

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