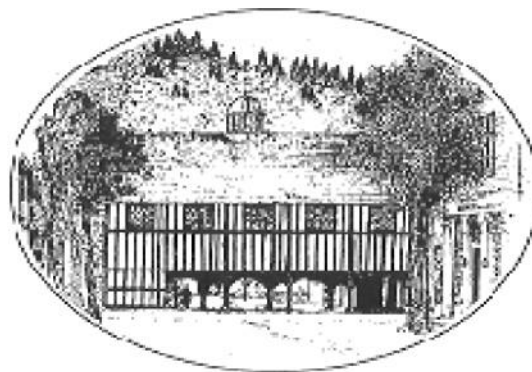




# Powys Integrated Quality Management Research Project 2006 Visitor Survey: Llanidloes



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## Contents

1. Introduction .....	3
2. Visitor profile .....	4
3. Overnight visitors .....	7
4. Visitor behaviour .....	11
5. Information sources .....	14
6. Visitor activity .....	16
7. Visitor satisfaction .....	17

## **1. Introduction**

Visitor surveys took place over a 10 week period between mid July and early September in Llanidloes and the surrounding area, including Llyn Clywedog. A total of 313 surveys were completed, mostly through face-to-face street interviews but also supplemented with some self-completed surveys (in accommodation or visitor attractions). Surveying took place both during the week and at weekends, as part of a wider programme of visitor surveying in several towns in the area. Some of the surveying was deliberately timed to coincide with events like the Llanidloes Air Show, but it was generally spread out over the project timescale.

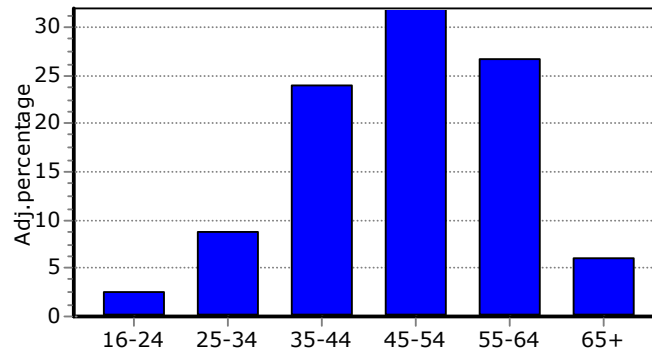
Respondents did not have to answer all the questions if they chose not to. In this report, 'adjusted percentages' describe the percentage of respondents to that question, rather than always the percentage of total respondents. It will be noticed that the 'base' numbers used to calculate the percentages differ in some of the graphs for this reason. 'Frequency' is the number of respondents ticking that box.

Comparisons are made with the 2005 survey which had a smaller sample size of 198 responses. These comparisons may provide an indication of trends but with just two years' survey data either year could be unusual, so data should be considered a potential guide and not the basis for strategic planning.

## 2. Visitor profile

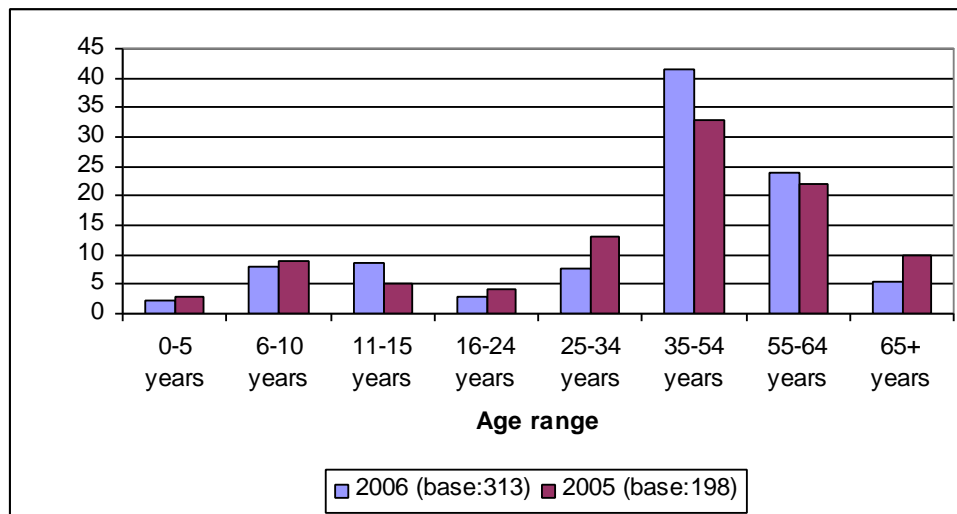
A profile of the respondents to the survey shows that 43% were male and 57% were female. The most frequent age range was 45-54 years (32%) and the majority (83%) were between 35 and 64 years of age.

**Age profile of respondents**



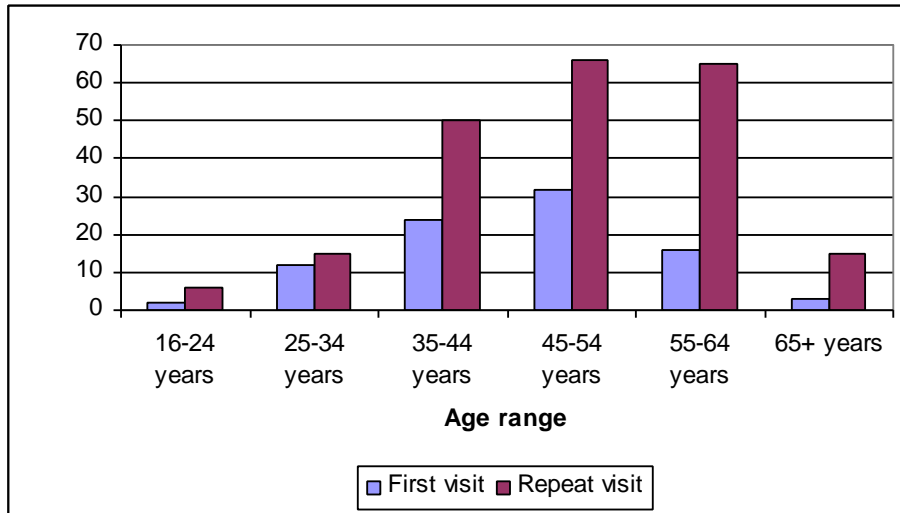
The age profile of the respondent's party indicates that like in 2005, the majority were also between 35 and 64 years of age with 41% being between 35 and 44. Only 19% of all the parties were under the age of 16 (compared with 21% in Llandrindod Wells and 35% in the Dyfi Valley).

**Age profile of respondents' party**



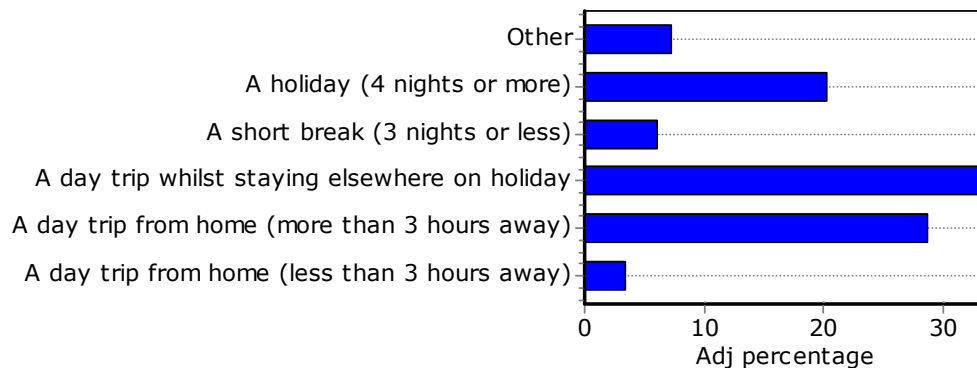
Approximately 29% of the respondents (89 people) were on their first visit to the town with 71% being repeat visitors (in 2005 this figure was much closer with 43% of respondents being new visitors). The most frequent age ranges of new visitors were the 45-54 year olds (36%) and the 35-44 year olds (27%). The majority in all age groups were on a repeat visit, and particularly notable was the number of repeat visitors outweighing new visitors in the 55-64 age group (65 and 16 respectively).

### First visit or repeat visit in each age range



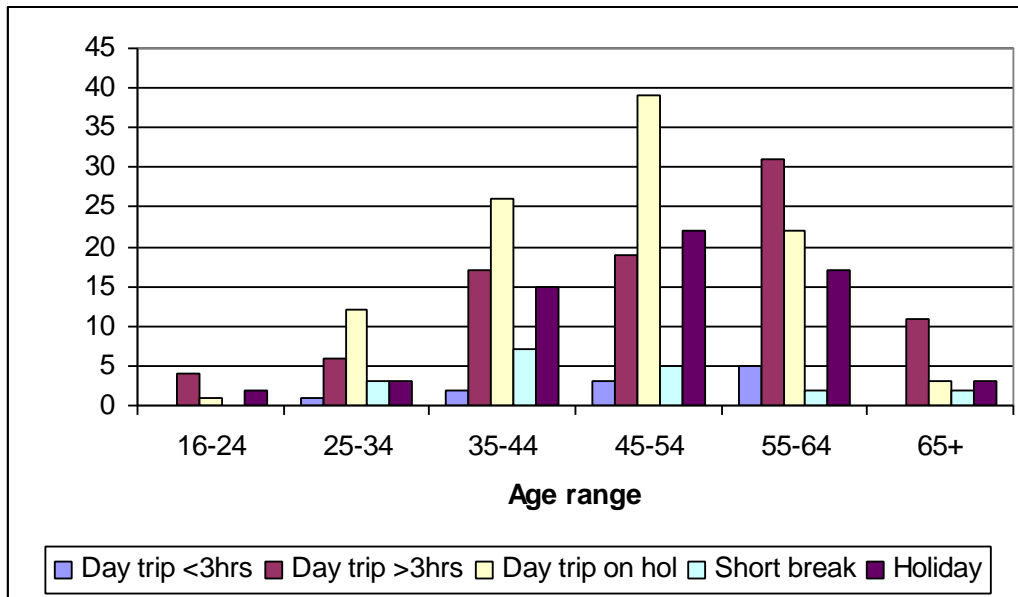
Visitors were asked about the duration of their visit. A third (34%) of respondents were on a daytrip while staying elsewhere on holiday, while 29% were on a day trip from home, more than 3 hours away. In total, 67% were on a day trip while only 26% were on a short break or longer holiday. Of those in the 'other' category, 6 people were walking long distance routes, 8 were touring the area and 11 were 'en route' to somewhere else.

