



## Requests for Heritage Management Information

New Lanark Trust is an independent registered charity. As such we have very limited management resources, and find it difficult to respond to the increasingly large numbers of requests we receive for information about our approach to heritage management, how we operate the site, our tourism business and other commercial activities, our visitor numbers, survey information, etc. etc. In an attempt to control this, we have prepared this information sheet.

New Lanark is a complex site. You cannot expect to see it properly in a couple of hours, and we cannot, and will not, answer questions about the way it is managed in a short interview over the phone, or by filling in complicated questionnaires. The most important thing you can do to learn about the way New Lanark operates is to visit the village, and preferably to stay here either in the New Lanark Mill Hotel, or the New Lanark Youth Hostel, and avail yourself of the wealth of information provided on site, in the various exhibition galleries, and in the resources and publications available.

In addition to the many resources and publications listed on our website, it is possible to obtain a copy of New Lanark Trust's latest Accounts/Annual Report, by writing to The Director, and enclosing payment of £25.

Two documents are attached, an article entitled *Regenerating New Lanark*, which gives an overview of the way in which New Lanark is currently managed, and our arrangements for Group Visits & Seminars for Colleges & Universities.

Other key documents for those interested in the process of nomination for World Heritage Status are *New Lanark World Heritage Nomination Document (Historic Scotland 2000)* available from New Lanark Trading - [trading@newlanark.org](mailto:trading@newlanark.org) - and *Operational Guidelines for the Implementation of the World Heritage Convention (UNESCO 1999)* available from the UNESCO World Heritage Centre, 7 Place de Fontenoy, 75352, PARIS 07 SP, France, [wh-info@unesco.org](mailto:wh-info@unesco.org).

For those with a commercial or professional rather than an academic or educational interest, e.g. consultancy firms using New Lanark as a case study or comparator site when preparing feasibility studies for other heritage/museum enterprises, we can offer an in-depth consultancy session with members of our senior management team at a cost of £300 plus VAT for a half day, or £500 plus VAT for a full day. If you are interested in obtaining more details about this consultancy service, please write to the Director at the address given below.

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