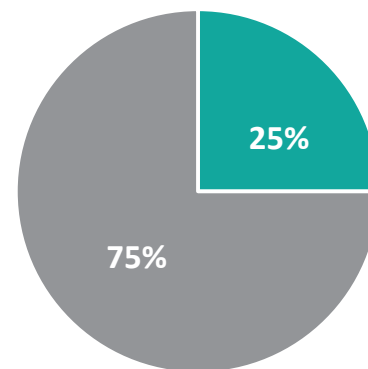
Highest proportion of 6-34 year
old of any NTS site

These are young 'activity
seeking' audience



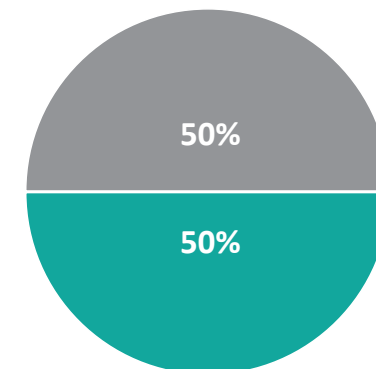
40% arrive by coach at the NTS parking

Coach visitors are aged typically 45-70
(overseas and without children),
Mini-coaches visitors are aged typically 18-35
(on the rise)



75% spend between 45 minutes
and 2 hours on site
(average of 1hr 21 minutes)

Potential the lowest visitor number
of the 11 NTS sites surveyed



50% of visitors purchased
something in the shop.

1. Highland Coo Eco teddies
2. GF photo magnets and postcards
3. Scotland/NTS keyrings and pin badges
4. Harry Potter sweets
5. Local soaps
6. GF exclusive tea towels
7. GF exclusive t-shirts
8. GF whisky glasses
9. Scottish kid books
10. Scottish shortbread

Program (activity)

Establish values and purpose for the visitor centre

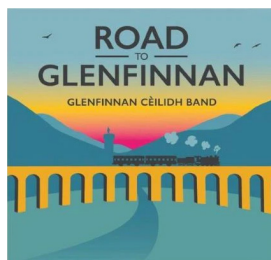
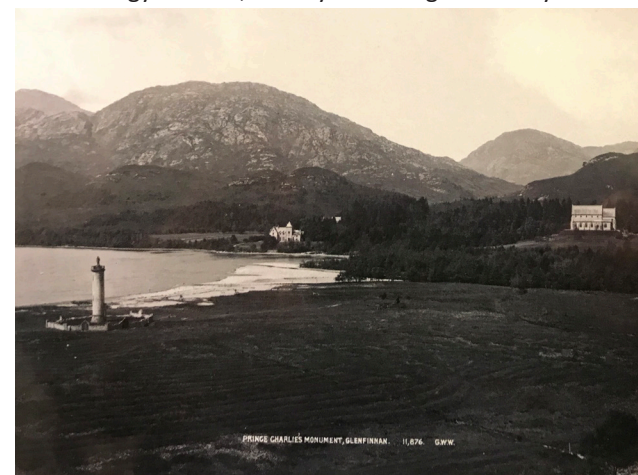
1. The "beginning of" the 1745 Jacobite Rising + relevance today

The story of the uprising is part of the Glenfinnan History



2. The Highland landscape

NTS Strategy: Nature, Beauty & Heritage for Everyone



3. Better (local) quality offers in shop and F&B



Not purpose and not to promote...

Hogwart's Express: Harry Potter and the Chamber of Secrets and The Glenfinnan Viaduct