### Duration of visit



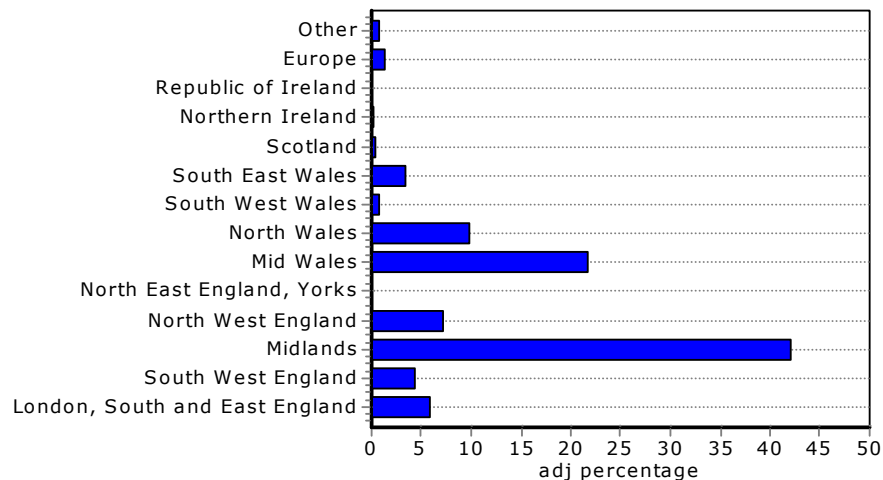
The duration of the visit was examined in relation to the age group of the respondents. This suggested that for the younger age ranges from 25 to 54 year old, the majority were on day trips while on holiday. The majority of the 55-65+ and the 16-24 year olds were on a day trip from home, more than 3 hrs away. The most frequent age range of respondents on short breaks was the 35-44yr olds and the most frequent age range on a longer holiday was the 45-54yr olds.

**Age group of respondent and type of visit to the area**



Visitors were asked where their home was, and for the majority (42%) it was the Midlands. Wales was the next most frequent place of residence (36% of respondents), then the North West of England (7%) and London and the South East (6%). Overseas respondents came from the USA (2), Germany (2), Slovenia (1), Netherlands (1) and Japan (1).

**Respondent's place of residence**



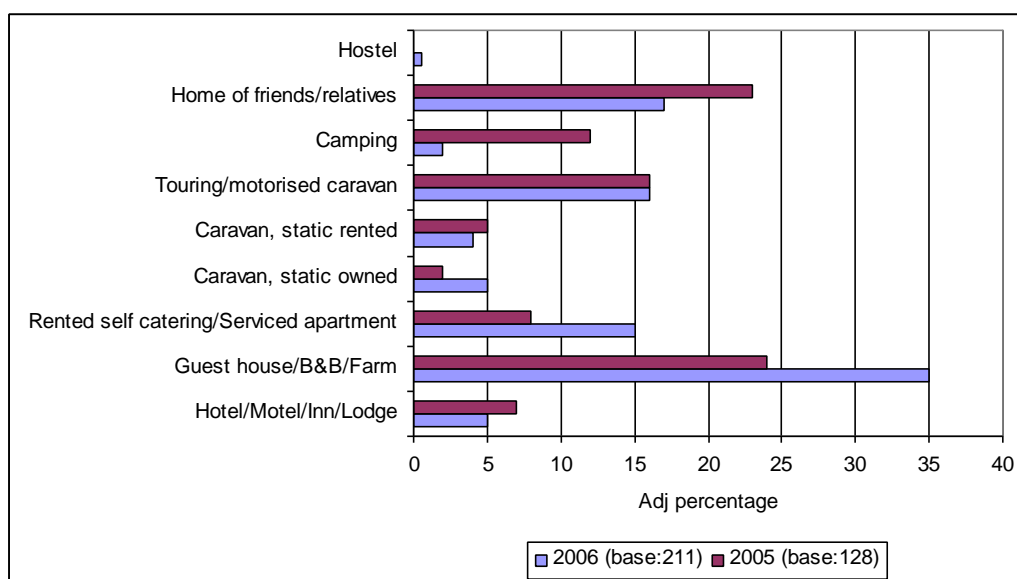
### 3. Overnight visitors

Of visitors that were staying overnight, by far the most frequent type of accommodation used in 2006 was the Guest house/B&B/Farm type (35%). The next most frequent categories were the Home of friends/family, and Touring/motorised caravans. There were more respondents staying in Rented self-catering/ Serviced accommodation in 2006 (15%) than in 2005 (8%).

**Accommodation type of overnight visitors**

Accommodation type	2006		2005	
	Frequency	Adj. %	Frequency	Adj. %
Hotel/Motel/Inn/Lodge	11	5%	9	7%
Guest house/B&B/Farm	74	35%	31	24%
Rented self catering/ Serviced apartment	32	15%	10	8%
Bunkhouse	0	0%	0	0%
Caravan, static owned	10	5%	3	2%
Caravan, static rented	8	4%	7	5%
Touring/motorised caravan	34	16%	21	16%
Camping	5	2%	16	13%
Hostel	1	1.0%	0	0%
Home of friends/relatives	36	17%	30	23%
Boat	0	0%	0	0%
Other	0	0%	1	1.0%
<b>Total</b>	<b>211</b>	<b>100%</b>	<b>128</b>	<b>100%</b>

**Visitor accommodation types, comparing 2006 and 2005**



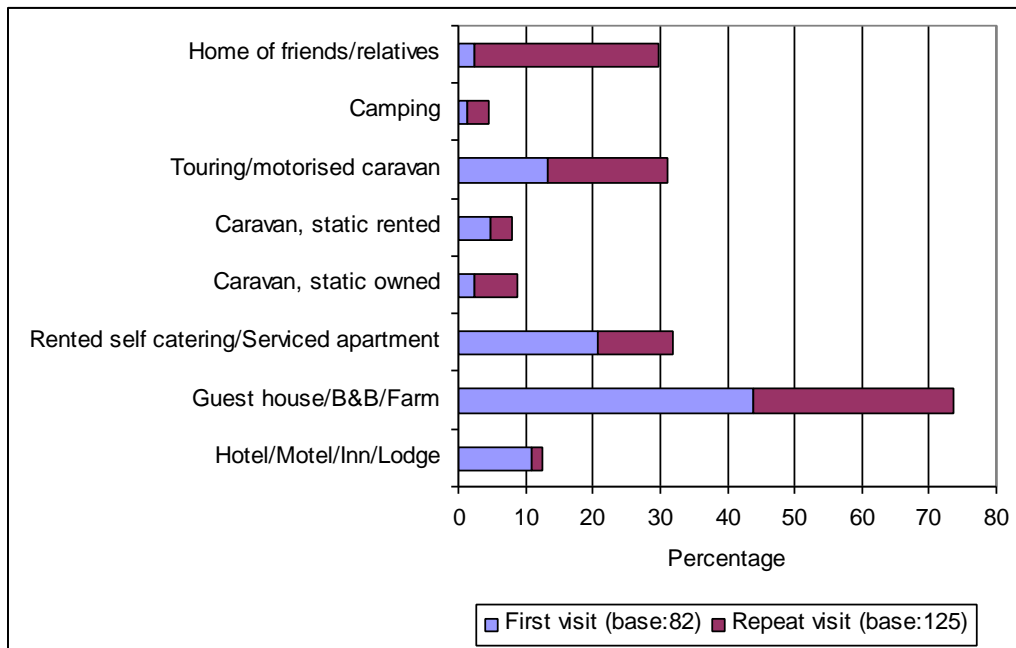
The accommodation type was examined in relation to whether overnight visitors were on their first visit or a repeat visit. The table shows the frequency and the following graph shows the percentage of visitors using the different forms of accommodation and whether they were on a first or repeat visit to the area.

It can be seen that first time visitors were more likely to be staying in Hotel/Inn type accommodation than repeat visitors but less likely to be staying with Friends/relatives or in a Touring/motorised caravan. The most frequent accommodation type for both first time and repeat visitors was the Guest house/B&B/Farm type, and this was the same in Llandrindod Wells.

