

2018 feedback

<p>If you could improve anything about your experience of either buying a camping/motorhome permit or staying in a permit area what would it be?</p> <p>You can provide more detail to your answer here if necessary</p>
<p>Would be helpful to clarify the parking charges applicable if you have a permit as this is a pay and display area. I arrived on the morning of my stay and was unsure if I required to pay for parking or not</p>
<p>Would be good to have options to stay at all locations And possible waste emptying facilities and access to water and I would be happy to pay more for that service . Which would enhance an already good service for motorhomes not requiring full campsite services Hopefully other locations will follow by example</p>
<p>Just one thing to keep the toilets open longer</p>
<p>It was fantastic and I will certainly be back. Met several rangers and volunteers repair in the paths.</p>
<p>We were trying to find a campsite to stay in and were hoping to stay in Salloch or Rowardennan and attempted to book online because the website said the campsite was open from March, but we weren't able to complete the booking. We called the number on the noticeboard and website and couldn't reach anyone or leave message. We went to the rangers house but no one was there. We knew there was a free camping area, but it wasn't signposted, so we went into the Rowardennan YHA and asked, and they told us if we followed the walking trail from Salloch we would find the free camping area, and we did, but it was tricky to find, and we would have liked to use the facilities available at Salloch. We had a great time and loved the spot, but it could have been clearer on the website what was open, from when, and where exactly the wild camping permit area was located.</p>
<p>No foot paths to or from Callander from the falls of Linn campsite. Need a bridge to get to the bike path. One that's closer than .5 miles on the main road</p>
<p>We stayed at Firkin Point and booked once we got there. However there was only one area at the bottom which was level. We parked there but had I prebooked then arrived later only to find that space taken, I doubt I would have stayed.</p>
<p>Perhaps meeting the Park Rangers , so we all get to know each other a little - we know the Gille - [REDACTED] for years - I have been going to the Earn for around 50 yrs man & boy - I stopped more than once - due to the numbers there and all the nonsense , and leaving rubbish at Earn and different other Lochs - it spoiled it for wild campers like myself - changes had been coming for about the last 10 yrs- because of all the idiots not respecting the Countryside - I probably won't be back to the Earn until March 2019 now - perhaps Sept 2018 - it would be good to meet the park Rangers at some point !</p>
<p>Nothing</p>
<p>Nothing needs improved it was perfect for us both thank you</p>

2018 feedback

Overall the experience was excellent. It was great to return to loch earn after a good few years staying away! however it was almost ruined by having a blowout on the south loch earn road. While i understand maintaining the roads is not your remit the damage to the south road in particular is a genuine safety concern. The damage done to my alloy wheel was severe enough that i could have easily lost control of the car.
Overall the experience was excellent. It was great to return to loch earn after a good few years staying away! however it was almost ruined by having a blowout on the south loch earn road. While i understand maintaining the roads is not your remit the damage to the south road in particular is a genuine safety concern. The damage done to my alloy wheel was severe enough that i could have easily lost control of the car.
Unfortunately the weather was so bad that I couldn't get the tent up due to the wind, so we went home but will be back.
The area was not suitable for vehicles and no were provided to park, I found the site after driving up and down the road twice. Then once the area was found it was very difficult to find a site. I had to park the vehicle in a passing place which was not good. This was not explained in the booking process. Personally I feel it was a waste of money and I certainly will be looking to other campsites to book in future.
I'm wondering as to why I bothered booking one of the three spaces when they're were loads of vans there who obviously weren't paying. I think you need to relook at the system.
We counted 2 motorhomes , 5 cars , about 5 tents in various spots. Can you say out of interest of all had permits? My reason for asking is the padlock number hadn't changed this year and I'm curious how many folk return without permit or pass the number on thereby leaving the system and land open to abuse ?
I had to buy a permit for my sons tent separately. It would have been better if there was an option to book more than one tent at a time
The only thing that could improve on the site was either biffa bins or somewhere to dispose of rubbish. I know it's a big problem to do this but it does stop people fly tipping
Booked online on my phone on arrival at permit area - process could be quicker and easier eg. fewer questions / PayPal option etc.
N/A
We found it quite difficult to find our permit place but ranger very helpful. Now we know the lay out we would find it a lot easier the next time. Beautiful place just had a little unease on the second night with a car? Wandering around and stopping along from us at 5am. Will def be back though, enjoyed our walks.

