

Domestic Sentiment Tracker: February 2023

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UK Results





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Introduction

- VisitEngland, VisitScotland and Visit Wales have commissioned a Domestic Sentiment Tracker to understand the impact of major events, such as the cost of living crisis and Covid-19, on the UK public's intent to take overnight trips, both within the UK and abroad.
- The survey addresses areas, such as: current attitude to travel (incl. concerns around travel and reassurances needed from the tourism sector), intentions of UK residents to travel for day trips, short breaks and holidays, when they plan to book and when they plan to go on their trip, as well as the destination, type of location and accommodation for their intended trip.
- This tracker is based on a UK nationally representative sample of 1,500 adults aged 16+, with additional boosts for Scotland and Wales.
- Fieldwork tends to take place at the start of each month and this wave's fieldwork was conducted between 1st-7th February 2023
- The results (both, reports and data tables) are made publicly available and updated each wave at the following website:

https://www.visitbritain.org/domestic-sentiment-tracker



Definitions used within this report

In this report, we look at the behaviour and attitudes of a number of separate audiences depending on when they intend to take an overnight domestic trip.

- February to March 2023 Intenders: Residents of the UK who claim their next domestic overnight trip will take place between <u>February and March 2023</u>
- April to June 2023 Intenders: Residents of the UK who claim their next domestic overnight trip will take place between <u>April and June 2023</u>

We also segment respondents by life stage and use the following definitions:

- Pre-Nesters: Aged 16-34 without children in household
- Families: Aged 16-64 with children in household
- Older Independents: Aged 35-64 without children in household
- Retirees: Aged 65+



February 2023: Scorecard of Key Metrics

Key Metrics	February 2023	Change since January 2023		
% of UK adults stating 'WORST IS STILL TO COME' in regard to cost of living crisis	62%	-9%*		
Proportion intending a UK overnight trip at any point in the next 12 months	72%	+2%		
Proportion intending an overseas overnight trip at any point in the next 12 months	51%	-1%		
Preference for UK over overseas in the next 6 months (vs pre-pandemic)	36%	+5%*		
Took a domestic overnight trip in the past 12 months (Feb 2022 – Jan 2023)	61%	0%		
Net proportion of UK trips in the next 12 months vs pre-pandemic [% 'more' minus % 'fewer' trips]	4%	-3%		
Net proportion of overseas trips in the next 12 months vs pre-pandemic [% 'more' minus % 'fewer' trips]	-20%	-5%*		
Reduce the number of UK overnight trips due to cost of living crisis [NET 'fewer', 'not go', 'go day trips instead']	30%	+1%		
Reduce the number of day trips due to cost of living crisis [NET 'fewer', 'not go on day trips']	34%	0%		
Top 3 barriers to taking a UK overnight trip in the next 6 months	1 st Rising cost of living; 2 nd Personal finances; 3 rd Rising costs of holidays	No change		



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1. Current General Sentiment



With regards to the cost of living crisis, 1 in 4 now perceive that things are going to stay the same in the next few months.

Figure 1. Perception of the situation with regards to cost of living crisis, Percentage wave-on-wave, UK



The worst is still to come

Things are going to stay the same

The worst has passed



Question: Q7b: And now regarding the 'cost of living crisis' in the UK and the way it is going to change in the coming few months, which of the following best describes your opinion? Base: All respondents. February 2023 = 1,757

The majority of UK adults (74%) are either cautious (47%) or have been 'hit hard' (27%) by the cost of living crisis.

Figure 2. Feelings about situation during the 'cost of living crisis', Percentage, UK



- I'm one of the lucky ones better off than before the crisis
- I'm alright the 'cost of living crisis' has not really affected me and confident it won't
- I'm cautious things are OK but I feel I have to be very careful
- I've been hit hard no option but to cut back on spending
- Although I've been hit hard and should cut back, I'll spend today and let tomorrow look after itself



Question: Q17: There has been a lot of talk about how the 'cost of living crisis' has affected people's financial circumstances. If you had to choose, which ONE of the following statements would best describe your feelings about your own situation, right now? Base: All respondents. February 2023 = 1,757.



2. Trip Intentions: UK and Overseas



<u>Overnight domestic trip</u> intentions are above the levels anticipated back in February 2022, 11% planning a trip in February to March 2023, and 33% between April and June.