### Accommodation type for first time or repeat visitors

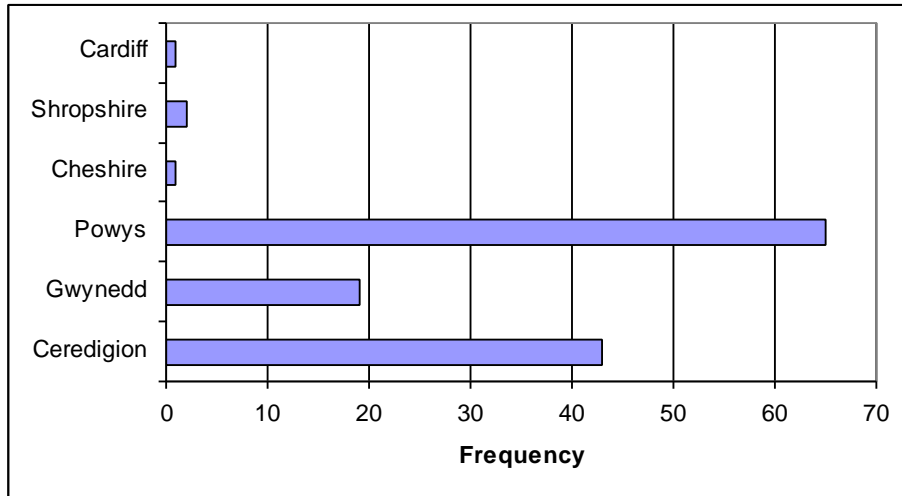
Accommodation type	First visit frequency	Repeat visit frequency
Hotel/Motel/Inn/Lodge	9	2
Guest house/B&B/Farm	36	37
Rented self catering/Serviced apartment	17	14
Caravan, static owned	2	8
Caravan, static rented	4	4
Touring/motorised caravan	11	22
Camping	1	4
Home of friends/relatives	2	34

### Percentage of first time visitors or repeat visitors using each accommodation type



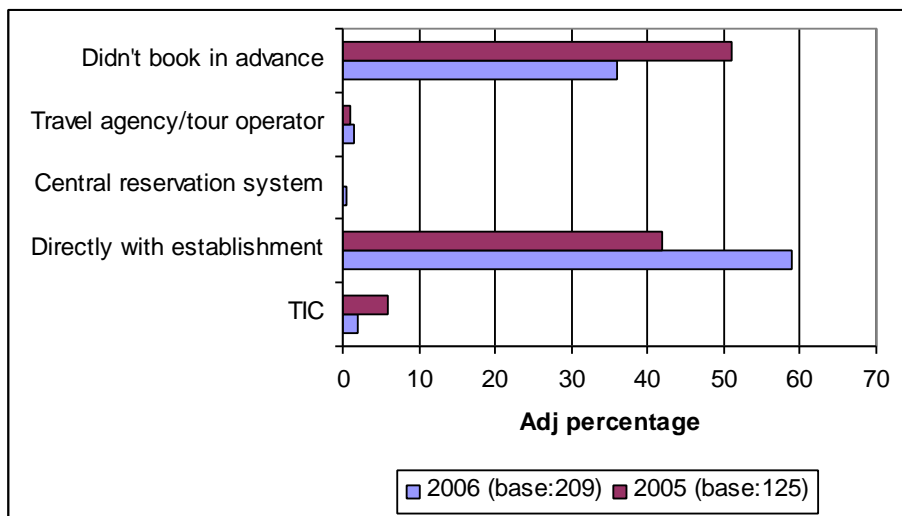
Thirty eight percent of overnight respondents claimed to be staying close to Llanidloes, while 62% were staying further away. The latter were asked where their overnight accommodation was, and this was broadly categorised into the following graph, showing they were predominantly staying in Powys and Ceredigion.

**Place of accommodation for visitors not staying in the Llanidloes locality**



Respondents were asked if they had booked their accommodation in advance of their stay, and with whom. The majority (59%) of respondents had booked directly with the establishment (42% in 2005), while over a third (36%) had not booked in advance (51% in 2005). This pattern of more visitors booking direct and fewer not booking in advance than the previous year is also seen in Llandrindod Wells, where again the majority had booked accommodation directly with the establishment. Use of the Tourist Information Centre (TIC) for booking accommodation was minimal (2 respondents).

**Method of booking accommodation, comparing 2006 and 2005**



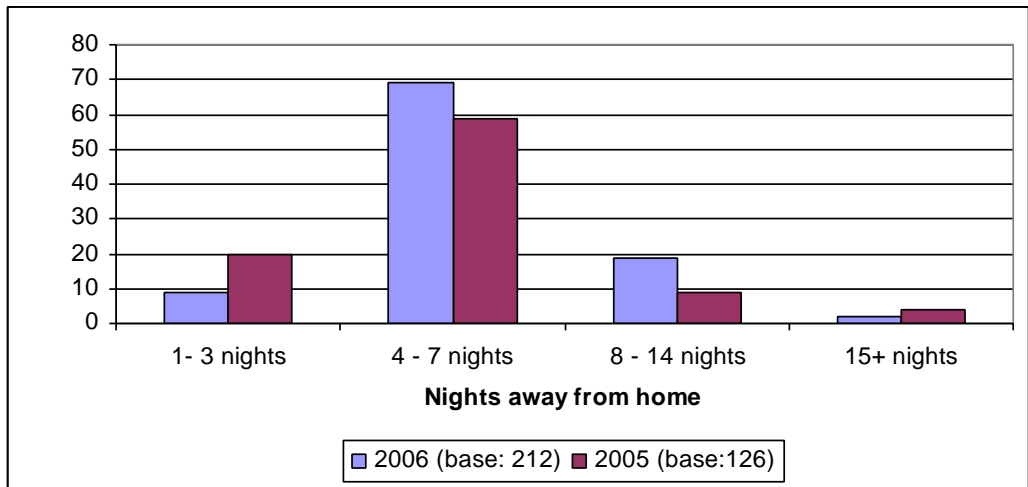
To understand further how visitors used their holiday period, respondents were asked how many nights they were spending away from home. It appears that the majority (69%) of visitors are spending 4-7 nights away from home, while only 9% of visitors were on a short break spending 1 to 3 nights away from home.

**Number of nights visitors were spending away from home**

Number of nights	Nights away from home	
	Frequency	Adj. %
1- 3 nights	20	9%
4 - 7 nights	147	69%
8 - 14 nights	41	19%
15+ nights	4	2%
Total	212	100%

Compared with 2005, slightly fewer respondents were spending 1 to 3 away from home, while slightly more were spending 4-7 nights and 8-14 nights away from home.

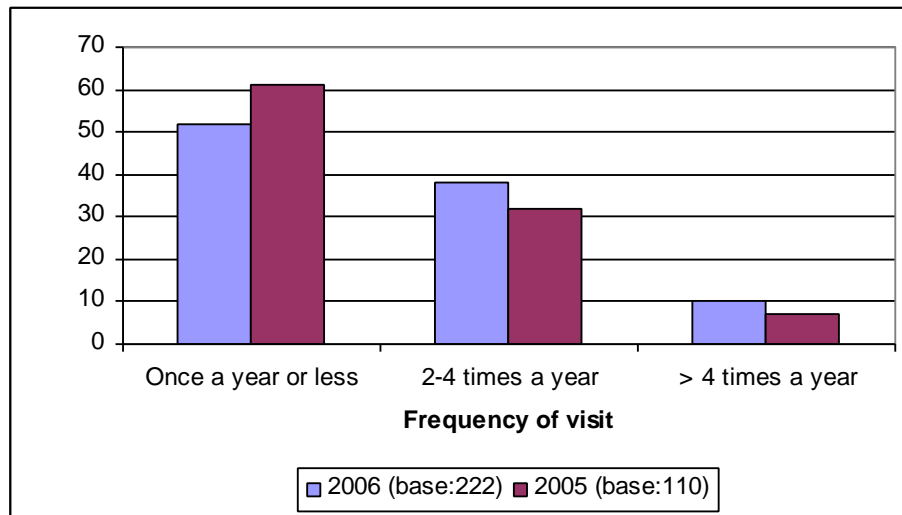
**Comparing 2005/2006 visitor nights away from home**



#### 4. Visitor behaviour

Respondents were asked how often they visited the Llanidloes area, and while 29% were on their first visit, 71% had been before. Of these repeat visitors, just over half (52%) only visited once a year or less, while 38% visited 2 to 4 times a year.

**Frequency of visits of repeat visitors to the Llanidloes area**



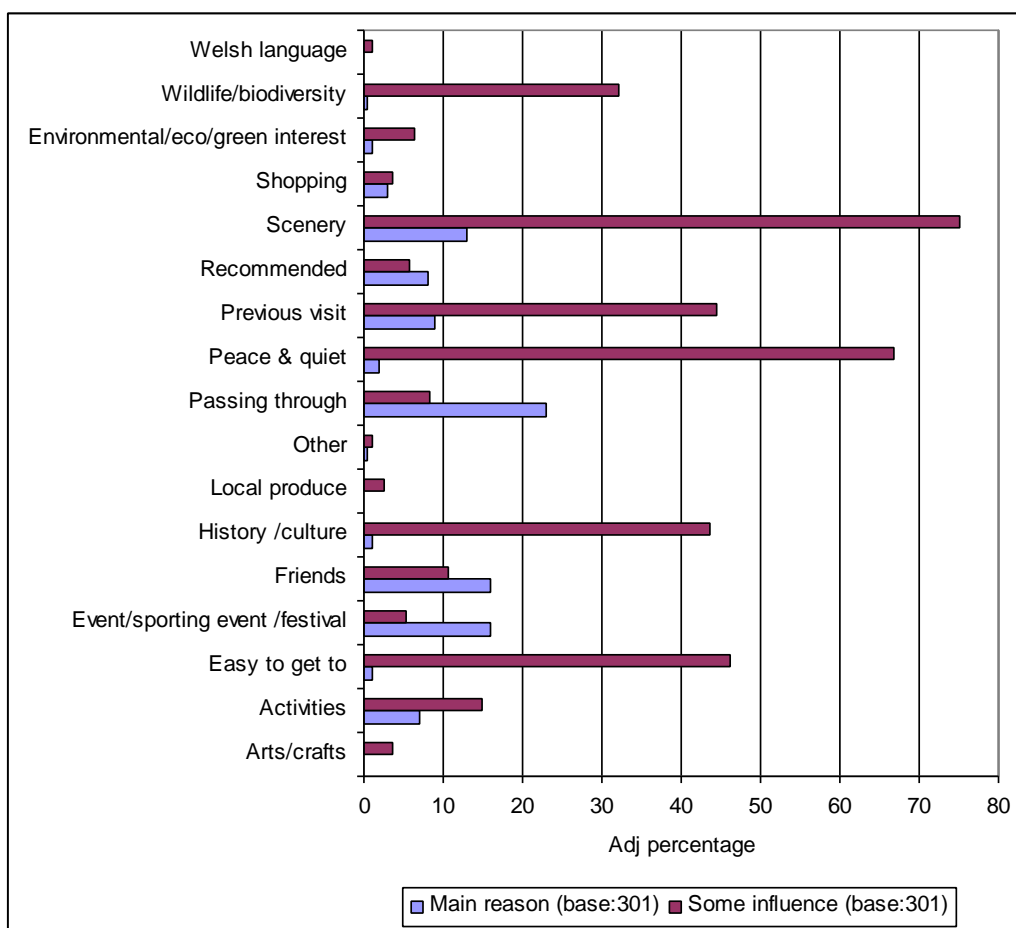
The main mode of transport for getting to the area was by car, van or motorbike for 96% of respondents. This is very similar to the 2005 survey (94%). Six people had walked there (presumably on a long distance trail) and 3 had biked in. Nobody had used public transport.

