

16 July 2025

Dear

ATISN 24872

Information requested

Thank you for your request which I received on 27 June 2025. You asked for:

1. Annual visitor numbers for Caernarfon, Conwy, Harlech, and Beaumaris Castles from 2022 to the most recent year available.
2. Annual gross and net admission revenue for the above sites from 2010 to the most recent year available.
3. Details of major capital or redevelopment works carried out at these sites since 2010, including:
 - Project names and brief descriptions
 - Dates of work
 - Budget or cost information
 - Objectives or intended outcomes (where available)
4. Any internal assessments, reports, or public consultation summaries relating to the impact of major developments on heritage interpretation, visitor experience, or the authenticity of the sites.
5. Visitor feedback reports, satisfaction surveys, or marketing strategies produced for the four castles from 2015 onward.
6. Accessibility Improvements implemented at the above sites since 2010.

You requested to receive this information in digital format.

Our response

The information you requested is enclosed.

1. Annual visitor numbers for Caernarfon, Conwy, Harlech, and Beaumaris Castles from 2022 to the most recent year available.

Cadw publishes information about visitor numbers in its annual report which can be found here: [What we do | Cadw](#)

The table below provides specific visitor numbers for the sites requested.

Site	Total visits 2022-2023	Total visits 2023-24	Total visits 2024-2025
Beaumaris	86,447	91,365	82,249
Caernarfon	160,082	174,773	155,109
Conwy	227,070	230,982	219,589
Harlech	106,151	106,944	93,928

2. Annual gross and net admission revenue for the above sites from 2010 to the most recent year available.

The net admission income figures for financial years are available from 2012-2025 and are provided in Annex A. Unfortunately, this data is not available prior to 2012.

3. Details of major capital or redevelopment works carried out at these sites since 2010, including:

- **Project names and brief descriptions**
- **Dates of work**
- **Budget or cost information**
- **Objectives or intended outcomes (where available)**

The following table provides a summary of the major developments since 2010 at the monuments requested:

Monument	Completion	Cost £m
Beaumaris Castle		
Chapel Tower Roof	2017	0.1
Visitor Centre extension	2020	0.1
Caernarfon Castle		
Kings Gate - Castell Caernarfon — The King's Gate Project Cadw	2024	5.5
Conwy Castle		
Visitor Centre & Bridge	2012	0.2
Visitor Centre & Bridge - improvements	2013	0.1
Harlech Castle		
Visitor Centre (including café, bridge, adjoining car park, visitor centre & apartments)	2019	6.0

4. Any internal assessments, reports, or public consultation summaries relating to the impact of major developments on heritage interpretation, visitor experience, or the authenticity of the sites.

A search of our records has identified the following heritage impact assessments that fall within the scope of your request:

- Annex B - Heritage Impact Assessment – Beaumaris Castle – Visitor Centre Facilities
- Annex C – Heritage Impact Assessment – Caernarfon Castle – King's Gate
- Annex D – Heritage Impact Assessment – Castell Conwy - Guardings

5. Visitor feedback reports, satisfaction surveys, or marketing strategies produced for the four castles from 2015 onwards.

Cadw undertakes research directly on our properties in care, either to inform and complement our ongoing conservation and maintenance programme, or to support our interpretation and presentation activities.

Research on visitor feedback can be found on the Cadw website at: [Research | Cadw](#)
Other research exploring the reasons for visiting heritage sites can be found at: [Research | Cadw](#)

You may also wish to note wider research on valuing the historic environment which can be found at: [Research | Cadw](#)

6. Accessibility Improvements implemented at the above sites since 2010.

The following access improvements have been undertaken at the sites requested since 2010:

- Installation of lift to top of Kings Gate at Caernarfon Castle (2024)
- Improvements to existing levels to improve level access, Harlech Castle (2022)
- Installation of level access bridge at Harlech Castle (2015)
- Installation of access bridge at Caernarfon Castle (2012)
- Installation of Disability Discrimination Act chair lift to upper ward, Caernarfon Castle (2012)

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,