

Appendix A – List of complaints regarding walking tours

| Date received | Time of day | Precis of complaint / Observation / Behaviour |
|---------------|-------------|--|
| 29/05/2019 | 22:52 | Punting tours still being sold on King's Parade and walking tour size issues (50/60 with loud hailers) |
| 30/05/2019 | 00:51 | Complaint about over-crowding in Cambridge due to lack of enforcement on touts and number of tourists. Also lack of toilet provisions |
| 30/05/2019 | 13:59 | Punt and walking tours still being offered on King's Parade and Great St Marty's Church, blocking pavements |
| 01/06/2019 | 23:32 | Touts with boards on King's Parade and Great St Mary's Church, blocking pavements and making a noise |
| 02/06/2019 | 13:58 | Observation on punt tours being disguised as walking tours - Letter sent to Cllr Herbert |
| 06/06/2019 | 13:46 | Complaint about large groups (walking tours) - Email and photos sent to ward councillors |
| 07/06/2019 | 11:54 | Referencing back to 2017 complaint, including report of drug dealing to police and recent half-term visit with grandchildren and issues of walking tours |
| 07/06/2019 | 08:38 | Guided tours on King's Parade blocking the pavement. |
| 07/06/2019 | 08:52 | Complaint about unlicensed traders blocking pavements on King's Parade, Great St Mary's, Regent Street and by railway station |
| 10/06/2019 | 17:14 | Impact of large number of tourists in groups on Cambridge |
| 12/06/2019 | 15:03 | Punt touts now concentrating on walking tours (suggests Garret Hostel Bridge slipway still being used?) |
| 12/06/2019 | 21:56 | Official tour guide complaining about both walking tours and punt touting on King's Parade |
| 12/06/2019 | 22:01 | Congestion around King's College and King's Parade relating to numbers of tourists, walking tours, advertising boards and touting |
| 14/06/2019 | 07:18 | Large groups around various routes in city centre. Touting by train station (walking predominantly). |
| 17/06/2019 | 13:11 | Overcrowding caused by tour touts on King's Parade, by Great St Mary's and King's College |

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| 23/06/2019 | 17:56 | Wide spectrum complaint - antisocial cycling, lack of public toilets, business rates and pop-up shops - which include walking tours and touting (including photos) |
| 25/06/2019 | 13:26 | Touts on King's Parade, by King's College, outside Great St Mary's and near Corpus Clock offering walking tours. Also lack of toilet facilities |
| 25/06/2019 | 16:21 | Official tour guide complaining about large numbers in walking tours - suggests tour guides are registered and groups restricted to 20 |
| 21/09/2019 | 11:28 | Touts now switching to offering walking tours. |
| 25/09/2019 | 08:56 | Resident and blue badge guide, responding to Cambridge News article on Cllr Herbert looking at a "coach tax" - has experienced issues with large walking groups. |
| 22/09/2019 | 22:01 | Tourist from Windsor: Touting, including walking, from train station on to King's College. Photo included of most persistent tout. |
| 24/09/2019 | 10:57 | Presence of touts (including at train station) and large crowds in general |