Figure 5. Proportion anticipating going on any overnight UK trips, Percentage, February 2023, UK



Question: QVB2a. Thinking of your next UK holiday or short break, when are you likely to go on this trip? QVB2b. And when else do you anticipate going on a UK holiday or short break? Base: All respondents. February 2022 = 1,756, February 2023 = 1,757. Note: Multiple choice question. Totals may exceed 100% as some respondents anticipate taking multiple trips across several time periods. ***February 2022 fieldwork was within the period of time when Omicron was highly prevalent**



For <u>overnight overseas trips</u>, intentions are also much higher than in February 2022, in particular between July and September.

Figure 5b. Proportion anticipating going on any overnight overseas trips, Percentage, February 2023, UK



Question: QVB2c. Thinking of your next OVERSEAS holiday or short break, when are you likely to go on this trip? QVB2d. And when else do you anticipate going on an overseas holiday or short break? Base: All respondents. February 2022 = 1,756, February 2023 = 1,757. Note: Multiple choice question. Totals may exceed 100% as some respondents anticipate taking multiple trips across several time periods.



Long term domestic overnight trip intentions have slightly increased and overseas ones are stable compared to January 2023.

Figure 6. Proportion anticipating going on any overnight UK and overseas trips in the NEXT 12 MONTHS, Percentage, February 2023, UK*



Question: QVB2a. Thinking of your next UK holiday or short break, when are you likely to go on this trip? QVB2b. And when else do you anticipate going on a UK holiday or short break? QVB2c. Thinking of your next OVERSEAS holiday or short break, when are you likely to go on this trip? QVB2d. And when else do you anticipate going on an overseas holiday or short break? Base: All respondents. February 2023 = 1,757. Note: Multiple choice question. Totals may exceed 100% as some respondents anticipate taking multiple trips across several time periods.



At a 'net level', the number of intended domestic trips by UK adults is above pre-pandemic levels – overseas intentions still way below.



Figure 7. Number of UK overnight trips likely to take in next

Figure 8. Number of <u>Overseas</u> overnight trips likely to take in next 12 months compared to pre-pandemic, Percentage, February 2023, UK





Question: VB1a. Thinking about the next 12 months, are you likely to take more, fewer or about the same number of UK and overseas holidays/short breaks as you took before the COVID-19 pandemic? Base: All respondents. February 2023 = 1,757.

36% of respondents indicated they are more likely to choose a trip in the UK than overseas, compared to pre-pandemic – the top reason being 'UK holidays are easier to plan' (60%).

Figure 9. Difference in short break/holiday choices in the next 6 months compared to pre-pandemic, Percentage, February 2023, UK

More likely to choose UK than overseas	More likely to choose overseas t	han UK Broadly the same as pre-pandemic	Don't know/It depends on the situation
36	20	D 27	17

TOP 5 reasons for UK preference

- 1. UK holidays are easier to plan (60%)
 - 2. UK holidays are cheaper (48%)
 - 3. Shorter / quicker travel (41%)
- 4. To avoid long queues at airports/cancelled flights (35%)
- 5. I want to take holidays in places I am familiar with (30%)

TOP 5 reasons for Overseas preference

- 1. Better weather (40%)
- 2. I want to visit new places (36%)
- 3. I want to explore other cultures (31%)
- 4. Overseas holidays are cheaper (28%)
- 5. I'm prioritising overseas trips after missing out during the pandemic (26%)

FOR THE FULL LIST OF REASONS, PLEASE SEE THE PUBLISHED TABLES.

Question: VB2j. Thinking of the next 6 months, how different do you think your short break/holiday choices will be compared to before the COVID-19 pandemic? Base: All respondents. February 2023 = 1,757. VB2k. Why are you more likely to choose a UK trip than an overseas trip compared to before the pandemic? February 2023 = 616, VB2I. Why are you more likely to choose an overseas trip than a UK trip compared to before the pandemic? February 2023 = 363



The proportion of those more likely to choose domestic over holidays overseas has increased in the last month.

Figure 9b. Preference for UK vs overseas short break/holidays in the next 6 months, compared to pre-pandemic, Percentage, February 2023, UK





Question: VB2j. Thinking of the next 6 months, how different do you think your short break/holiday choices will be compared to before the COVID-19 pandemic? Base: All respondents. February 2023 = 1,757.