2018 feedback

Relating to the Three Lochs Drive, I feel that a bit more attention to the motorhome parking places would be beneficial. For example making them a bit larger and more level. It would also be good to have more parking areas set a little way off the main track.

A disposal facility for portable toilets would be a bonus.

More information about the toilets being open, as they were closed without us seeing :(

Space allocation indication.. trying to work out the best sites to camp in the wooded area was difficult because of space. If there was a post marking ideal spots that would be helpful. Parking too at rowedanna you were only able to park for a certain time and no real way to park and pay for camping over night.

Nothing, I thought it was excellent. We didn't book in advance due to bad weather warnings. So we booked our permit for the night on the day, and it was quick and easy. We also bumped into some rangers on walk back to our van, it was after 4 so they were checking if we were staying or locked in. They were friendly, informative and it felt reassuring to have seen and met some people from the park.

Would not improve anything everything is good and the park rangers that came to see us were very nice and told us some of the bylaws 10 out of 10 for the rangers

There were one thing a should let you know that the people across the water from us they crossed over in three boats they were chopping tress down through the night that was a loch drunkie

I booked with the sole intention of fishing for brown trout. The Website and a trifold leaflet I collected from the Aberfoyle Tourist Information Office indicated I could fish for Brown Trout in Both Loch Achray and Loch Drunkie. With this in mind I chose a site at Loch Achray for my motorhome pitch. When buying my fishing permit at the Aberfoyle Post Office I was told I could not fish for Brown Trout in Loch Achray. Fortunately after phoning the National Park there was a last remaining space at Loch Drunkie and my permit was transferred. Had there been no spaces I would have had a considerable walk to a from the Loch from my Pitch. Suggested improvement would be proof reading of your on-line and printed literature by your staff on the ground who by my experience are very knowledgeable and could pick up on errors like this. The following links show the incorrect details.

<http://www.lochlomond-trossachs.org/rr-content/uploads/2016/11/Angling-in-the-National-Park-map.pdf>

<http://www.lochlomond-trossachs.org/rr-content/uploads/2017/02/Angling-in-the-Park-2017-for-web.pdf>

The area we stayed in is only suitable for camping/hammocking in one spot, the area can be booked by others leading to what would likely be an unsuitable situation for other parties. Suggest area be made more suitable or extend it?

more info on permits as to which ones you need for which lochs when on website drop down colum for al lochs but you cant book all lochs on one permit

2018 feedback

Have more of them all over Loch Lomond and trossachs area, motor home owners will pay no problem for a safe area with views.
To have proper signage of exactly the areas in which you are aloud to pitch a tent
When paying for parking during the day, the machines were not taking cards . . . or I wasn't clever enough to work out how to do it!
I understand there is a need to balance the natural beauty of the 3 lochs forest drive and to minimise the effect of campers and motorhomes to the area but the motorhome sites by the side of the main road especially are not ideal and could be larger and off the road to allow a camp to be set up. The two exceptions are E and N but the rest are not ideal really. There are many other potential sites within the drive just off the main road that could be made into additional sites without too much difficulty and without making it feel as if it was being over-developed. In some cases just some gravel to keep the area a bit drier would suffice.
The only thing I think is needed are dog waste bins and also bins maybe in the toilet area. We absolutely loved our stay.
We wouldnt change anything great system
Despite the apparent size of the permit area at Loch Voil (displayed online and on the signage) - the actual useable area is very limited; there is only two small areas that provide a suitable site to pitch a tent. I would therefore be reluctant to return to the site in a busier season as I'm certain the area would be too crowded and would fail to provide the more "wild" camping experience I'm looking for. I'm disappointed and frustrated by this as over the past 10 years I've camped in the Balquhiddier glen several times each year (before the restrictions). I have not and would never have chosen the designated permit area as a desirable camping location although I observed that many other have done in the past.
Toilets
The permit area ground was very rocky. Our tent pegs did not go into the ground, and the floor of the tent, even with our mats, was hard and uncomfortable.
We also disliked how limited our choices of places to camp were. In 3 lochs forest drive B, where we stayed, there were exactly 3 places it was possible to pitch a tent. We had envisaged more a more open area, based on the photos and map provided, where we could choose where to pitch our tent with relative freedom. Instead, we were forced to pick the best of a bad bunch, which still had it's own problems (rocky, in view of the footpath).
It should be really easier to add Qr code in front of the camping area zone to be sure to book direct the good zone. From a smartphone it s difficult to handle the map.
More bins as found a lot of rubbish down by the camping area and Water.