Respondents were asked to select from a list their one main reason for visiting the area, and separately, any number of secondary influences. The most frequent 'main reason' was that they were passing through (23% of respondents). Other 'main reasons' given were visiting friends and relatives (16%), an event or festival (16%) and the scenery (13%).

The scenery and the peace and quiet were very common secondary influences in visitors' decision to visit the area (75% and 67% respectively of respondents). Notably, also important was a previous visit (45% of respondents), the ease of getting there (46% of respondents) and the history and culture (44%).

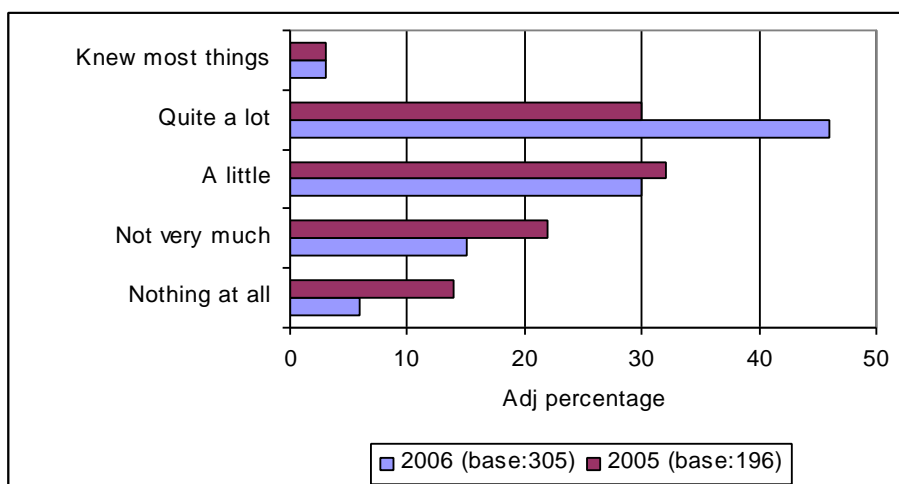
Specified 'other' reasons included tracing family history (1 person).

### The main reason, and other influences in visiting Llanidloes area



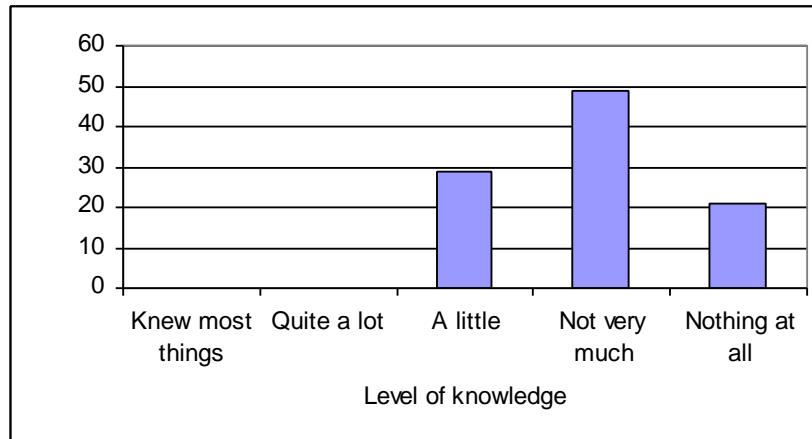
Visitors were asked how much they knew about the area prior to arrival. Bearing in mind that 71% of respondents were on a repeat visit, 46% claimed to know ‘quite a lot’ about the area. This is substantially more than 2005 (30%).

### Prior knowledge of area before visit



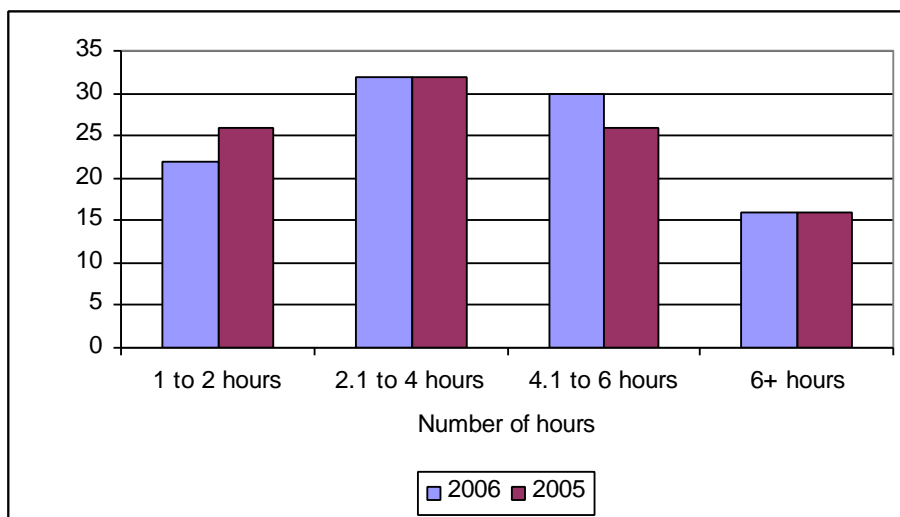
Of the first time visitors, the majority (49%) knew ‘not very much’ about the area before their visit, but only 21% knew nothing at all.

### First time visitors level of knowledge about the area



Respondents were asked to estimate the number of hours they anticipated spending in the area on this trip, and the results proved very similar to 2005. Although nearly a quarter (22%) was spending only 1 to 2 hours there, a considerable number were spending longer, with a slight majority (32%) spending 2 to 4 hours there.

### Number of hours respondents anticipated spending in the Llanidloes area



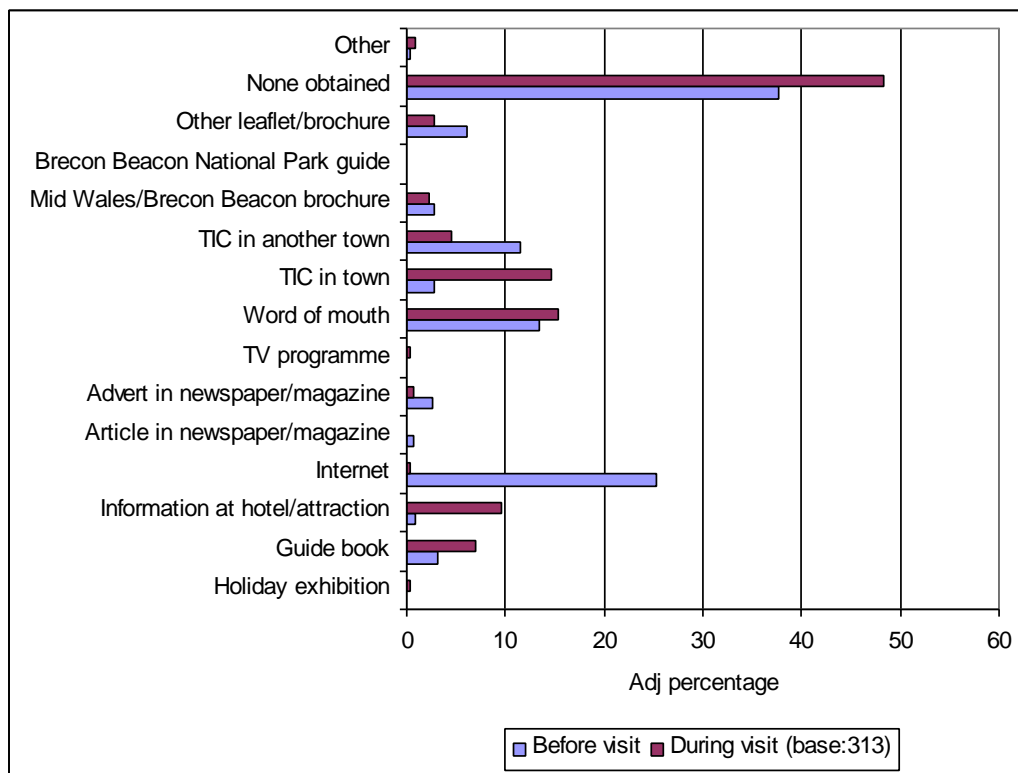
## 5. Information sources

Respondents were asked which, if any, information sources they had consulted before they visited and while they were in the area. Multiple answers were accepted.

