

Volunteering info

Go Tweed Valley Visitor Information Centre, Peebles

Opened in November 2022, the [Go Tweed Valley Visitor Information Centre](#) on Peebles High Street is a welcoming space run by Visitor Centre Manager, Sarah McNeil. It serves as a hub for visitors, locals and around 100 [Tweed Valley Tourism BID](#) (Business Improvement District) businesses.

Who uses the Visitor Information Centre?

The Visitor Centre serves many different audiences.

It's a place for tourists to come and discover more about local eateries, shops, events, attractions and experiences across the Tweed Valley, as well as being a shop window for local Tourism BID businesses.

Locals can use the centre to learn more about walking routes, events, activities and more – and there are invaluable resources for people moving to the area or staying with family and friends.

What's in the Visitor Information Centre?

Nestled in the corner of the centre is a reading area stocked with local books, maps and publications for visitors to use as reference. Along with an iPad featuring the Go Tweed Valley website, these resources are designed to inspire and surprise visitors, as well as shine a light on the wealth of activities available in the valley.

A map of the Tweed Valley on one large wall acts as a great starting point for further conversations. Highlighting the major towns and attractions – as well as waymarked routes around the area on foot and by bike – it's a valuable reference tool with many links to the promotional leaflets that sit beneath it.

In a prominent position on the back wall, a large television screen features a rolling playlist of promotional reels from our tourism businesses. From spa hotels to bike festivals, golf courses to tree-top adventures, these videos give a visual flavour of life in the Tweed Valley.

Wall and window displays featuring products, art, maps and other themed resources that promote the Tourism BID businesses (and tie-in with Go Tweed Valley's seasonal campaigns) are the centrepiece to this vibrant space. They showcase the best of our local businesses and are inviting to those who pass by the window.

There is no retail offer at present at the Visitor Information Centre – this remains under review.

Role of volunteers

Like the Visitor Centre Manager, our team of volunteers are the first point of contact with visitors, locals and tourism business representatives who walk through the door. They are local ambassadors for the Tweed Valley and are passionate about promoting the area as a world-class activity destination.

Friendly and professional at all times, volunteers can use both the physical and digital resources to hand to share information and signpost visitors appropriately.

And in a world in which so much information can be discovered online, the volunteers are also there to provide the personal touch – after all, you can't beat a recommendation from a local expert!

Visitor Information Centre opening hours

Wed to Sat, 10am to 3pm (November to March)

Tues to Sat, 10am to 4pm (April to October)

Contact

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