2018 feedback

Unfortunately there was some litter found in our camp area when we arrived. Some glass bottles and a black bin liner full of rubbish. No one to blame but past users I guess, apart from that it was quite a good experience.

Stop the cars parking there I only just get in. When I was booking it told me that I was the last permit for that site yet when I got there and all through the night no other van turned up. If all permits was sold for that site I find it hard to believe no other buyer turned up. I would of felt better if other permit buyers turned up.

I found that booking on a mobile phone or table to be quite difficult, with a lot of scrolling through text. Maybe a list of sites with available dates, with a link to more information about location and getting there.

The map was also fairly difficult to use, somewhere on the site had a better map with the shaded management boundaries on.

I did really appreciate the time taken on the phone when I wanted to change dates while on the loch.

I was made to feel much safer knowing that the patrol was watching out for us, as we were in a canoe, with quite adverse weather forecast.

Thank you

Absolutely beautiful spot, can't wait to return :)

Bit tricky to book more than one tent if one is just children...
Otherwise perfect.

We arrived quite late and was not aware that we needed a permit as it was only by chance we saw the sign

Lighting was poor

But now we know we will know for next time

Facilitirs at the site good

Would recommend

Perhaps permit areas could be larger. We checked all the other zones and found our motorhome would be too big for some of them. Apart from that, we loved our stay and have booked again for us and our friends. Hope you expand this idea in other locations around Scotland. Fantastic idea.

Thank you.

Self cleaning toilets along the road would be great save running up woods digging holes

Ranger passed in van and it would have been lovely to chat to him/her.

Site quite contaminated by rubbish - Tarps melted around fire pits, broken glass and bottle tops. We took this away with us.

Would have been good to book permits for 2 tents in one transaction.

Noise pollution well past 11pm from a wedding at kinlochard village hall was substantial - possibly worsened by lack of wind and foggy night...

2018 feedback

It would be nice to know how the proceeds of the permit system are used. I have read why the figure of £3 was settled upon (i.e. that it's not to do with raising funds) but still would enjoy knowing what the money is used for.
More toilet facilities
PROVIDE CO-ORDINATES INSTEAD OF POSTCODE SO CAN INPUT IN SAT NAV.
Permit areas may require further patrol as the amount of glass lying around is unbelievable and i had a 4 and 5 yr old with me. I believe these were the reasons this permit situation came about but ive cAmped here many times and there is less rubbish but its the glass thats my concern also for the wildlife.
Permit had to be booked online back at home by myself , permit holders wife , as he couldn't get wi-fi at the site . Would be good if the cafe could issue the permits or you could get them from the machine .
Its not exactly clear as to when you have to depart from the permit parking area so we were concerned that we might get a ticket for an over stay offence so we couldn't risk leaving the van to go for a short walk.
Can't really think of anything I'd change, the whole experience was very enjoyable.
The camping area where I stayed had a pay and display car park after the camping hours. It was not clear in the permit when to start paying for parking after the overnight stay. One of the ticket machines was not working and the other machine had the wrong time on it.
I was unable to book a permit for Loch lubnaig, which in my opinion is one of the nicest locations. Would like for this to be an option, or if it is, I was unaware that this was a possibility and would like it to be a wee bit more clear. But £3 is very reasonable regardless and there's a massive range of places to choose from, so thankful that this is still an option in Scotland. Long may it continue :)
Wasn't clear if we should pay for parking in addition to the permit or not? Not many grassy areas in Inveruglas, the beach was lovely to sleep on but difficult to put pegs in, we used rocks to anchor the pegs in the ground. We were very pleased to have toilets nearby even if they only opened at 8.30am and that they had hot water and were very clean which was nice.
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State that there were several spaces in an area
The pitch could have been a bit more level, it was quite soft also.
Slightly long winded process to buy the permit.

