

Appendix C PSPO (Touting) 2016 - Year 2 Review

Date	Brief details of complaint/observation
05/10/2017	Traditional Cambridge Tours tout by King's College with banner flag
07/11/2017	General enquiry about touting on King's Parade
24/11/2017	Touts from Varsity Tours on St. Andrew's Street and Christ's Lane
05/01/2018	Came into The Guildhall to complain about a punt tour and lack of information and enforcement about illegal touting
22/02/2018	Observed a punt operator on Garret Hostel Lane (GHL) dropping plastic fast-food container into the river
09/03/2018	Touts on Station Road (talking to tourists at 10:45)
16/03/2018	Tout and Big Issue seller arguing by corner of John Lewis - tout saying they were "running a business from there"
05/04/2018	Complaint about rude punt tout by Grand Arcade. Prepared to give a witness statement to support enforcement action.
05/04/2018	Had received poor service from a punt tour. Review to TripAdvisor rejected as tour was from an unauthorised operator from GHL.
17/04/2018	Alert of touting by snack van at end of Christ's Lane - police in attendance
18/04/2018	Touts on King's Parade - had raised the same complaint back in 2017
20/04/2018	Wants to know what we are doing about touting, especially on King's
08/05/2018	Took an unlicensed punt tour (ticket purchased on Downing Street) and boat was struck: wanted to report a dangerous incident
08/05/2018	Rubbish left on punts
09/05/2018	Submitted copy of an incident report to Cam Conservators and touting on Drummer Street
24/05/2018	Touts outside John Lewis - are we planning to expand enforcement areas?
03/06/2018	Touting by Magdalen College, Great St. Mary's Church and John Lewis
14/06/2018	Touting advertising board outside Great St. Mary's Church
05/07/2018	Touts on Station Road by new hotel (had "Tour Operator" on their backs); touting continues on King's Parade
11/07/2018	Touts still operating on King's Parade (Alumni Tours?)
24/07/2018	Touting by Alumni Tours
02/08/2018	Touting on King's Parade by Granchester Punt Tour touts
07/08/2018	Touts blocking the entrance to the church over the weekend. Police called.