The top potential barrier to taking overnight UK trips in the next 6 months is the 'rising cost of living', followed by 'personal finances' and 'rising costs of holidays'.

Figure 10. Top 10 Barriers to taking an overnight UK trip in next 6 months, Percentage, February 2023, UK



FOR THE FULL LIST OF BARRIERS, PLEASE SEE THE PUBLISHED TABLES.

Question: VB7b. Which, if any, of the following factors do you see as potential barriers to you taking a UK short break or holiday in the next six months? . Base: All asked each question. February 2023 = 1,757. *NET: Cost and finances includes 'rising cost of living', 'personal finances', 'the cost of fuel', 'rising costs of holidays/leisure' and 'difficulty getting money back if a trip is cancelled'



The individual financial barriers vary slightly month on month, with a slight decline recorded in February.

Figure 10b. Perceived financial barriers to an overnight trip in the UK in next 6 months, Wave-on-wave, Percentage, UK

-Rising cost of living -Rising costs of holidays/leisure -Personal finances



Question: VB7b. Which, if any, of the following factors do you see as potential barriers to you taking a UK short break or holiday in the next six months? Base: All asked each question. February 2023 = 1,757.



Focusing on barriers related directly to the cost of a domestic overnight trip, the cost of accommodation, despite a slight decline, remains at the top.

Figure 12. Individual costs barrier to taking UK holidays and short breaks in next 6 months, Wave-on-wave, Percentage, UK





Question: VB7bii. Which, if any, of these costs are the main financial barriers to you taking a UK short break or holiday in the next six months? Base: February 2023 = 1757.

UK adults plan to cut their <u>overnight trip spending</u> mainly on, accommodation, activities and eating out. 30% will cut the number of trips, in line with data from the previous two waves.

Figure 13a. 'Cost of living' impact on UK holidays and short breaks, Percentage, February 2023, UK, Full list

Choose cheaper accommodation		32				
Look for more 'free things' to do		28				
Spend less on eating out		28				
Cut back on buying gifts/shopping at the destination		23				
Visit fewer visitor attractions	18					
Do fewer activities	18					
Travel when it's cheaper (i.e. outside of busier time periods)	17					
Take fewer UK short breaks/holidays	16					
Choose self-catering accommodation	16					
Stay with friends or relatives	13	Deduce the	Maxanah	Decemb		Februar
Take a holiday in the UK instead of overseas	13	Reduce the number of UK	Novemb er 2022	Decemb er 2022	January 2023	Februar y 2023
Take shorter UK short breaks/holidays	12	overnight trips	data	data	data	data
Travel less at the destination	10	NET 'fewer', 'not				
Take day trips instead of UK short breaks/holidays	10		o', 'go day trips 36% 30%	30%	29%	30%
Take UK short breaks/holidays closer to home	10	instead'				
Will not go on UK short breaks/holidays	8					
The cost of living crisis isn't likely to influence my UK short breaks/holidays at all		25				



Question: VB7c. How, if at all, would you say the 'cost of living crisis' is likely to influence your UK short breaks or holidays in the next six months? Base: February 2023 = 1757.

In terms of <u>UK day trips</u>, 29% of UK adults intend to look for more free things to do. 34% will reduce the number of day trips – in line with last wave.

Figure 13b. 'Cost of living' impact on day trips, Percentage, February 2023, UK, Full list





Question: VB7Cii. How, if at all, would you say the 'cost of living crisis' is likely to influence your day trips in the next few months? Base: February 2023 = 1757.

The top destination type for an overnight domestic trip up to April 2023 is 'Countryside or village'. From June to September 2023 it is 'traditional coastal/seaside town'.

Figure 14. Overnight trips intentions in next year by destination type, Percentage, February 2023, UK

Large city Smaller City or Town Traditional coastal/ seaside town Rural coastline Countryside or village Mountains or hills





Question: VB6g. Now thinking of all potential overnight trips (not just the next one), when, if at all, are you likely to take a UK holiday or short break to the following types of places? Please select all possible occasions, not just the next one. Base: February 2023 = 1,757.



3. The Next Trip: Overnight and Day Trips



53% of UK adults have already booked their <u>domestic</u> trips for March, while 75% have already booked their <u>overseas</u> trips for March.