2018 feedback

The wood burning is a bit of a concern if you are wild camping you should be able to use what decayed or old wood tree branches that are available because to keep the fire going and to keep warm you burn a lot of wood so one ranger said we should bring our own wood but I am sorry you would need a hell of a lot of wood to keep the fire going if you're there a few days so that's totally unacceptable if you are wild camping you should be able to use what is at hand unless you are an ecologist and you want the wood to be left for insects and flowers and fauna I don't wish for people to come to start cutting down trees but to get told you have to bring your own wood to burn is a bit of a joke you're taken the fun out of wild camping. There is so many broken branches and torn limbs and dead and dying trees around and the commission will only use it for a harvester or a forwarder to track over at some point so if wood burning is an issue then I think the Park rangers should supply wood to burn as they don't want people turning up with wardrobes and tables.

Rangers were great.

Explained everything and we're great.

It would be helpful to show the actual road more clearly on the various maps on the website

Having a disposal point for the emptying of toilet waste when green eco friendly or no chemicals have been used.

Have flat areas marked for tents

My suggestion is not to exactly improve service, rather its to stay true or stay as close to nature as possible by never committing to providing electric stands for camping or lighting (don't be swayed by health and safety calls for lighting - campers have common sense and bring their own torches)

Great service - chap on the phone who took my booking was excellent.

Thanks

Disappointing that there was no point for green chemical disposal.

Cars/motorhomes not being able to come into drive after gates closed

Stop the drunken people from destroying the place. They waste it for us people who like to fish and just love the quiet of the country.

No

To make the motor home camping areas better laid out, we had to park next to a very chewed up piece of ground very difficult to level the van, to be honest I've camped in better laybys, the best spots we saw were for the tents, grassy spots and great views.

Nothing. It was total bliss, even gave good shelter from the weather.

Let the toilet open at Night! What is the point of having toilets if you can't use them?

I would've driven there myself instead of taking public transport.

2018 feedback

None
Maybe adding a pile of cut tree "rounds" which could be easily rolled around and used as tables, seats or prep surfaces. Nothing too big and have them in a designated place so people can return them for the next guests. Or a pile of flattish stones which could also be used as cooking surfaces. Again, decent size but small enough for the average person to easily lift and move around.
Just to make you aware there was some fire damage to the ground just approaching our pitch
No it was ok
Keep off our lochs and let us fish in peace, I've been fishing on Loch earn free well over twenty years now and this last two years have been a joke. There is no need for any sort of ranger service to patrol our Scottish Highlands lochs.. I also know that the money that is taken for camping permits are not for the benefit of Loch Earn but for Loch Chon that never gets fished on a regular basis. I also am a yearly permit holder for the loch and I find the ranger service very intrusive. I would like to fish in private and have my time to myself.. these so called bylaws that you're like to hand out.. no thanks! I'd be more than happy for an email reply. I also don't like being told how to make a fire as I've been doing these things since I was a kid. I bring my own wood and on occasion I collect old broken branches to use. Your rangers seem to try and tell their grannies how to cook eggs. Well I have news for you.. leave us in peace to fish.. we have a great bailiff who visits us on a regular basis and keeps everything in check. We don't need the national park ranger service so please leave us be
There is no way it could be improved - the permit-buying process was seamless and self-explanatory, and the experience was an enjoyable, and trouble-free one.
Other campers weren't that friendly.....but we managed to find an area on our own away from them. A couple in the campervan were especially rude to us asking if we had permits to be here and that we were parked in the campervan bay.. But we were just friendly back and moved the car.
Noise at night - someone drunk was shouting. Unsecured area
Better camping areas for tents and more enforcement of people not buying plots
We seen the ranger van drive past when we were exploring. We found some glass, and picked it up, but where there is camp fires it may be worth having a look around after a busy sunny weekend mess left by irresponsible people
More Motorhome sites close to the Loch shores would be great.
Better sign's to show where you are going. And easier access to the area where you are camping.
It would be nice to have possibility to book more than one permit at a time. I always book the whole permit area and I have to make 8 bookings. I prefer to do one, with 8 permits in it.