Programme (space) wishes from consultees

Establish facilities and scale of the visitor centre

Toilets

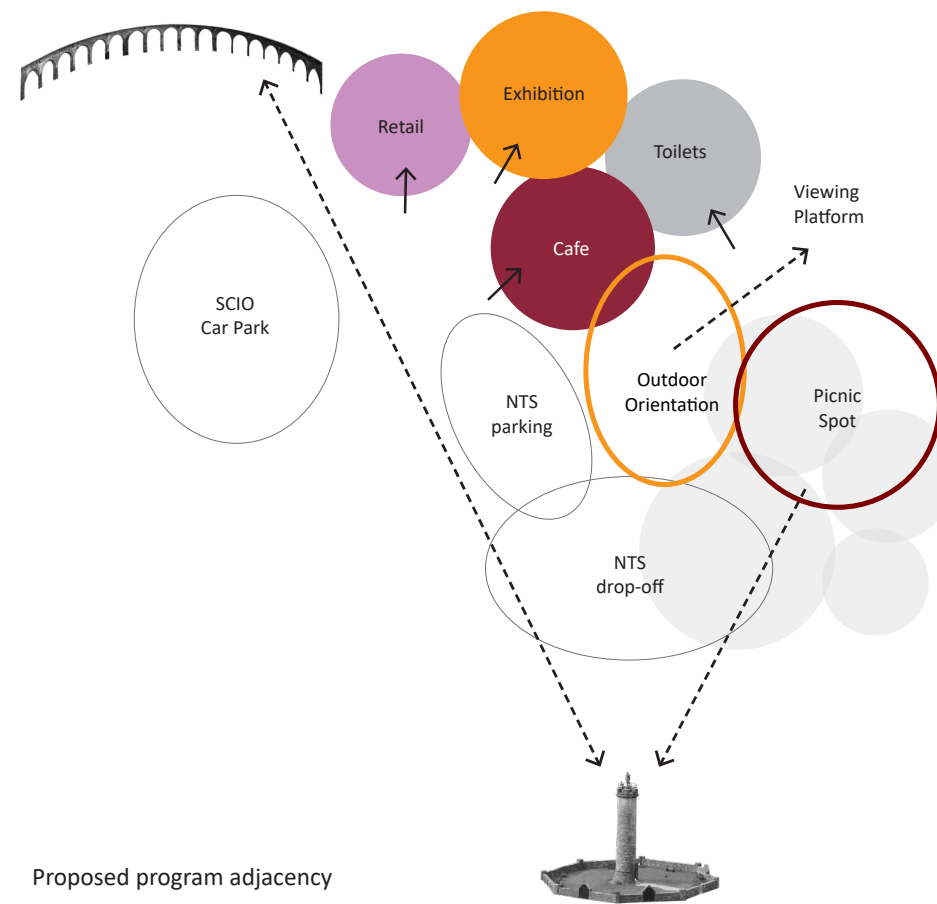
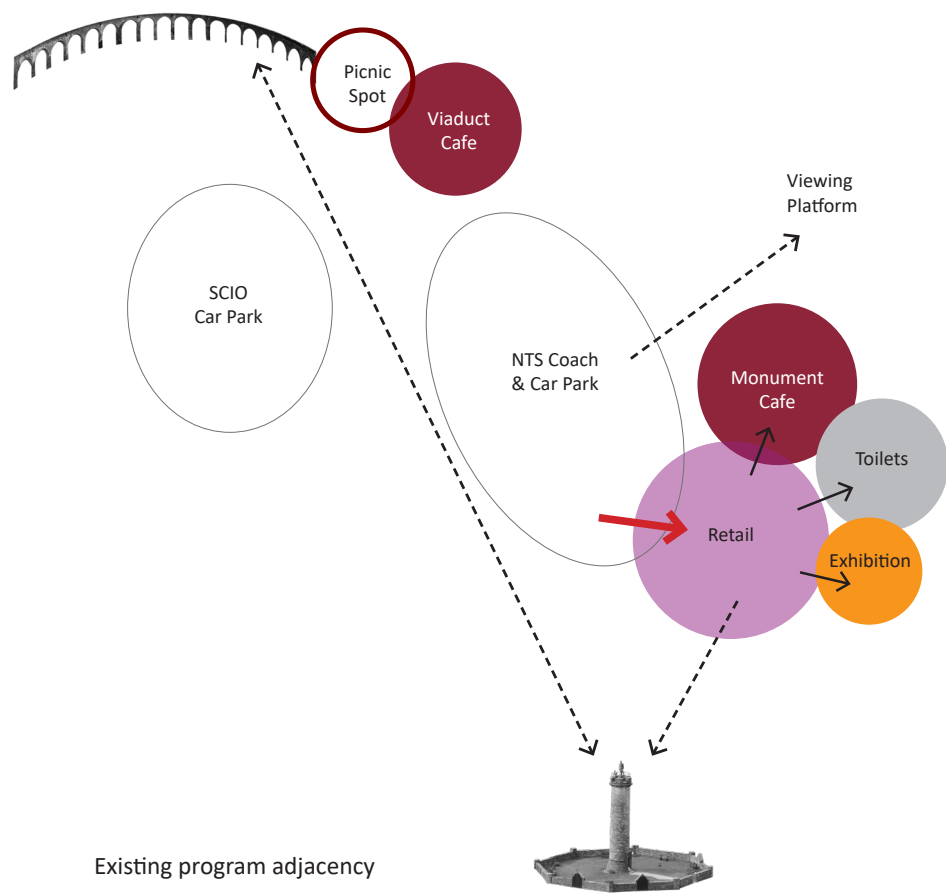
Improved
Jacobite
interpretation