Figure 15. Planning and booking the next intended UK and overseas overnight trip, Percentage, February 2023, UK



Question: VB2e. Which of the following best describes how close you are to booking your next overnight UK trip in <INSERT MONTH FROM VB2c(III)>? UK trip: March 2023 n = 93, April 2023 n = 159, May 2023 n = 166, June 2023 n = 159. VB2g. Which of the following best describes how close you are to booking your next overnight OVERSEAS trip in <INSERT MONTH FROM VB2c(III)>? Base: Overseas trip: March 2023 n = 58, April 2023 n = 84, May 2023 n = 111, June 2023 n = 110.



Domestic March trips are mostly booked within a month of going, while overseas March trips are more likely to be booked 1 to 3 months ahead.

Figure 16. Time between booking the <u>next</u> UK and overseas overnight trip and first day of that trip, Percentage, February 2023, UK

Up to 1 month More than 1 month - 3 months More than 3 months - 5 months More than 5 months I am unlikely to book in advance Don't know/Not sure



Question: VB2f. Roughly how much time is there likely to be between you booking your next overnight UK trip in <INSERT MONTH FROM VB2a(III)> and the first day of your trip? UK trip: March 2023 n = 93, April 2023 n = 159, May 2023 n = 166, June 2023 n = 159. VB2h. Roughly how much time is there likely to be between you booking your next overnight OVERSEAS trip in <INSERT MONTH FROM VB2(III)> and the first day of your trip? Overseas trip: March 2023 n = 58, April 2023 n = 84, May 2023 n = 111, June 2023 n = 110.



Between March and April, short breaks are more common than longer breaks. During May and June, longer breaks are more likely. Both comparable with figures reported a year ago.

Figure 17. Length of next UK holiday or short break by time period, Percentage, February 2023, UK



Question: QVB3. Is this next trip in <INSERT MONTH FROM VB2A> likely to be a short break (1-3 nights) or a holiday (4+ nights)? Base: All February 2023 respondents intending to take next holiday or short break in each time period: UK trip 2022-2023: March 2023 n = 93, April 2023 n = 159, May 2023 n=166, June 2023 n=159. UK trip 2021-2022: March 2022 n = 97, April 2022 n = 124, May 2022 n=117, June 2022 n=131



The South West is the most preferred UK overnight destination in both time periods. Fewer expect to visit London in February to March 2023 compared to a year ago.

Figure 18. Where planning on staying on next UK overnight <u>trip in</u> <u>February to March 2023</u>, Percentage, January 2023 to February 2023, UK

■ January 2023/February 2023 data □ January 2022/February 2022 data

Figure 19. Where planning on staying on next UK overnight <u>trip</u> <u>in April to June 2023</u>, Percentage, January 2023 to February 2023, UK

January 2023/February 2023 data January 2022/February 2022 data



Question: QVB4a. Where in the UK are you likely to stay on this next trip in <insert month>? Base: All January 2023 to February 2023 respondents planning on taking a holiday or short break in the UK between February to March 2023 n = 404, April to June 2023 n = 988; February to March 2022 n = 348, April to June 2022 n = 706. Note: Multiple choice question. Totals may exceed 100% as some respondents anticipate staying in more than one location.



For both time periods, own car is the most common mode of travel, followed by train.

Figure 20. Top 5 main modes of travel to destination for <u>trip in</u> <u>February to March 2023</u>, Percentage, January 2023 to February 2023, UK

January 2023/February 2023 data Danuary 2022/February 2022 data

Figure 21. Top 5 main modes of travel to destination for overnight <u>trip in April to June 2023</u>, Percentage, January 2023 to February 2023, UK

January 2023/February 2023 data January 2022/February 2022 data



FOR THE FULL LIST OF MODES OF TRANSPORT, PLEASE SEE THE PUBLISHED TABLES.

Question: QVB4c. What do you anticipate being the main mode of travel to your holiday or short break destination? Base: All January 2022 to February 2023 respondents planning on taking a holiday or short break in the UK between February to March 2023 n = 404, April to June 2023 n = 988; February to March 2022 n = 348, April to June 2022 n = 706



For the next overnight trip in both time periods, 'hotel / motel / inn' is the leading accommodation type.

