



Loch Chon and Loch Achray Campsite Terms and Conditions

In these conditions, the term "you" means the person who has booked the pitch and anyone accompanying them.

Parking

- All vehicles must be parked in the parking area provided in designated bays only.
- Vehicles must not be parked on the verges.
- The vehicle speed limit on site is 5mph.
- Only one vehicle per pitch is allowed, unless the booking is for Pitch 21 at Loch Chon campsite in which case two vehicles are allowed.
- Vehicles are left on the campsite at the owner's risk.

Pitching your tent

- One tent per booked pitch is allowed – except for Pitch 21 at Loch Chon campsite where a maximum of two tents are allowed.
- Only pitch your tent as allocated on your booking confirmation.
- Pitches are available from 2pm on day of arrival and must be vacated by 11am on day of departure.
- A valid booking reference must be available for inspection on request by an authorised officer of Loch Lomond & The Trossachs National Park Authority ("the Park Authority"), a Police Officer or a person employed or contracted by the Park Authority to operate the campsite (the "Operator").
- If you expect to arrive later than 5.30pm **you will need a code to open the gate at Loch Chon.** Please phone 01389 722 144 on the day of your stay to obtain the code.
- The maximum length of stay is three nights.

Fires

- Fires that cause damage or are likely to cause damage to the environment are not permitted.
- Fires are only permitted in fire bowls.
- Should you wish to light a fire, you must bring your own firewood and kindling or purchase this at the time of booking your pitch. Collecting living and/or dead wood in a manner that causes damage or is likely to cause damage to the environment is not permitted.
- Fires must only be lit when there are no active fire risk warnings issued by the Park Authority or other relevant bodies.
- BBQs must be raised off the ground and not lit under trees/awnings or in tents.
- Fires and BBQs must not be left unattended and must be safely extinguished after use. BBQs must be fully extinguished before placing in bins.
- You must extinguish your fire or BBQ if instructed to do so by an authorised officer of the Park Authority or the Operator.

Waste

- You must remove all litter, rubbish and food waste from the campsite pitch and dispose of it in one of the appropriate bins provided. Leaving any litter within the campsite area, including next to bins, is an offence under the Environmental Protection Act 1990 and may incur a fine of up to £200.
- Dishes must be washed in the designated external dishwashing sink.

Toilets

- You must ensure toilet doors are closed after use.
- You must keep the toilet facilities clean and tidy.
- Do not put any articles (including wipes) or other items likely to cause blockage or obstructions into the basins or toilets.
- Use the sanitary bins provided.

Dogs

- Dogs are welcome.
- Dogs must be on a lead at all times.
- You must pick up and remove your dog's faeces if it defecates, and dispose of faeces responsibly in a bin.
- Dogs must not be left unattended at pitches.
- A maximum of two dogs per pitch – including Pitch 21 at Loch Chon campsite.

General

- The use of generators is not permitted on site.
- You must avoid damage to the pitch and to any structures situated within the camping area.
- All members of the party under the age of 16 must be accompanied by a parent or guardian.
- Gazebos/event shelters or similar are not permitted.
- You must remove all your belongings from the site when you leave.
- The Park Authority and Operator reserve the right to reallocate pitches without prior notice.
- You must follow all instructions from the Park Authority and Operator with regard to health and safety.
- The launching of powered craft is not allowed from the site.
- Fishing is by valid permit only.
- The Park Authority and Operator reserve the right to ask any persons to leave the site.
- The Park Authority and Operator reserve the right to terminate the booking where we feel that the comfort and enjoyment of other campers may be put at risk.
- If you are found in breach of any of these terms and conditions or the rules of the site then the Park Authority or the Operator reserve the right to require you to leave the site.

Problems

- In the unlikely event that any member of the Party has a problem during their stay, it must be brought to the attention of the Park Authority or Operator at the time to ensure that the Park Authority or Operator has an opportunity to rectify the problem during the stay.
- If the person who encounters a problem is not satisfied that the issue has been resolved fully, details should be submitted in writing as soon as possible to Camping Bookings, Loch Lomond & The Trossachs National Park Authority, Carrochan, Carrochan Road, Balloch, G83 8EG or by email to campingbookings@lochlomond-trossachs.org

Liability

- In the event that the Park Authority has any liability to you in contract, delict (including negligence) or otherwise in relation to your use of the site or otherwise, it is limited to the amount of the booking paid to the Park Authority only.
- To the fullest extent permissible in law, the Park Authority does not accept and shall not have any liability or responsibility of whatever nature for any damage, loss, injury, claim, expense, cost or other liability of whatever nature and howsoever arising, whether to person or property, which you may suffer or incur within or as a consequence of the use of the site.

Campsite Guidelines/ Additional information

Access to the site

- The gate is locked at night when the campsite warden finishes for the day.
- Please phone 01389 722 144 for Loch Chon and 01389 722 143 for Loch Achray on the day of your stay for the code to open the gate.
- You are responsible for closing the gate behind you.