2018 feedback

This was my first time booking a pitch and I didn't actually realise that I had booked a specific pitch. Luckily the one we stayed at was free. When approached by the two Rangers one was not particularly friendly and took down all our details in a notebook. The other man was extremely helpful and explained that we were camping in the wrong spot but told us it was ok. He even gave me a map of the area and showed me where I had actually booked.

Couldnt fault the process or price at all.

The sale of firewood to prevent campers using live or dead wood. Rudimentary BBQ stands to prevent burning of the ground.

The toilets that were at the site were not in a great condition also there were a lot of cars very late at night coming in and out but also sitting with engines running!

Remove necessity to enter full details of all persons staying on booking. Provide signage that is easier to read whilst driving; i.e. slightly before pitches. Provide Rangers with the power to move people camping with no permit. I asked the Ranger on duty if it was possible to move due to noisy persons camping by lochside and was told he couldn't actually move them and other motor Home pitches were occupied by non permit holders. Also If we moved someone else may use our pre booked pitch. Why should law abiding people even bother if it's unenforcable. We seem to be subsidising those that don't or wont pay. The pitch we used... 1st single pitch was dangerously close to a blind bend where all the vehicles that came past were speeding dangerously. Not an ideal spot given the amount of land you have to choose from.

It was just amazing

Making it easier to buy more than 1 permit at a time for multiple tents.

I did struggle to work my way through the booking on line, I couldn't find the camp sight on map. [REDACTED] I do struggle with IT ect, so for someone [REDACTED] or for people with poor or know IT skills how to book on line etc. It could be quite a challenge something to consider.
apart from that I had fantastic experience camping in a beautiful clean tidy campsite with no midges, result. :)
consider. Apart from that I a fantastic

Having the weather as nice on Sunday morning as it was on Saturday;) I was camping with my 11year old daughter and it was so easy from parking the car to accessing where we did set up camp we had to do a spot of litter clearing when we got there but would hope that we left no sign of our stay we had a great time

Information said toilet would be open overnight , / but it was which was great

Better parking signs

More prominent road signs stating camping zones and non camping areas.

Pitches could be leveller.

2018 feedback

Give Loch Earn back to the land owners they were doing a perfect job controlling the anti social behaviour! Your taking money and offering nothing in return!! No toilets roads are in a sorry state of disrepair! Lack of bins duration of time you can book we come on our annual trip yearly from Newcastle and we won't be back such a shame the land owners and local businesses must be taking a battering on income! The Loch used to be bustling with activity it's dead now!

I think you have made it very clear on your website. I was nervous before reading the information you provided. But the process was very easy and the location of the spot was very easy to find as signs were at the location.

Rangers arrived not long after we arrived very helpful and friendly we inquired about moving to another space and they re arranged this for us so top marks for them much appreciate their help and also the job they do maintaining the environment of the park Thank you for our positive experience

More clarity about when a parking ticket is needed and perhaps a little levelling of the sites.

