

Dear

ATISN (27546) Cadw daily admissions and advance booking data

Information requested

Thank you for your request which I received on 21 September 2026. You asked for daily admissions and advance booking data for the following Cadw sites for the period 1 September 2024 to 31 August 2026 (729 days):

- Caernarfon Castle
- Conwy Castle
- Caerphilly Castle
- Beaumaris Castle
- Chepstow Castle
- Raglan Castle

Our response

From my preliminary assessment I estimate that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to answer your request. The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it.

In order to provide you with the information that you have requested would require running reports to collate the data held into a useable format. This process took over one hour to complete for the data for one day. As you have asked for data covering 729 days, I have decided not to provide you with the information you have requested.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. Monthly reports are more easily retrievable if this would be of use. If you do refine your request in this way, this will be treated as a new request.

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