

Tour Guide Operators Registration Scheme

City of Edinburgh Council

Bereavement Service

Jane Matheson

Edinburgh's Historic Graveyards

Greyfriars Kirkyard



St Cuthberts Kirkyard



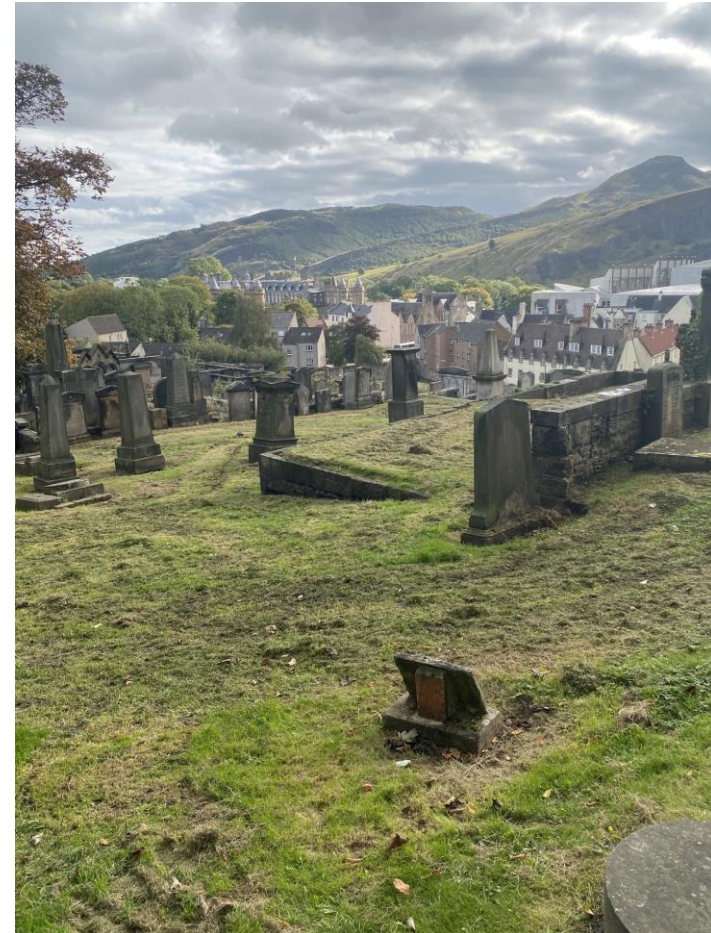
Canongate Kirkyard



Old Calton Burial Ground



New Calton Burial Ground



Greyfriars Kirkyard Graves of interest:

Greyfriars Bobby



Harry Potter, Tom Riddell grave.



Significant
increase in
damage to the
graveyard.







Greyfriars Kirkyard and Old Calton Burial Ground made the top 10 most visited free attractions list, Greyfriars coming in second.

- People counters were installed in all 5 historic graveyards,
- figures were shared with the Moffat Centre
- who recorded and published the information.

TOP 10 FREE ADMISSION ATTRACTIONS* 2022/2021

Owner	Attraction	2022	2021	% 22/21	Diff (22-21)	Category	VS Region
G	National Museum of Scotland	1,974,759	660,592	198.9	1,314,167	MAG	ED
LA	Greyfriars Kirkyard	1,967,871	487,445	303.7	1,480,426	OHP	ED
O	Scottish National Gallery	1,277,230	302,929	321.6	974,301	MAG	ED
LA	Riverside Museum	1,173,242	312,386	275.6	860,856	MAG	GG
RO	St Giles' Cathedral	1,070,683	209,897	410.0	860,786	WS	ED
CT	Royal Botanic Garden Edinburgh	996,597	647,812	53.8	348,785	G	ED
LA	Kelvingrove Art Gallery & Museum	971,412	288,212	237.0	638,200	MAG	GG
G	National War Museum	699,177	277,359	152.1	421,818	MAG	ED
LA	The Burrell Collection	482,984	-	100.0	482,984	MAG	GG
LA	Old Calton Burial Ground	345,851	99,410	247.9	246,441	OHP	ED

*Top 10 Free Admission attractions table does not include Country Park Attractions



Many methods to reduce damage have failed.



- Code of Conduct

APPENDIX A

Cemetery Tour Guide Operator Code of Conduct

1. Written permission must be requested and given by The City of Edinburgh Council to permit a guided tour to visit any of the five historic city centre graveyards managed by the Council. Namely; Canongate, Greyfriars, New Calton, Old Calton and St Cuthbert's.
2. Cemetery Tour Guide Operators must have appropriate Public Liability Insurance and on request make it available for inspection by the Council.
3. A full and sufficient site Risk Assessment must be carried out by the Tour Guide Operator before conducting a tour of a graveyard or cemetery.
4. Tour groups visiting a graveyard listed at 1) must be limited to no more than 36 persons per guide or such other lower number set out in government guidance.
5. The starting and finishing points for graveyard tours must take account of pedestrian flow and any local restrictions.
6. Tour routes must utilise any existing pathway systems to minimise any potential damage to non-protected areas i.e. grass or non-hard-standing areas.
7. Stopping points for the tour must be carefully selected to minimise disruption to other visitors / users of the graveyard or cemetery.
8. Specific care must be taken within graveyards or cemeteries to ensure tours are carried out in a respectful manner and any routes or stopping points should ensure customers do not congregate on any grave areas.
9. Tours occurring between the hours of 9.00pm and 7.00am must be conducted in such a way to keep noise levels to a reasonable level to avoid disturbing neighbouring residents.
10. Tour Guides must whilst in the graveyard or cemeteries abide by any reasonable instruction given by a Council employee.
11. Failure to comply with this Code of Conduct may result in suspension of permission and/or costs for any damage caused being recharged. Any complaints or evidence of damage being caused will be investigated and may result in suspension of the Tour Guide Operator's permission.
12. The Council at its sole discretion may revoke the registration of a tour guide operator not complying with the terms of this Code of Conduct.
13. A scheme users group including relevant stakeholders will be set up by the Council and