Figure 22. Top 10 accommodation types planning on staying in on next UK overnight <u>trip February to March 2023</u>, Percentage, January 2023 to February 2023, UK



Figure 23. Top 10 accommodation types planning on staying in on next UK overnight <u>trip in April to June 2023</u>, Percentage, January 2023 to February 2023, UK



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FOR THE FULL LIST OF ACCOMMODATION TYPES, PLEASE SEE THE PUBLISHED TABLES.

Question: VB6a. What type/s of accommodation do you expect to be staying in during your next UK holiday or short break in? Base: All January 2023 to February 2023 respondents planning on taking a holiday or short break in the UK between February to March 2023 n = 404, April to June 2023 n = 988; February to March 2022 n = 348, April to June 2022 n = 706 See tables for full breakdown.

'Partner' is the most common companion on a trip during both time periods, followed by 'child, grandchild or young adult'.

Figure 24. Visitor party make-up for <u>trip in February to March</u> <u>2023</u>, Percentage, January 2023 to February 2023, UK

January 2023/February 2023 data January 2022/February 2022 data

Figure 25. Visitor party make-up for <u>trips taken from trip in April</u> to June 2023, Percentage, January 2023 to February 2023, UK

■ January 2023/February 2023 data □ January 2022/February 2022 data

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Question: QVB4d. With whom are you likely to be spending your holiday?

Base: All January 2023 to February 2023 respondents planning on taking a holiday or short break in the UK between February to March 2023 n = 404, April to June 2023 n =988; February to March 2022 n = 348, April to June 2022 n = 706. Note: Multiple choice question. Totals may exceed 100% as some respondents anticipate a range of party types.

The top motivation for an overnight trip in both time periods is 'family time or time with my partner'.

45

42

Figure 26. Motivations for UK holidays and short breaks <u>in February-March 2023</u>, Percentage, February 2023, UK, Full list

Family time or time with my partner To get away from it all and have a rest To connect with nature / be outdoors 24 To celebrate a special occasion 18 To travel somewhere new 17 To spend time with friends 14 To go somewhere where there was great food 10 Because of a particular interest 10 For adventure or a challenge 8 For an active holiday, with exercise or sport To go somewhere luxurious To learn something new 4 For a technology detox 3

Figure 27. Motivations for UK holidays and short breaks <u>in April-June</u> <u>2023</u>, Percentage, February 2023, UK, Full list



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Question: VB6fii. Which of the following best describe your motivation/s for this trip?

Base: All February respondents planning on taking a holiday or short break in the UK between February to March 2023 n = 188, April to June 2023 n =484. Note: Multiple choice question. Totals may exceed 100%.

In both time periods, 'trying local food and drink' and 'walking, hiking' are the top activities.

Figure 28. Activities for UK holidays and short breaks, in February-March 2023, Percentage, February 2023, UK, Full list

42	Trying local food and drink
41	Walking, Hiking or Rambling
24	Visit heritage sites
23	Visit cultural attractions
22	Nature and wildlife experiences
18	Explore scenic areas by car
15	Learn about local history and culture
12	Visit family attractions
10	Water sports
9	Experience the nightlife
9	Health or wellbeing experiences
9	Speciality shopping
8	Adventure activities
. 6	Visit locations featured in TV, film or.
5	Creative or artistic pursuits
3	Cycling or mountain biking
12	Golf
1	Conservation or volunteering activities

Figure 29. Activities for UK holidays and short breaks in April-June 2023, Percentage, February 2023, UK, Full list





Question: VB6fiii. Which, if any, of these activities are you likely to do on your next UK short break or holiday in <INSERT MONTH FROM VB2A>? Base: All February respondents planning on taking a holiday or short break in the UK between February to March 2023 n = 188, April to June 2023 n = 484. Note: Multiple choice question. Totals may exceed 100%.

In the first week of February, 15% of UK adults intend to take any <u>day trip</u> by the end of the month. 'Countryside or village' is the top day trip destination for the next 6 months.

Figure 30. Next UK day trip intention between January 2023 and September 2023, Cumulative percentages, February 2023, UK





Question: VB16a. When are you next likely to take a day trip to the following types of places? Please select just the next occasion for each type of destination. Base: February 2023 = 1,757



4. Past UK and Overseas Trips



Around 3 in 5 (61%) have taken a UK overnight trip between February 2022 and January 2023, while only 35% have taken an overseas overnight trip in that period.

