

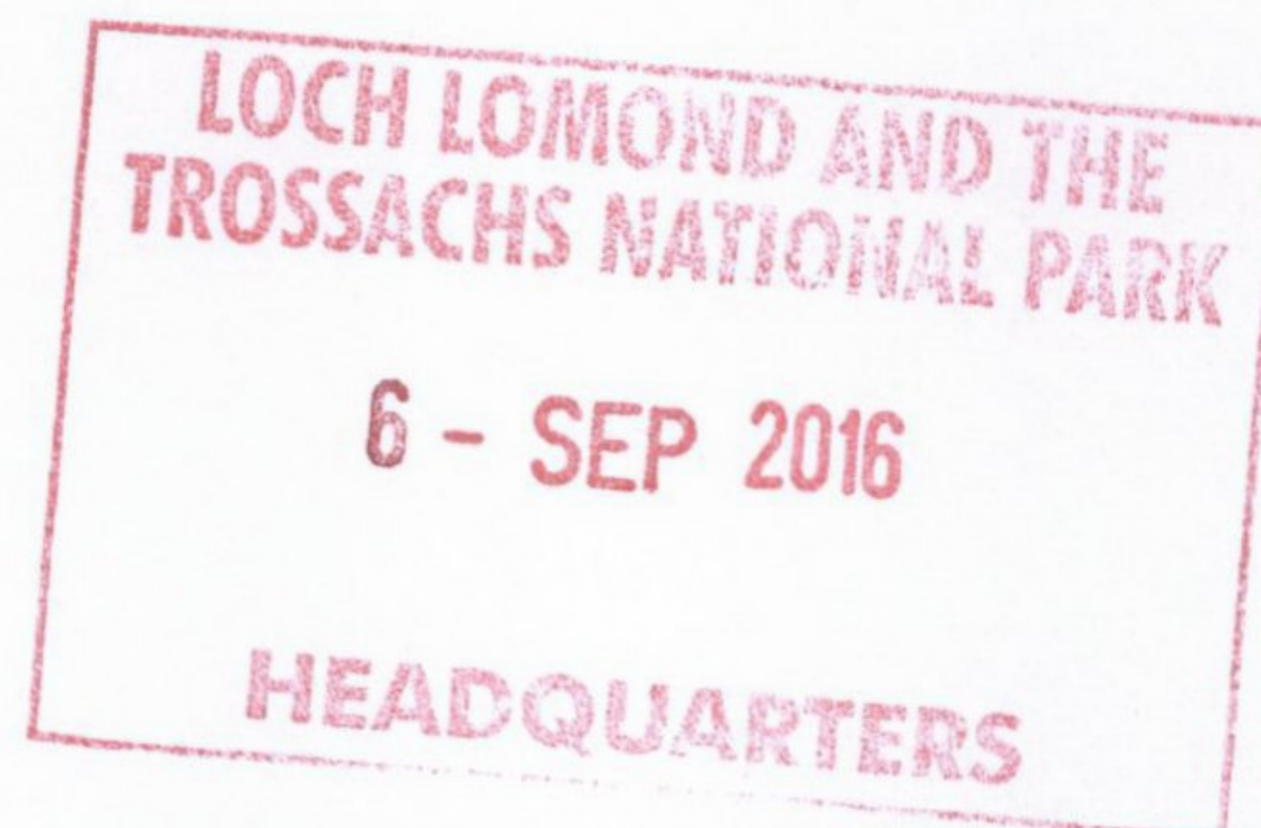
Love Loch Lomond
The Old Station Building
Balloch Road
Balloch G83 8SS
Tel: 07425 175950



12 August 2016

To whom it may concern

Loch Lomond Luxury Lodges



Loch Lomond Luxury Lodges have been long-standing members of Love Loch Lomond and well respected for their standards of service and reputation. We are aware that they have recently been refused planning permission to build a retirement home for Mr & Mrs Martin, as it was deemed unnecessary for a resident business manager.

We agree and support the planning application as it is critical to have a resident manager 24/7, especially in rural areas, where visitors can unexpectedly need assistance, advice or help. The Martin family provide an excellent standard of customer service and this would undoubtedly be called into question without the business manager being available. For health and safety reasons, concerns would also arise with the requirements for the hot tubs. As you are aware, there are stringent hygiene and maintenance requirements which necessitate checks and cleaning.

Many tourism and hospitality businesses within Scotland need to raise quality and standards to be competitive with a global market and exceedingly high expectations of the visitor and organisations such as ourselves strive to help our local businesses achieve this. Loch Lomond Luxury Lodges provide a five star service and should be regarded as exemplars of a family run business.

We do not see that the building of a retirement home on site to allow family succession of this business will be detrimental to the site or environment.

Yours sincerely

[Redacted signature]

Karen Donnelly
Destination Manager

Love Loch Lomond is a Company Limited by Guarantee.
It is registered in Scotland No SC 382930.

***Love Loch Lomond – Love People. Love Places. Love Experiences.
Tourism operators working together, passionate about improving the visitor experience in
and around Loch Lomond***