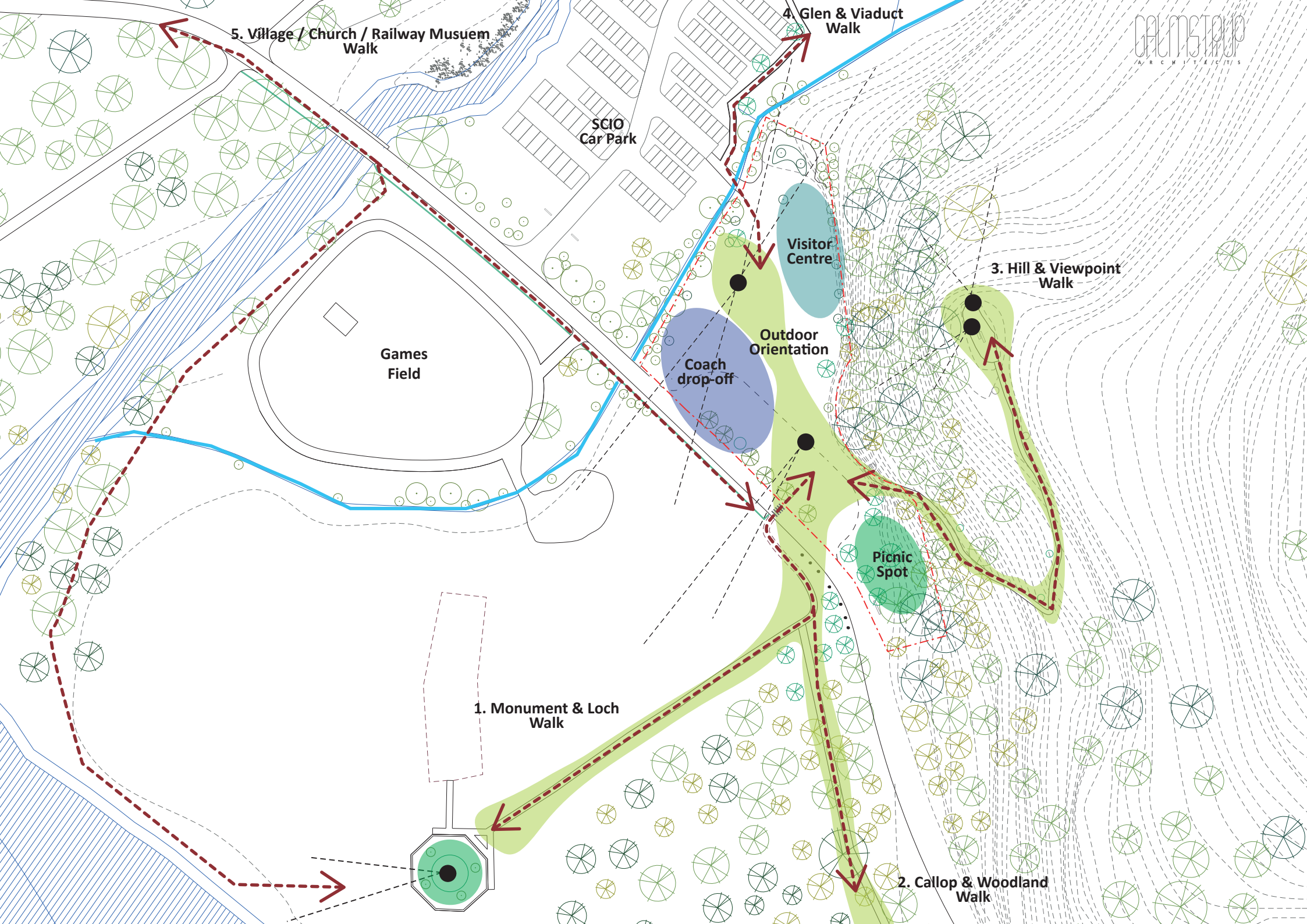
Good
lunch
place

local
produced
gifts

Shelter
from wet
weather

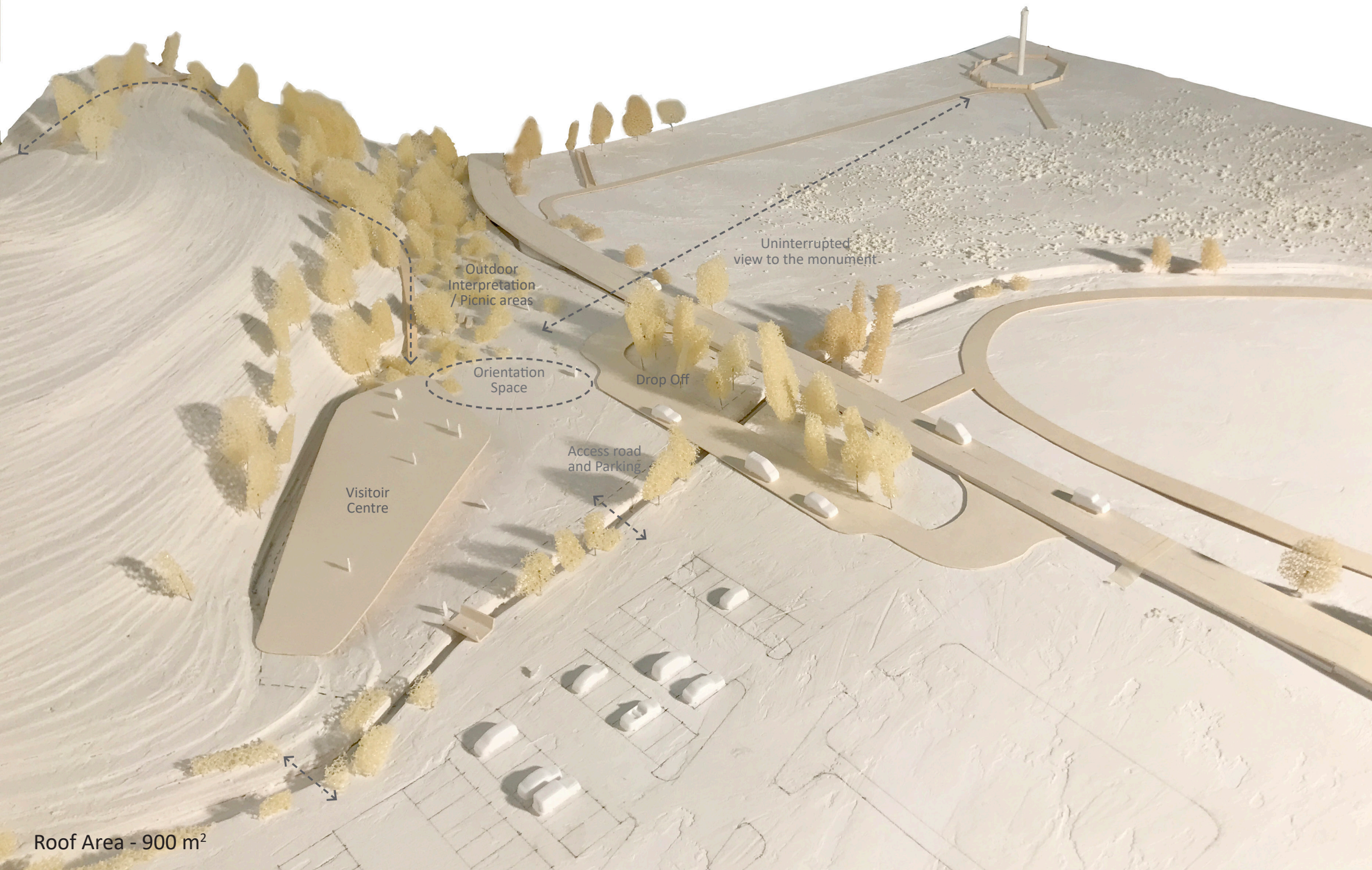
Better
coach
parking







Roof Area - 900 m²

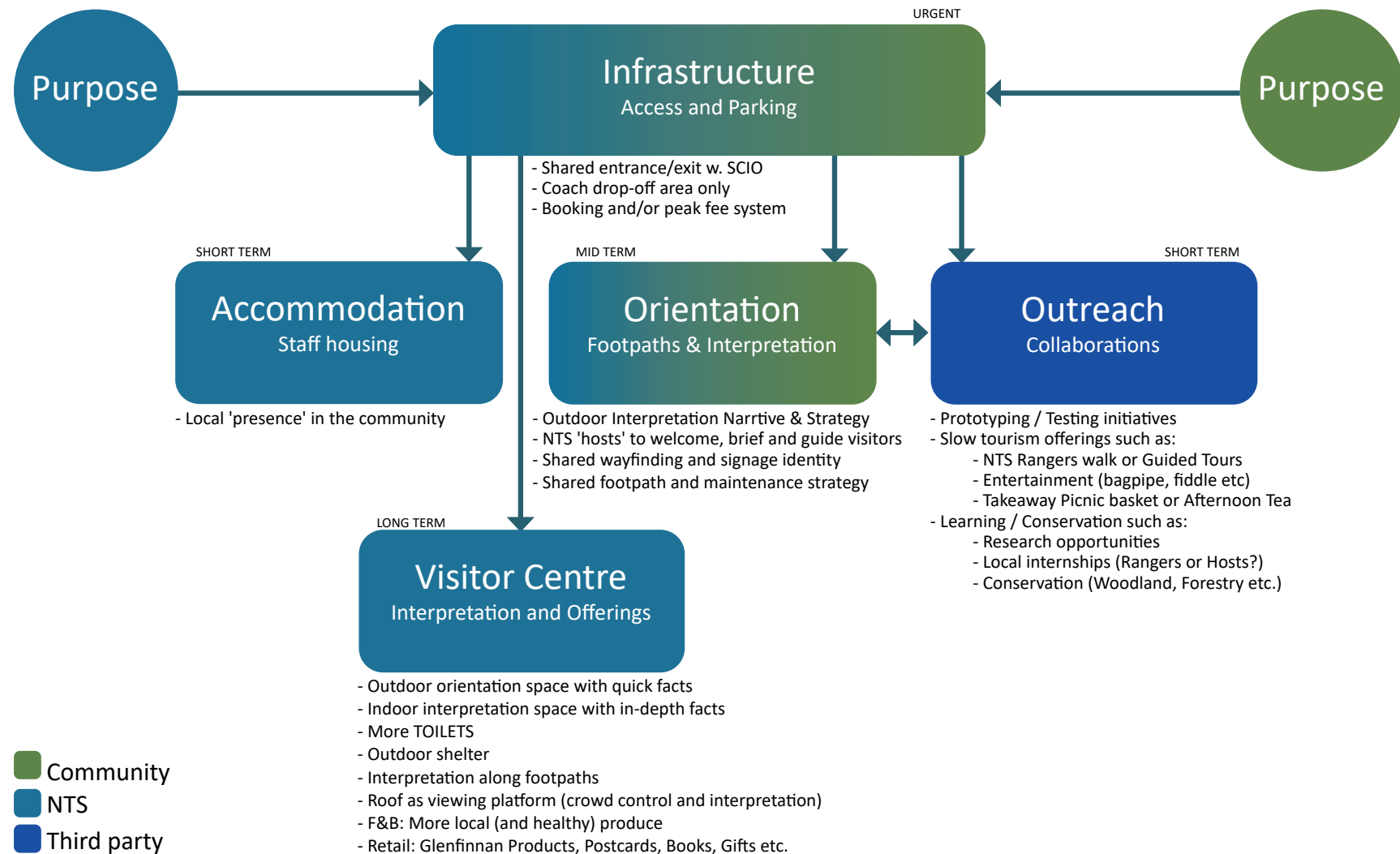


Roof Area - 900 m²



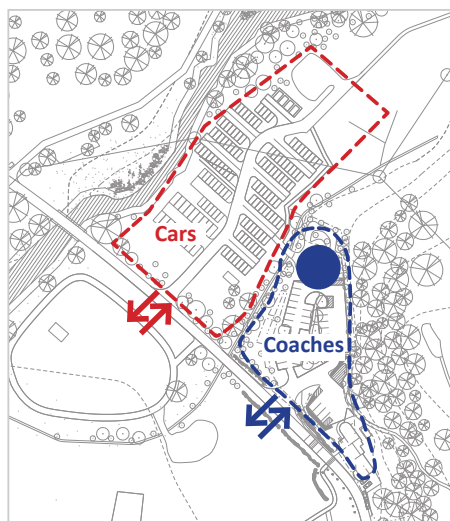