The response shows that a large majority of respondents did not seek out any information either before (38%) or during (48%) their visit to the area. Like Llandrindod Wells, research on the internet exceeded any other source of information prior to the visit, and was used by 25% of respondents. Word of mouth (13% of respondents) and a Tourist Information Centre (TIC) in another town (12%) were also commonly used sources prior to arrival.

During the visit, the local TIC was frequently used (15% of respondents) as was information found at the accommodation or attraction (10%). Word of mouth again featured as a resource (15%).

**Sources of information consulted before and during the visit**

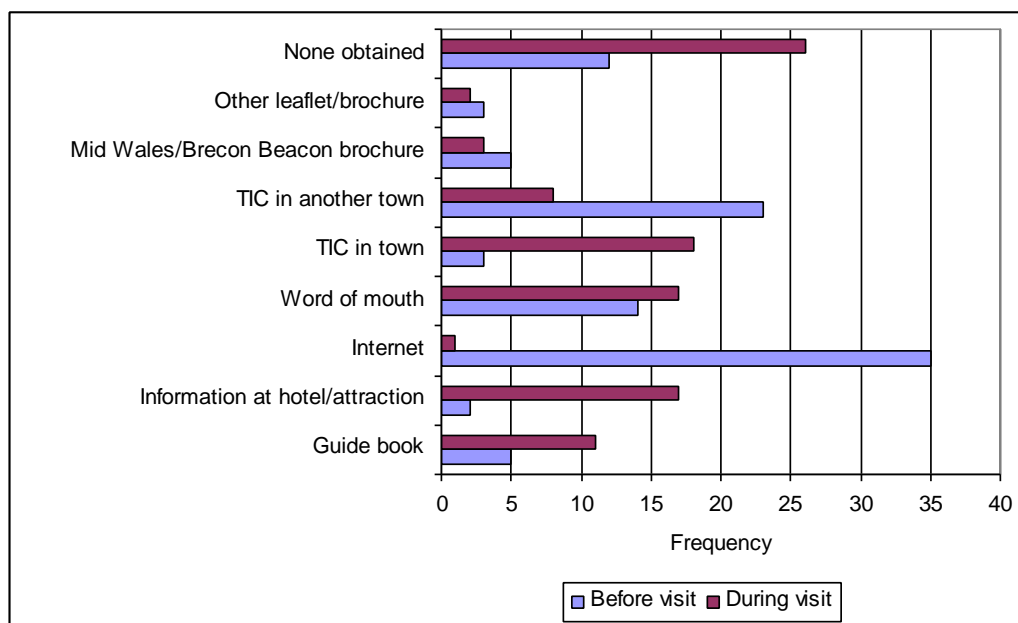


### Sources of information consulted before and during visit (frequency)

Source of information	Before visit frequency	During visit frequency
Holiday exhibition	0	1
Guide book	10	22
Information at hotel/attraction	3	30
Internet	79	1
Article in newspaper /magazine	2	0
Advert in newspaper /magazine	8	2
TV programme	0	1
Word of mouth	42	48
TIC in town	9	46
TIC in another town	36	14
Mid Wales/ Brecon Beacons brochure	9	7
Brecon Beacon National Park guide	0	0
Other leaflet/brochure	19	9
None obtained	118	151
Other	1	3

The sourcing of information by first time visitors was also examined. This highlighted again the prevalent use of the internet and also the importance of collecting information from a TIC in a different town prior to the visit. During the visit, a small majority had not obtained any information, but also important was the TIC in the town, word of mouth and leaflets/brochures at their accommodation.

### Sources of information used by first time visitors



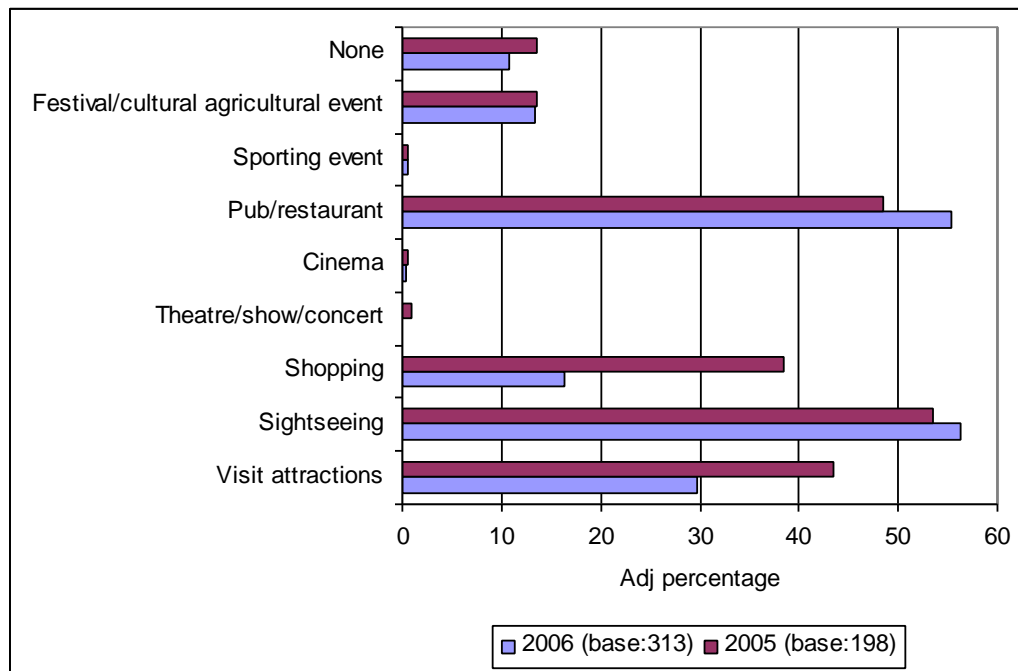
## 6. Visitor activity

Respondents were asked to indicate from a list what types of ‘attraction’ they had been to, or planned to visit while they were in the area. Multiple answers were accepted. Similarly to 2005, sightseeing and visiting a pub or restaurant were the most frequent responses (56% and 55% respectively). 30% of respondents were planning to go to a visitor attraction. Only 11% were not planning on doing anything.

Of those visiting attractions, 3 specified they were going to the Centre for Alternative Technology, 17 were visiting Hafren Forest and/or Llyn Clywedog, and single respondents were en route to the Elan Valley, Trefeglwys Shooting Centre and visiting the town Market Hall.

Events or festivals that respondents were visiting included the Quilting Exhibition in Llanidloes (22), the Royal Welsh Show (7 people), the Llanidloes Air Show (2) and Machynlleth Carnival (1).

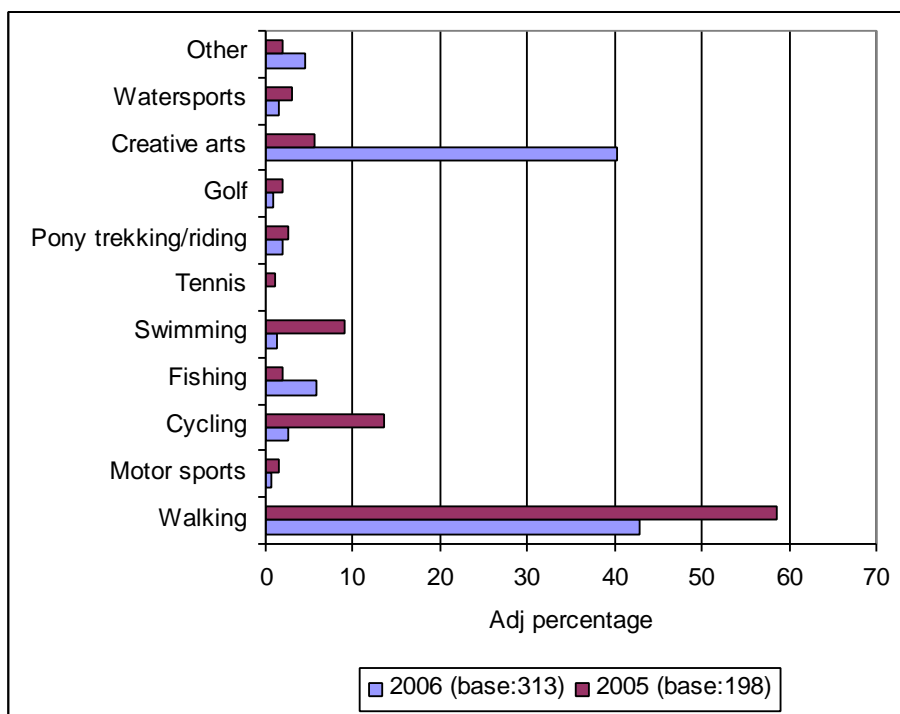
**Types of attractions visited or planned to visit while in area**



Respondents were also asked what activities they planned to undertake or had already undertaken while in the area. Similarly to Llandrindod Wells and Llanidloes in 2005, walking was the main activity planned or undertaken according to 43% of respondents. 2006 showed a substantial increase over 2005 in respondents undertaking a creative arts activity (40% and 6% respectively).

Other activities specified by respondents were wildlife and bird watching (18 people), and shooting (1).