Clearer signage of what the permit area is, e.g a sign stating whether it is Section A, B or C etc. Only through having some knowledge of the area I found the area after the second stop.

No mobile coverage to book. Very helpful ranger let me use his phone.

A more level ground and more bins and somewhere to empty a toilet and a water tap

Camp site was too crowded for the fishing wasn't happy with it

All good.

Didn't meet a park ranger personally but he did drive past us in the morning.

The site wouldn't let me book two permits for the pair of motorhomes who were travelling together to stay in a two berth location on Three Forest Drive. When we arrived, a single motorhome was parked across the double bay spot. We then had to negotiate with them to pack up and move to the single bay up the hill so that we could park together. Fortunately, the single motorhome owner was amenable but I could imagine a situation where this wasn't so amicably resolved. This could be avoided if it was possible to book more specific bays than just general permit for an area.

None. It was Great!

Nothing could have made the weekend better

Perhaps better signage visible from road as we had to try a couple of lay-bus before finding the correct one-even just numbering the sites and displaying it from the main road would help. Also, it was quiet and we had no problems, but it would have been good to know rangers are out enforcing the permits as we did not meet any.

2018 feedback

I can see the benefits of the camping permits however i would expect to see some outcome from this. The site we were on we removed 3 bags of rubbish that was there when we arrived. We removed God knows how much broken glass and fishing line. The rangers showed up ask for permit then left. No sign was seen of them checking up on the pitches or people in them. I agree to the bye laws if they are enforced properly and not just taken as a money making exercise.

Litter bins

This is the first time I've used the Managed Permit areas in the LL+T NP and it sounded lovely when I read the description on your website. I have camped in many countries including Canada and New Zealand so had an impression in my head of what this Managed area may look like but when I compare what these countries have to offer with what LL&T National Park is offering I'm afraid it is utterly and completely woefully terrible.

The designated 'managed' area along Loch Long was boggy, dank and miserable. The camping spots weren't flat and no effort has been made around the site at all which was very surprising. There was toilet paper strewn to all sides of us and bits of litter and broken glass.

The park is charging £3 per night for absolutely nothing. Now if I had had to apply for a permit and there was no charge I probably wouldn't be complaining. I am used to having to lie on uneven ground and would just get on with it. However I can't see your justification for charging me any money when clearly nothing has been done to prepare or maintain this area for campers and you provide no facilities.

I love Scotland and liked the idea of the national parks but if this is the best we can offer visitors I'm afraid it is a national embarrassment and actually saddens me greatly that LL+T National Park think this is an acceptable standard to offer people.

I'm sorry to be so negative but truly , this isn't good enough. Definitely won't be back to Loch Long again (and neither will my friend) and it makes me wary to use any of your other "designated, managed areas" because I'm afraid they are not managed in the sense that I would have anticipated.

Everything was brilliant, maybe suggestions of local shops and places to buy wood since you can't chop down your own?
Thanks

None

Nothing

Probably 95% of the permitted camp area of loch ard wasnt usable for camping.

Flat even surfaces to park motorhomes on. Also permit area not suitable for parking motorhomes on as area also used for campers, limited space.

Some of the sites that we past are not suitable camping spots as are bogs.

Also, we were charged a vehicle fee when we were cycling. I don't mind helping maintain the roads however this should be stated that it is mandatory on the first page of the website

2018 feedback

All our rubbish was bagged and taken home - I'm happy with that but I'm sure others aren't so sympathetic. I understand that the ethos of wild camping is to be self reliant but some waste disposal facilities could be considered? Our last visit in 2017 the previous occupants had bagged all their rubbish but then left it at the roadside where, overnight, it was ripped apart and littered the area. Maybe a large bin at the toilets? Just a thought although this might encourage people to expect a bin service and lead to other problems.

Nothing it was perfect even the weather was amazing and I got what I wanted from our visit an amazing sunrise photograph even if I did get up at 5:30 to set up

I had difficulty booking. I am not sure if it was connectivity or the site. Sorted in the end though. Thanks.