Figure 31. Proportion taken an overnight UK or overseas trip in below time period, Percentage, February 2023, UK



Question: VB13a/f. Now reflecting on your recent behaviour, have you taken an overnight short break or holiday in the UK/overseas in the last 12 months? VB13a2/g. In which of these months have you taken an overnight short break or holiday in the UK in the last 12 months? Base: All respondents. February 2023 = 1,757. Multiple choice question. Totals may exceed 100% as some respondents anticipate taking more than one trip



The North West of England (16%) and London (15%) were the most popular destination for trips in the past three months. 36% say they stayed with / visited friends or relatives.

Figure 32. Destination of overnight trips taken in UK in the past three months, Percentage, February 2023, UK





Question: VB13c. Where in the UK did you stay on your most recent trip in <INSERT MOST RECENT MONTH>? VB13e. And which of the following best describe the purpose/s of your most recent trip in <INSERT MOST RECENT MONTH >?

Base: All February 2023 respondents that took an overnight trips in the last three months n= 281.

Note: Multiple choice questions. Totals may exceed 100% as some respondents stayed in more than one location or travelled for more than one purpose





5. Overnight Business Trip Intentions (January 2023 data)



Note: * Overnight Business Trip Intentions questions are asked every second month

16% of UK adults in employment plan on taking an overnight business trip in the next 3 months. 'Team building' is the leading reason (31%), followed by 'meeting 6 or more people' (at 27%).

Figure 34. Proportion anticipating an overnight business trip in next 3 months, Percentage, January 2023, <u>UK adults in</u> employment

Figure 35. Reasons for taking an overnight business trip in next 3 months, Percentage, January 2023, UK adults in employment planning a trip

July 2022 data September 2022 data November 2022 data January 2023 data

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Question: VB14a. Now looking ahead again, are you intending to take any overnight business trips in the UK in the next three months? Please only answer yes if the overnight business trips are not a feature of your job. For example, if you are a long-distance lorry driver, airline crew or delivery service, an overnight stay would be a feature of the job so you would answer 'no'. Please also answer 'no' if your only overnight business trip is a regular trip to your main place of work (e.g. a weekly or monthly trip to your office). Multiple choice question. Totals may exceed 100% as some respondents anticipate more than one business reason.





Methodology & Further Data



Methodology

- This report presents findings from the February 2023 wave of the Domestic Sentiment Tracker, with comparisons to previous months where appropriate.
- The survey is conducted online, among a sample of the UK adult population.
- In the first stage, a nationally representative core sample of 1,500 is recruited and interviewed. This sample is then 'boosted' for Wales and Scotland to ensure sufficient base sizes for separate nation analysis. The data are then weighted to make the sample representative of the UK overall and within each nation.

PLEASE NOTE:

- The current 5th phase of this project started in June 2022 and will run until March 2023.
- With this newly commissioned phase, the questionnaire was updated to address the cost of living crisis' impact on trips intentions, in addition to continued tracking of Covid-19 impact. It now also covers the preference for domestic vs overseas overnight trips.
- Please note that as a result of the questionnaire updates, some questions are not comparable between this 5th phase and the previous phases / waves.
- This affects for example sl. 11 Trips Intentions by month to make space for new, more topical questions, this question was simplified, and this small structural change means that we cannot compare the 5th phase data vs previous months.

Master Data Table

- The full data tables are published on the VisitBritain website alongside this report and questions' data not shown in this report are available to view there: https://www.visitbritain.org/domestic-sentiment-tracker
 - Extra questions available in the tables are:
 - VB1b. Likely to spend more, less or about the same on holidays in the next 12 months, vs pre-pandemic
 - VB5b. Reasons for not planning to stay in a large city during your next UK holiday or short break
 - VB9a/b. Intention to visit leisure places in the UK in the next 12 months/ in the next month
 - VB9c. Attractions/events would normally visit in the next 12 months, but will avoid due to COVID-19-related reasons
 - VB10a/b. Intention to conduct leisure activities in the UK in the next 12 months/ in the next month
 - VB10c. Leisure activities would you normally do in the next 12 months, but will avoid due to COVID-19-related reasons
 - Q63. Conditions essential for indoor tourism and leisure providers to have in place for you to visit/use them over the next months
- To access a .csv file of the data contained within the charts, please open this report with Adobe Reader. When you have done so, navigate to the left hand side of the page to the attachments area, symbolised by a paperclip icon, and click on the file to open the attachment.