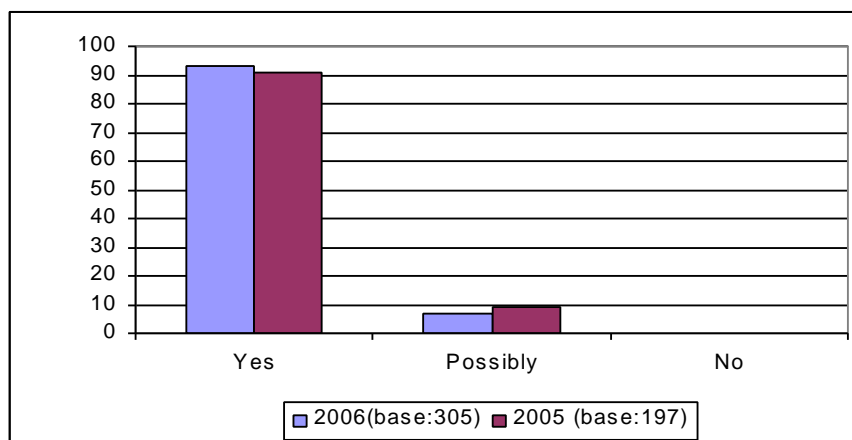
### Types of activities planned or undertaken while in area



## 7. Visitor satisfaction

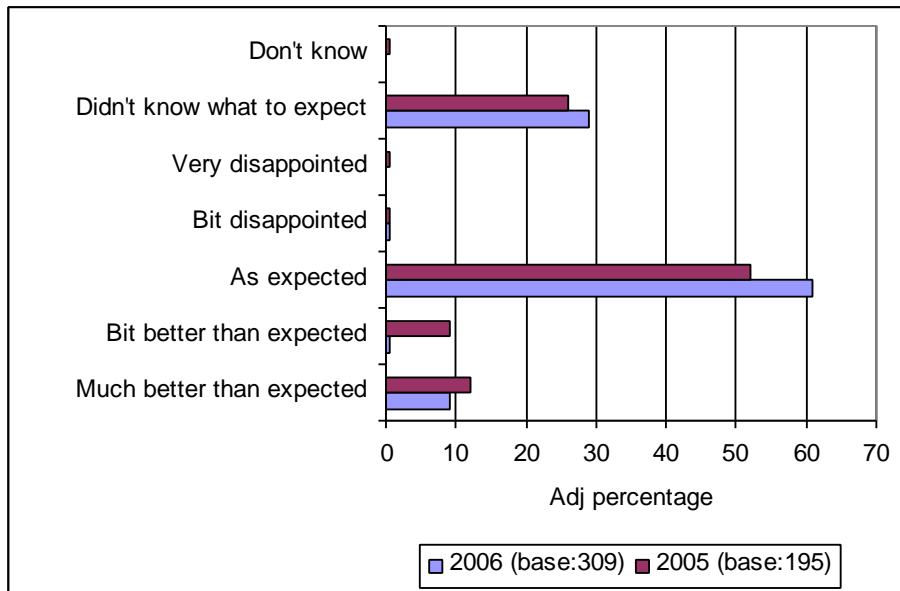
Respondents were asked if they would recommend a visit to the area, and an overwhelming 93% said they would, while the remainder said they might possibly. None of the respondents indicated that they could not recommend a visit. The 2005 data also showed a similar positive response with 91% of respondents saying they would make a recommendation.

### Level of recommendation for the area



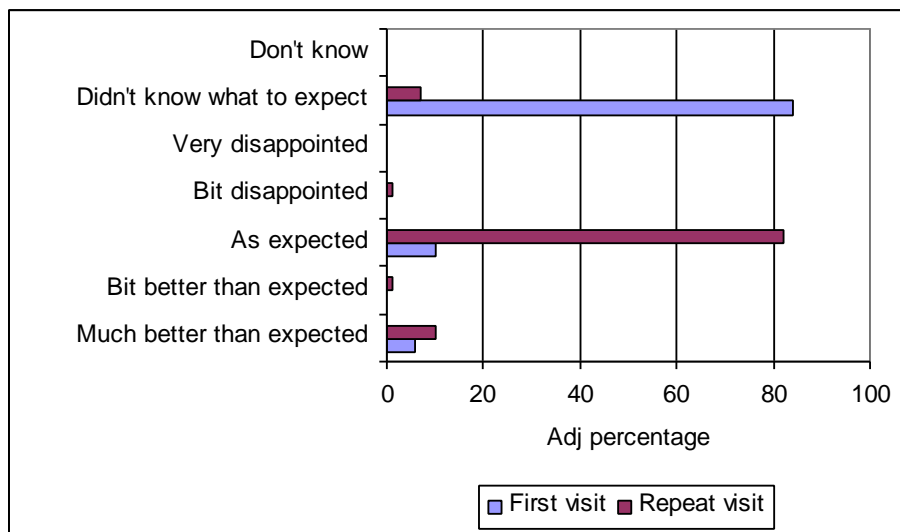
When rating their visit against their expectation, respondents generally found the area as they expected (61%) with 9% finding it better than they expected. Only one person was at all disappointed.

### Level of visitor satisfaction compared with expectation



Of first time visitors, 84% did not know what to expect, and 6% found the area much better than expected.

### First time and repeat visitors' satisfaction compared with expectation



Visitors were asked to comment on why their visit was better or worse than expected, and the following replies were given.

### Why the visit was better or worse than expected

<b>Quilt exhibition</b>
The quilt exhibition was excellent.
The quilt exhibition gets better & better.
The exhibition was excellent again.
The exhibition was better than ever.
We thought the exhibition was better than ever & good value.
The quilt exhibition just gets better every year & we love coming.
We stopped for coffee as it was wet & found the quilt exhibition which is fascinating.
<b>General impression</b>
Nice friendly town with fantastic amenities.
We chose the wrong day coming on air show day.
It was unusual to find free parking in the town.
You have stopped lorries using the main car park.
Parking was easy today for a change.
Been coming for the last 7 years - love it.
Feeling part of the community.
The children liked the market hall.
We were on our way to the coast & stopped here & decided to explore the area.
The place seems a lot livelier.
You have organic shops!
There weren't many baby changing facilities.
There is a lot to see & do in this area which surprised us.
The walking is so under publicised.
Very interesting place for a day visit.
The place looks spruced up & brighter than when I came 2 years ago.
Very welcoming & the amenities were much better than expected.
<b>Clywedog dam</b>
It is nice to be able to get tea at the dam again.
It is nice to see the café open at the dam.
Why are the loos locked at Bwlch y Gle on a bank holiday?
The canoeing is fantastic.
It's nice & safe for children.
It's nice to see the café open again at the dam.
The café at the dam is in an excellent place.
Nice to see a café at the dam.
Now that there is a café at the dam it makes a nice run out for the afternoon.
We have been to Clywedog before but having the kiosk there has made us stay longer this time.
It's nice that there is a café at the dam now.
The Bryntail mine was interesting & Hafren Forest is lovely.
We would like to come back to go round the rest of the lake.

<b>Weather and scenery</b>
The weather is so good.
The good weather is a pleasant surprise.
Fantastic scenery & lots to see.
Views were fantastic.
The views were glorious.
It so friendly and views are fantastic.
Scenery breathtaking.
Lovely weather & beautiful countryside.
Lovely weather & friendly people.
Beautiful weather & scenery.
The weather is fantastic for walking.
Fabulous weather.
It's so quiet & peaceful.
The weather is fantastic & very little traffic.
Very interesting area & wonderful for photography.
The weather is gorgeous & the scenery is wonderful.
The scenery & weather are wonderful.
Fantastic scenery & so quiet.
There were so many birds of prey around.
The scenery is wonderful & there is plenty to see & do.
It surprised us how much there is to see.
Fantastic countryside & so few people about.
The weather was lovely for autumn & the crowds have gone.
The weather was good for testing our catamaran.
The weather is better this year.
Even more beautiful than its description.
The weather was nice & there weren't any kids running around.
Weather was perfect.
The weather is just right for walking.
The weather is good so we are seeing all the sites around the lake & thoroughly enjoying it.
My son likes watching the sailing on Clywedog.
The weather was good for sailing.
The children enjoyed bird watching at the dam.
The quietness is wonderful.
Lots of buzzards flying.
The weather was so good.
Fabulous scenery & less commercialised than the Elan Valley.
Why were the toilets closed?
The weather was good.

Respondents were asked to rate their satisfaction with a variety of aspects of the town under 6 categories: excellent, good, average, poor, very poor, or not applicable. The results are compared with 2005 (note a smaller sample size).

There are notable differences between the years with most aspects being rated more highly than in 2005, and many aspects being considered ‘excellent’.

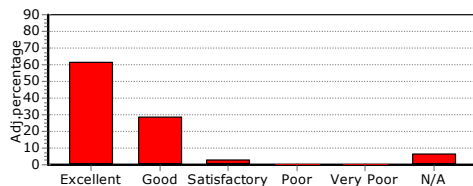
- More respondents thought the feeling of welcome, general atmosphere, friendliness and overall quality of the visit was ‘excellent’ than in 2005.
- The amount of information and its quality was also found to be ‘excellent’ by more people than in 2005.
- The range of attractions and activities, and the quality of events were rated as excellent by the majority of respondents.
- Public services including the availability and cleanliness of toilets, availability of parking and street cleanliness were all rated as more highly than in 2005.
- Pedestrian and road signage was rated as excellent.
- The quality of accommodation was rated as ‘excellent’ and the range of shops and eating places were rated most frequently as ‘good’.
- Public transport was the only aspect rated primarily as poor (though was only relevant to a small percentage of respondents).