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APPENDIX B

Cemetery Tour Guide Operator Donation Scheme

The Council plans to introduce donation boxes to encourage giving to support the maintenance of its graveyards and cemeteries. Tour guides that take their customers to the historic graveyards are well placed to guide their customers to a donation point should they so wish. Initially boxes will be set up in Greyfriars Kirkyard and depending on success these will be expanded to other graveyards. Guidance is as follows.

1. Each Cemetery Tour Guide Operator shall ask their customers if they wish to make a 50 pence donation, varied by annual council review of charges, per each paying customer. Since customers typically visit in pairs or groups the donation points will be set up in increments of £1 to avoid multiple transactions.
2. The income generated will be used by the City of Edinburgh Council Bereavement Services to fund improvements to the graveyards and cemeteries.
3. To encourage customers to participate contactless donation boxes shall be placed by the Council in Greyfriars Kirkyard.
4. Donations made directly to the Council by shall be transferred into the Gov.UK/Pay account of the City of Edinburgh Council Bereavement Services – account information available on request.
5. The Council agrees to maintain confidentiality of commercially sensitive information such as tour group visitor numbers.
6. The Council will monitor success of the Scheme rules as it sees fit including but not limited to the introduction of electronic people counters and spot checks.

PHOTO

Ms Very Long Name Indeed

•EDINBURGH•
THE CITY OF EDINBURGH COUNCIL

**Tour
Operator
2023/2024**

Permit number

123456

This badge was issued by

The City of Edinburgh Council
Bereavement Services
30b Howdenhall Road
Edinburgh
EH16 6TX

and remains their property

It is an offence to display this badge unless in
possession of a valid permit

Company: **Tours R Us**

2021 – 2023 generated approx. £5000 income per annum

2023/24 Scheme

Number of Company
Registrations

235

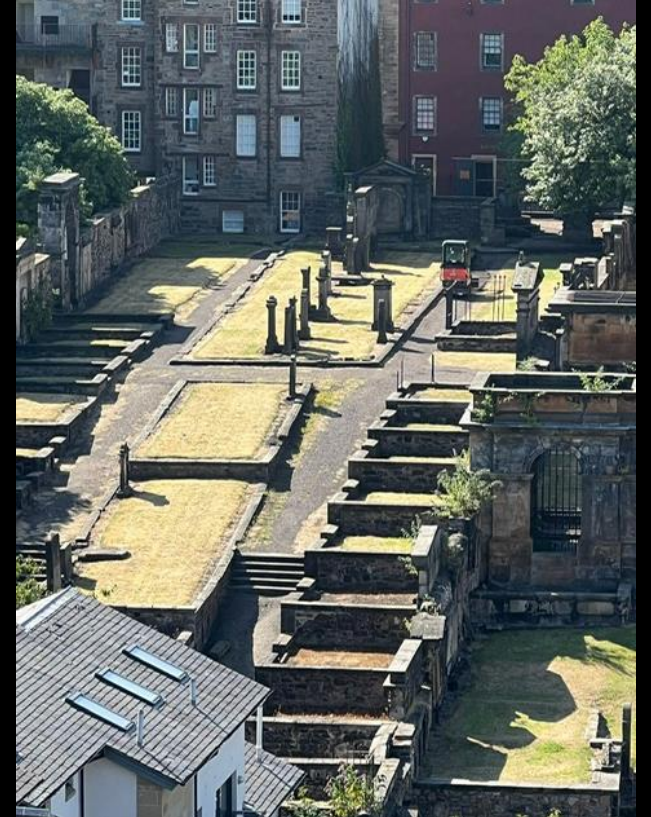
Number of Additional Employee Registrations

101



- New Greyfriars Bobby Statue

- New paths installed in Canongate Kirkyard



Have your say on the future of Greyfriars Kirkyard

A new graveyard conservation management plan is being created by Kirkyard Consulting with funding from Edinburgh World Heritage and the City of Edinburgh Council.

This practical manual will describe how to best care for Greyfriars and scope out a vision for the future management of this world famous and locally loved historic graveyard.

We want to hear your thoughts on how to balance the different roles Greyfriars Kirkyard plays for people today: as a heritage site, urban greenspace, tourist attraction, setting for the church, local community asset and educational resource.

What are the risks and opportunities presented by these different interests?

Here's how to get involved:

- look out for updates on the Greyfriars Kirkyard noticeboard
- join in with future public consultations
- www.facebook.com/KirkyardConsulting
- email: greyfriars@kirkyard-consulting.co.uk



- Conservation Management Plan