Together

1. This is a collaborative effort ...might have different focuses but one plan.

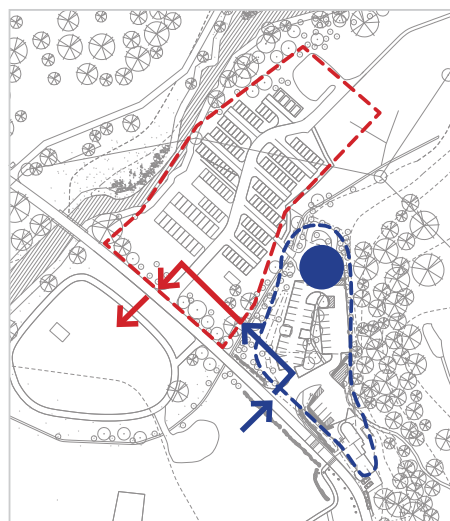


2. Shared Parking / Drop-off / Shuttle strategy?

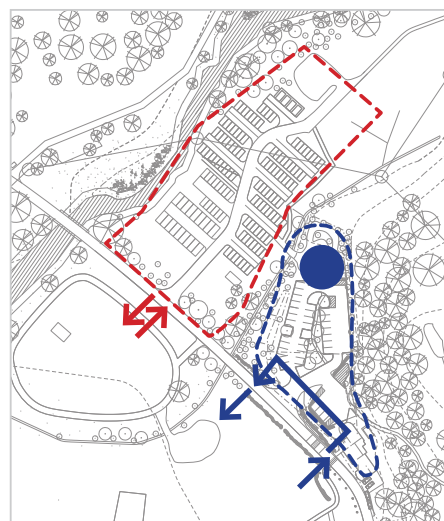
- NTS centre not to encourage more parking.



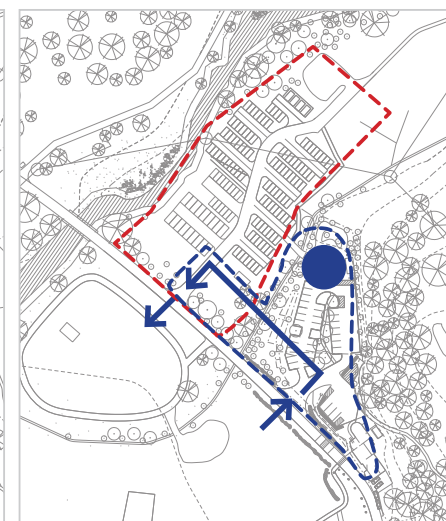
Scenario A:
Coach/Car separation



Scenario B:
Shared drop-off - shared operation



Scenario C:
NTS drop-off only



Scenario D:
Shared drop-off - one operator

3. What story to be told?

- What can the centre offer visitors?
- What should the centre not be?

**The Jacobite Uprising Centre?
or
The Glenfinnan Gateway Centre?**

4. What's a sustainable visitor centre of tomorrow?

- Co2 neutral construction
- Reduce waste and energy
- Promote collective transport
- Promote environmental awareness
- Promote well-being and healthy living
- Promote local produce

What's best for Glenfinnan?

Thank you