### Visitor satisfaction ratings

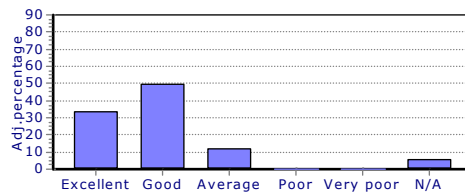
**2006**  
**Visitor satisfaction ratings**  
**Base: 313**

**2005**  
**Visitor satisfaction ratings**  
**Base: 198**

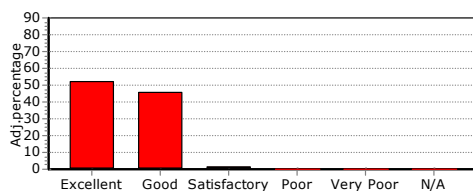
**Feeling of welcome 2006**



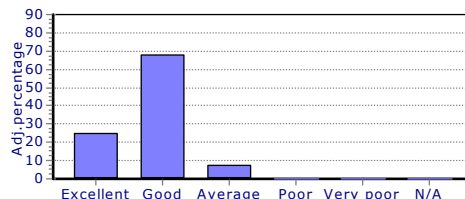
**Feeling of welcome 2005**



**General atmosphere 2006**



**General atmosphere 2005**



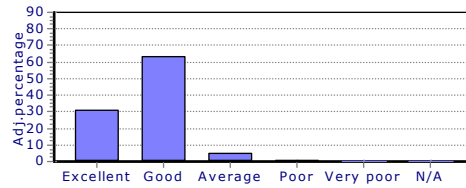
**2006**  
**Visitor satisfaction ratings**  
**Base: 313**

**Overall quality of visit 2006**

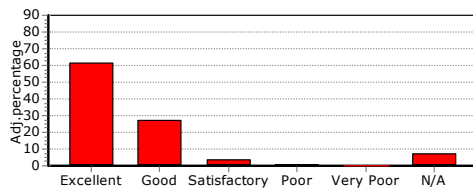


**2005**  
**Visitor satisfaction ratings**  
**Base: 198**

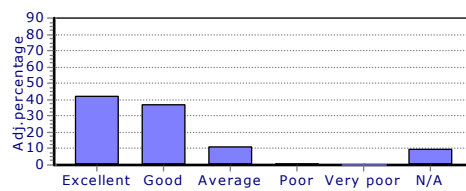
**Overall quality of visit 2005**



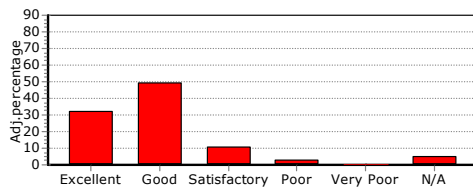
**Friendliness 2006**



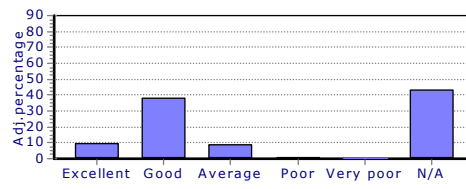
**Friendliness 2005**



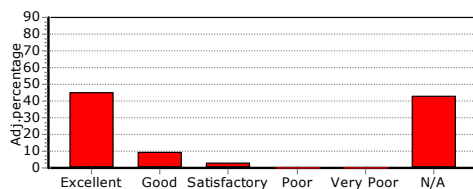
**Amount of information 2006**



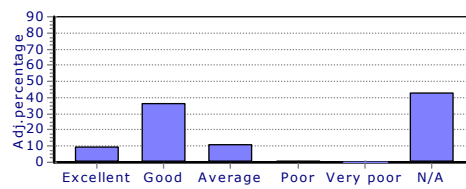
**Amount of information 2005**



**Quality of information 2006**



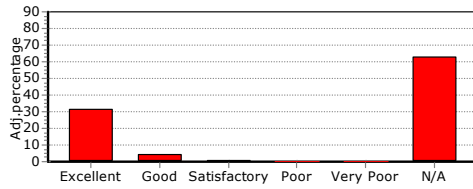
**Quality of information 2005**



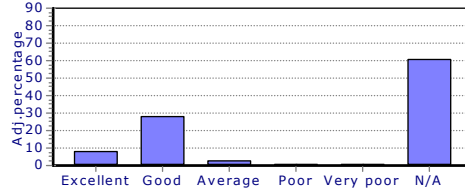
**2006**  
**Visitor satisfaction ratings**  
**Base: 313**

**2005**  
**Visitor satisfaction ratings**  
**Base: 198**

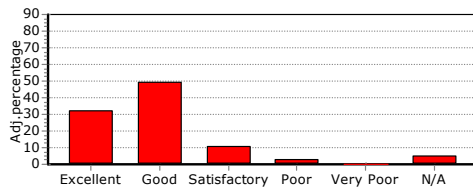
**Quality of accommodation 2006**



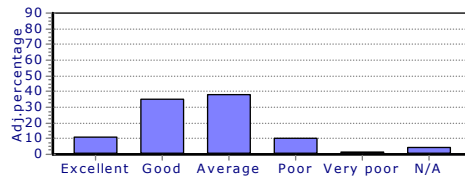
**Quality of accommodation 2005**



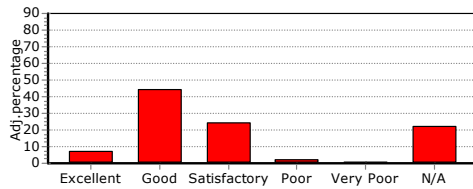
**Availability of parking 2006**



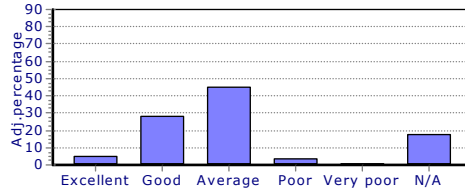
**Availability of parking 2005**



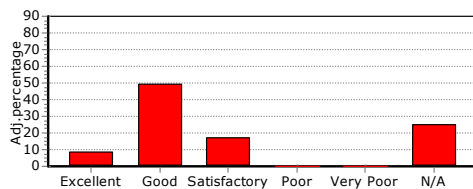
**Availability of toilets 2006**



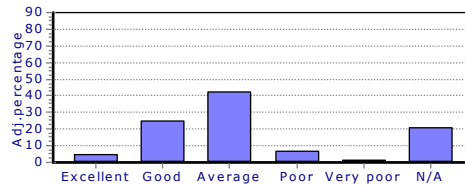
**Availability of toilets 2005**



**Cleanliness of toilets 2006**



**Cleanliness of toilets 2005**

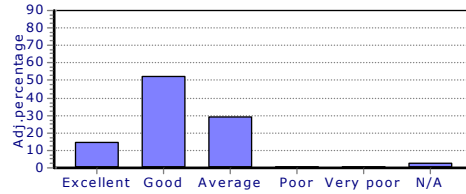
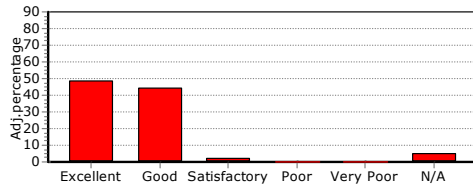


**2006**  
**Visitor satisfaction ratings**  
**Base: 313**

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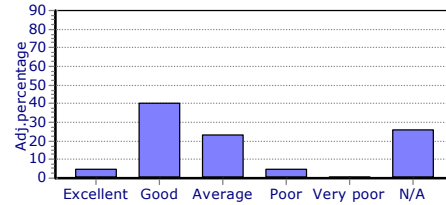
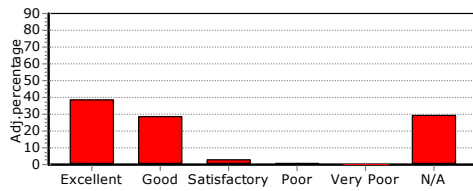
**Cleanliness of streets 2006**

**Cleanliness of streets 2005**



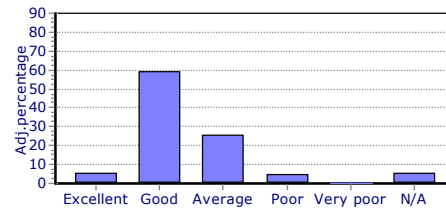
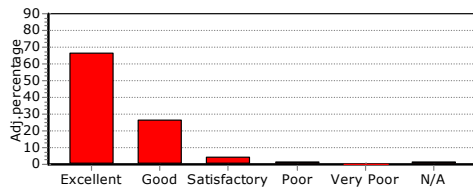
**Pedestrian signage 2006**

**Pedestrian signage 2005**



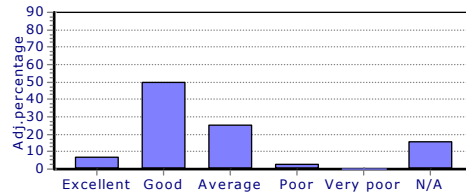
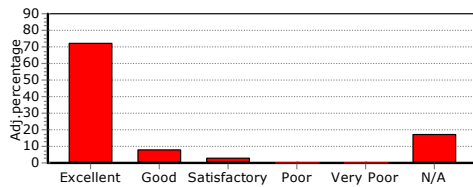
**Road signage 2006**

**Road signage 2005**



**Range of attractions 2006**

**Range of attractions 2005**



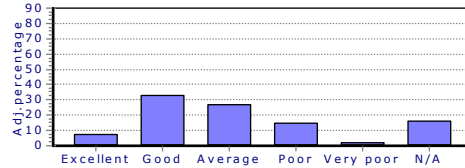
**2006**  
**Visitor satisfaction ratings**  
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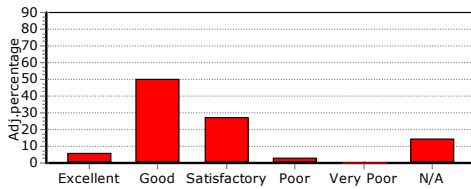
**Range of eating places 2006**