Hi, as a long time wild camper in Scotland this was the first time I had to book a permit so was a little apprehensive. I'm happy to do so as long as sites don't fill up, as I think it is a good way to control numbers in popular areas and hold certain groups accountable if they leave a disaster behind! I was the only one at Culag, so no problems there. The website for Get a Permit on smart phones wouldn't load the grey box to purchase a permit after about a dozen tries, so was rather confusing at first until I finally got it to load after about 10 minutes. I use maps and GPS a lot so found the spot easily enough, but it might prove tricky for some who don't have GPS, 4G or phone data, especially with fast traffic on the A82. On the other hand, prominent signposting from the road might draw too many folks, so I'm happy to keep it low profile. When I'm on the road I generally try and camp within sight of my jeep as I keep a lot of gear in there, so leaving it in a layby overnight along the A82 was not my preferred option, but large boulders were placed across the old carpark area here. Overall I'm happy with the permit system now, but haven't tried it when it's peak season. I'll visit some of the other spots to see if they have better parking options and perhaps a bit quieter from road noise than Culag, but that's just the character of this site. Great views and decent beach, still quite a bit of rubbish there and people left BBQs burning after their meal even when I was present, so had to extinguish that. The permit system takes some of the spontaneity out of the wild camping experience, but with the crowds near Glasgow and the impact on the park, I am supportive of it as long as sites don't fill up or become crowded. I prefer to camp with no others in sight, but realise this is not always possible.

Suggestions

- an app for android/iphone or make the booking box much larger
- higher resolution maps of the site locations. The one on the webpage was too small to read, even when zoomed in
- possibly a live count on the app with how many bookings at a certain site - if that is available, I didn't see it.

Thanks for reading, regards, [REDACTED]

More signposts

The police asked why I was in an area marked NO PARKING and I said it does not apply to motorhomes as I was in a booked and paid for pitch. They asked if the rangers controlled it and I said it was them who told me to park there, best if the rangers and police have a chat re the rules!

2018 feedback

I couldn't purchase the permit on a mobile device, I had to do it on my laptop, which a lot of travelers probably don't have with them so your site needs to be more user friendly to book through.
I was unsure whether it was safe to camp on the rocky beach. Due to heavy winds and trees swaying all over the place i wasn't very keen on camping inbetween the trees either. I continued my hike and, upon arrival, booked a camping spot in the Youth Hostel a bit further. I think i expected more from this campsite? Maybe i misread.
We went to the Tourist Information in Callander where we got all the info we needed wrt the permit. It took us some time to figure out the code for the fence (because it was in the attachment and not in the mail message itself). Also we only understood there were multiple pitches per section once we were half way the route (first thought each section had only one pitch). Nonetheless we really enjoyed staying there!
stating how many other people had bought permits for that day.
It was good to see rangers. Loved this area for camping
website was a little slow when buying permit but otherwise easy to use. not a lot of available space to pitch a tent in permit area.
I think the permit area could have had s but more gravel on the ground as there was a lot of holes and puddles .
Maybe the area could have been maintained better, gravel was there to level area but not complete hence big puddles and not level, and people als in motorhomes with no permit
There needs to be more permit areas within the bylaw area. For the West Highland Way, there is only one permit area and it is quite a long way from Milngavie for night 1, but too close for night 2.
I don't have anything to better the service. I talked to [REDACTED] the ranger, on the phone, and he was absolutely a delight. I really admire the park and its service.
It was just great
I would never have pickd that spot as it was way to busy 2 caravans with genirators running all day till 11 at night. Wild camping is ment to be a way of picking a good spot amd getting peace and quite and some solitude. I understand it has to be controlled but this is not the way imo sorry but i dont think i will be back. Unless i can pay my permit amd pick my own spot as i see fit
Once at the site advice on where to camp would be useful.
Info confirmation email received was good and had relevant details of the pitch. Location of pitch was let down by road noise.