Fires

- If you are planning to have a fire bring suitable tools to chop the wood purchased to a suitable size for your needs.
- Pallets, fibreboard, old furniture and any wood containing nails or non-combustible fittings should not be used as firewood.
- Fire pits should be placed a minimum of a fire pits width away from the edge of pitch surfaces as heat can damage the rubber matting.

Waste

- Please use biodegradable soap/washing up liquid.

Children

- For the safety of your children please ensure that they are supervised appropriately.

General

- Our timber camping platforms are raised from the ground; please take care when stepping on or off them.
- Please keep noise to a minimum and especially between 10pm and 7am.



Camping Booking System Terms and Conditions

The following Terms and Conditions apply to all bookings made using Loch Lomond & The Trossachs National Park Authority's camping booking system. By making a booking you agree that you have read and agree to these Terms and Conditions.

In these Terms and Conditions the following definitions apply:

- "The Booking(s)" shall be taken to mean any advance or on the day booking of a camping pitch or permit.
- A "pitch" is a location for a single tent or motorhome/campervan on a campsite.
- A "permit" is a temporary authorisation for one tent or motorhome/ campervan in a specified location for no more than three nights.
- "The Guest(s)" is the person, company, organisation or other body responsible for making the Booking;
- "The Guidelines" are the Visitor Guidelines for the location, which shall be supplied to the Guest at the time of making the Booking.
- "The Operator" means the Park Authority or the persons employed / contracted by them to operate a campsite facility.
- "The Party" means the Guest and all other persons who camp at the location as a result of the Booking made by the Guest.

Bookings

A Guest must not book more camping pitches or permits than are actually required by the Party.

Each pitch and permit has a maximum number of occupants which must not be exceeded.

The maximum number of nights in any Booking for a permit shall be three.

For a pitch at Loch Achray the maximum stay is three nights

For a pitch at Loch Chon the maximum stay is three nights

For a pitch at Loch Lubnaig the maximum stay is three nights

For a pitch on Inchcailloch the maximum stay is two nights.

Inchcailloch is a designated National Nature Reserve and therefore the maximum number of people in any one party shall be six, including children. The maximum number of people that can stay on any given night is twelve including any children.

If in the opinion of the Park Authority or Operator a Guest has made two consecutive Bookings in order to exceed the maximum number of nights, the Operator or Park Authority reserves the right to ask the Party to leave the site / forfeit their permit. No refund or compensation will be payable by the Park Authority or Operator in this event.

If in the opinion of the Park Authority or Operator two Parties whose Bookings were made independently of each other are in fact one larger Party, and this impacts on the comfort and enjoyment of other Guests or Parties, the Park Authority or Operator reserves the right to require both Parties to leave the site. No refund or compensation will be payable by the Park Authority or Operator in this event.

Bookings may only be made within the two months preceding the commencement of the intended stay. The Park Authority or Operator reserve the right to contact the Guest by telephone or email, as it sees fit, prior to the commencement of the intended stay in order to check the Guest's intention to proceed with the intended Booking.

Fees

All prices quoted are inclusive of VAT

Payment

Payment is required at the time of the Booking.

Payment must be made through the online booking system.

Cancellation/ Non-Arrival/ Refunds

The cost of your booking will not be refunded if you decide to cancel less than four weeks from your arrival date or if the value of your booking is less than £7.

No refunds will be given for Guests who fail to turn up for their Booking.

Change of Booking Details

Bookings may be amended once, without charge, up to two weeks in advance of the original date of stay, subject to availability. This can be done by emailing campingbookings@lochlomond-trossachs.org or calling 01389 722001.

Problems

In the unlikely event that any member of the Party has a problem during their stay, it must be brought to the attention of the Park Authority or Operator at the time to ensure that the Park Authority or Operator has an opportunity to rectify the problem during the stay.

If the person who encounters a problem is not satisfied that the issue has been resolved fully, details should be submitted in writing as soon as possible to Camping Bookings, Loch Lomond & The Trossachs National Park Authority, Carrochan, Carrochan Road, Balloch, G83 8EG or by email to campingbookings@lochlomond-trossachs.org

Liability

In the event that the Park Authority has any liability to you in contract, delict (including negligence) or otherwise in relation to your use of a permit or pitch or otherwise, it is limited to the amount of the booking paid to the Park Authority only.

To the fullest extent permissible in law, the Park Authority does not accept and shall not have any liability or responsibility of whatever nature for any damage, loss, injury, claim, expense, cost or liability of whatever nature and howsoever arising, whether to person or property, which you may suffer or incur within or as a consequence of the use of the permit area or pitch.

Privacy notice

Information about the processing of your personal data can be found in our privacy notice:

<https://lochlomond-trossachs.campmanager.com/PrivacyNotice.pdf>