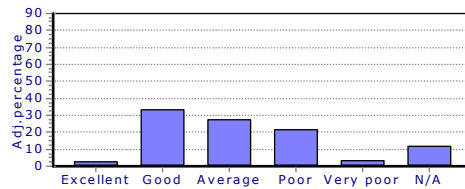
**Range of eating places 2005**



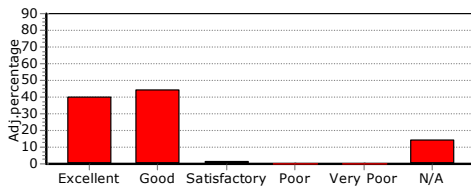
**Range of shops 2006**



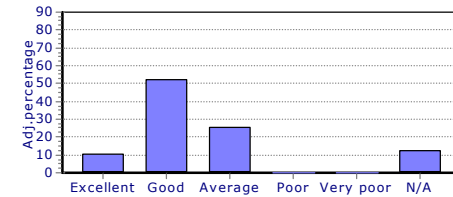
**Range of shops 2005**



**Value for money 2006**



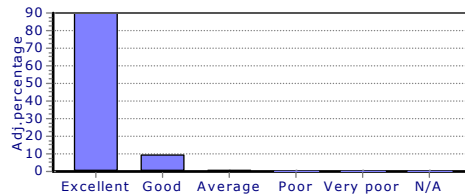
**Value for money 2005**



**Scenery/countryside 2006**



**Scenery/countryside 2005**

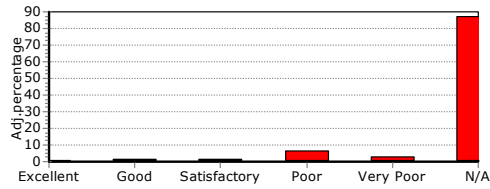


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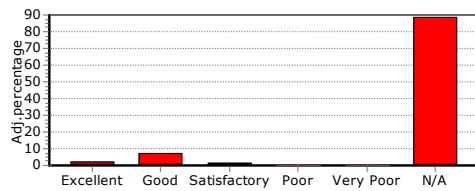
**Public transport services**

Not asked in 2005



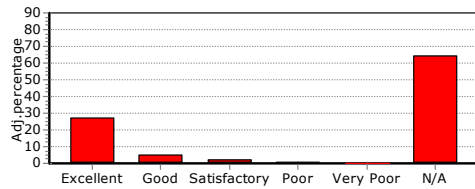
**Recycling facilities**

Not asked in 2005



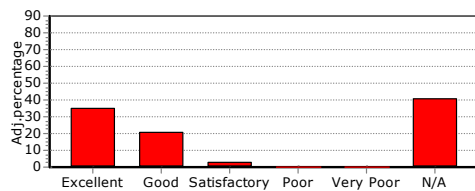
**Quality of events**

Not asked in 2005



**Quality of local food**

Not asked in 2005

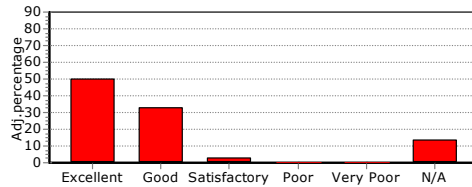


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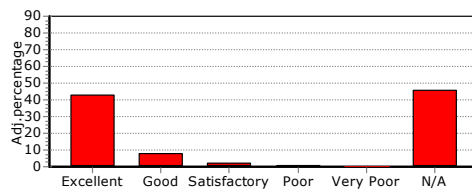
**Quality of service**

Not asked in 2005



**Range of activities**

Not asked in 2005



Respondents were asked to comment on one thing that they felt could be improved, and these were written down verbatim. They have been grouped loosely into categories and highlight a number of common aspects in visitor perception: signposting, general impression, public transport and services, advertising of the area, restaurants and cafes, the TIC, parking and toilets.

**Respondents' suggestions for improvements**

**Signposting**

Better signposting from Newtown.  
 It looks as though some new direction signs are due for the main road to the town.  
 You need better signs from the main road from Llandinam.  
 Some of the car park signs are too close to the car park & you can't turn off in time.  
 Car parking signs need siting well before the turning not on top of it.  
 Car parking signs could be sited better.

**General impression**

As it is the holiday season why were so many places shut on Mondays?  
 We popped into town at lunchtime & the place seemed closed down.  
 It seems to stay shut on Mondays.  
 The town dies at night; it needn't be like Blackpool but it needs some evening entertainment.  
 There isn't a great deal to do at weekends for young people.  
 Not much to do in the evenings but fine in the day.  
 More shops should be open on Sundays.  
 There isn't anything happening on a Sunday.

More to keep the youngsters entertained on wet days e.g. a cinema.  
There isn't much to do if it is wet.  
There is not much for young children to do if it is wet.  
Something to do in the evening on wet days, possibly a cinema.  
Evening entertainment needed.  
Evening entertainment-there is nothing if it is wet.  
Somewhere to go in the evenings.  
There isn't much to do on a wet day with a young kid.  
It doesn't appeal to the under 50s; leave it as it is.  
More to do in the evening.  
More for young people to do in the evenings.  
More nightlife.  
It has nothing for the evenings if wet.  
Not much to do in the evenings.  
It is OK as it is.  
We like it as it is.  
No need for change.  
More seats by the river.  
Recreation area - very small picnic area.  
I've only come for the fishing, no comment.  
It doesn't need improving.  
Don't improve anything.  
It's lovely as it is.  
Better access to Hafrens by Somerfield's.  
More shops like Hafrens.  
Extend Hafrens.  
Somewhere to get a quick drink near the bottom car park.  
Leave as it is - character is what makes the town.  
It doesn't seem very Welsh.  
More bilingualism.  
The dog owners are allowing their pets to foul the sitting area at the Waun lookout.

#### **Public transport and services**

Better public transport especially a better train service.  
Better public transport.  
Better bus services in all directions.  
An integrated train/bus service.  
Improve public transport in the holiday season at weekends.  
We have to bring the car as the public services are so poor.  
The train service to Caersws is hopeless & unreliable-improve the system & more families might come.  
Better public transport, especially train services.  
We couldn't find any recycling points.  
A recycling facility in the bottom car park by the river.

#### **Advertising**

Better advertising of the show.  
More info about specific events or attractions.  
The season is very short in Mid Wales - why not consider extending it into September more.

Publicise it more - the walking is superb.  
Advertise yourselves better.  
It is so under sold.  
Advertise the scenery more.  
Better sign from Newtown.  
Advertise it better.  
Promote the quilting exhibition much more.  
Its fine as it is.  
It's such a well kept secret.  
Promote the local food more.  
You keep the town very quiet; it should be advertised more.  
We didn't know about it until someone in Corris told us about it.  
It is easy to overlook; more publicity.  
Advertise the area much more.  
Boost the advertising.  
Publicise it more.  
Advertise more.  
Promote the area a lot more.  
Welsh food needs to be pushed more.  
The area should promote itself more vigorously.  
I think not enough is made of the walking trails in Mid Wales.

#### **Restaurants/cafes**

There are enough people around to have the kiosk open.  
The kiosk could open on Mondays in the season.  
It was a pity the kiosk was shut.  
Open the Red Kite Café everyday in the season.  
The café ought to open all the time (lookout).  
We could have done with the café being open.  
Café at Bwlch y Gle.  
More restaurants for midday meals.  
A coffee bar at the exhibition.  
Mid range eating places in the evening; more choice.  
The café at the lookout should be open every day.  
More cafés like the bistro.  
A café or van at Bwlch y Gle - we knew there was a café at the big dam.  
More cafés in the locality.  
Picnic tables at Bwlch y Gle.  
A greater choice of eating places like the bistro.  
The café at the lookout needs to operate every day in the season.  
A café at Bwlch y Gle.  
The cafés are a bit small & crowded.  
Evening eating places & a wine bar.

#### **TIC**

An information point at Bwlch y Gle.  
What happened to the little tic in town?  
Where has the tourist office gone to?  
Don't move the TIC; it is an asset where it is.

**Parking**

Parking for motor bikes.

More parking areas.

Parking in town.

The car park area at the library lets the place down.

Car parking - there was a huge lorry taking up too much room.

Parking at the Gro.

The Gro rather lets the place down.

The Gro always looks a mess.

Parking could be better.

The Gro needs sprucing up.

The car park by the river needs smartening up.

The main car park is very shabby.

The Gro is so shabby.

Better parking.

More parking.

Parking but today is probably exceptionally busy.

More free parking.

Smarten up the Gro.

The Gro is not a good introduction for visitors, it needs tidying up.

Parking facilities.

The bus shelter at the Gro lets the place down.

Parking.

**Toilets**

Why were the toilets closed on bank holiday at Bwlch y Gle?

The toilets need more cleaning.

A lot of toilets are shut over the holiday.

Open the public toilets at Bwlch y Gle.

Open the toilets on bank holiday.

The toilets are closed at Bwlch y Gle.

Open the toilets at Bwlch y Gle or at least put up a sign saying they are shut.

The toilets generally in this area need better servicing.

Why are the toilets locked at Bwlch y Gle especially on bank holiday?

It is a bank holiday so the toilets are locked at Bwlch y Gle.

Why are the loos locked on a bank holiday?

See that the public lavatories are opened on bank holidays.

Open the public toilets at bank holidays.

Open the toilets at Bwlch y Gle.

The public toilets were shut at the dam.

Better toilets that are serviced regularly.

More baby changing facilities in public toilets.

My wife thinks the ladies loos could be cleaner & lavatory paper more plentiful.

Public toilets need better attention.

Better toilets in the town.

Cleaner public toilets & sufficient lavatory paper.