Scottish Natural Heritage

Sharing Good Practice
Sharing knowledge, skills and experience

Using Visitor Studies to Inform Better Visitor Experiences

Wednesday 24 February 2016, Battleby Conference Centre

Who is it for? All those involved in dealing with the public at sites with a natural heritage aspect. Interpretation professionals; museum & collection managers; countryside site managers.

What is it about? The event will address the best use of visitor studies from large to small scale projects.
- What are visitor studies?
- Where do I start?
- How do I design or contract a good visitor study for my site?
- How do I interpret and apply the results?
- Where can I go for help?

What will you gain from attending?	Valuable networking opportunities and the opportunity to ask questions, discuss and share your own experiences of visitor studies as well as understanding where to start and gaining tips from experienced visitor study practitioners. Avoid the pitfalls and learn from others.
Content:	Presentations and small group discussions to enable sharing of good practice.
Times:	The event will start at 10:00 (coffee and registration at 09:30) and finish at 16:00.
Venue:	Battleby Conference Centre Battleby Redgorton PERTH PH1 3EW Tel: 01738 458551
Organisers:	Scottish Natural Heritage in partnership with Forestry Commission and The Visitor Studies Group
Cost:	Standard Price: £60, Student/Senior Citizen/Volunteer: £30. Lunch & refreshments will be provided.
Booking:	To book a place, please complete the booking form which should be returned to sgp@snh.gov.uk as soon as possible, and no later than **Monday 10 February 2016**; or post to SGP Team, Scottish Natural Heritage, Battleby, Redgorton, Perth, PH1 3EW.
Payment:	See booking form for payment options. Please note that our **preferred option** is by credit or debit card. Please call 01738 458555 with your card details and we shall be happy to process your payment.

Scottish Natural Heritage
Dualchas Nàdair na h-Alba
All of nature for all of Scotland
Nàdar air fad airson Alba air fad

the **Visitor Studies Group**

Forestry Commission Scotland
Coimisean na Coilltearachd Alba