2018 feedback

Very strange experience when camping at loch Earn, got a visit from a lone male at 3 o'clock in the the morning with a snow board on his back claiming to be looking for snow !! Very strange character out at that time of the morning, up to no good in my opinion, making whistling sounds walking along the south shore, I assume looking to see if there is any reaction from tents, glad I woke up as I'm not sure what may have happened if I didn't

Nothing

toilet block opening later and earlier!!

Somewhere nearby to put all the rubbish. Even happy to pay a surcharge for this

Would be nice to view all the permit areas online in a page with all the pictures as at the moment you need to start a booking form with dates before they appear. I would also suggest limiting the number of pitches to what it states online as we did have more people camping than as advertised. Rangers were amazing and really gave us fab information when we spoke to them.

We had a great stay at the park ! It would be better if there where more camping areas around the forest and not just st the lochs

- 1) Directions to the permit area was not clear.
- 2) A button has to be pressed at the bottom of the padlock used for arrival after 4pm. This is unclear.
- 3) Don't sell pitches to people who do not have the physical capability to reach them.

I would put the permit signs at the parking area so it is easier to identify which section you are in. I bought a permit for section c but found it hard to find and when I arrived it was far too busy with no space so decided to drive down a little and found section d which was empty but still a great experience.

2018 feedback

My friends and I have been camping and fishing Loch Earn annually for 10 - 11 years, and some within the group as long as 18 years, as an annual tradition. It's a special place for us.

When the changes to the camping rules within the Trossachs came into force it stopped that tradition dead in it's tracks. Because of the new ways in which the area is managed we've had to stop coming and arrange to go elsewhere.

This year is the first time we have returned for a couple of nights - only for old times sake but as things stand I doubt we will return in future. We basically can't.

The area we used to camp is now off limits and being unable to camp longer than 3 nights, for a sizable group of usually between 6 and 8, it's no longer worth the time and effort to set up and pack down when you factor in the journey to the Loch and other things such as not being able to have a camp fire that is 'too large' or even have a few social beers round said camp fire. Not only does that ruin the experience for responsible adults we were left feeling on edge about getting into trouble - is the camp fire wrong or too big? Did the bookings get recorded properly? We brought alcohol not realizing it wasn't allowed - are we going to be made to leave because it has been left on the back seat of one of the cars? Why are the Park Wardens repeating that they'll 'have to check' the bookings?

We were known to the local bailey and built up a good rapport with him. We treated the area with respect, and left it clean clear and undamaged and we never caused or had trouble - this is why we got on so well with the bailey. There were plenty of bins serving the camping area and we could relax and enjoy ourselves. We used to be able to have a few beers, camp, and concentrate on fishing. That's all gone.

Paying £3.00 per tent isn't even the problem, we paid to fish, and we would happily pay to camp. Yet there were so few bins and apart from the fact we were camping it was hard to see what was actually provided for that? If we knew it was paying for the upkeep and protection of the area - great, not problem.

We know there were problems with anti-social behavior, and with people damaging and polluting the environment - we found this as sickening and unacceptable as maybe yourselves. However the current rules penalize good people not those who make a nuisance of themselves, and although some rules such as no alcohol allowed are easy to see why they were imposed - why ban camping in certain areas or not allow stays longer than three nights?

There are Police and now Park Rangers to deal with anti-social behavior - why have such harsh restrictions instead of actively dealing with that behavior?

If I could change anything - it would be to reopen the areas now disallowed from camping and allow bookings for more

2018 feedback

than just 3 nights - at the very least 7. Actively police the area, use common sense and judgement - a group fully geared for a full weeks camping and fishing having a few beers and tidying up after themselves is NOT the same as some yobbo morons getting paralytic and destroying the place. Provide bins to dispose of rubbish and human waste and you could even sell firewood. Other than that we are still going to have to find somewhere else to go next year and we know we are not the only ones - we know that revenue on the Loch has fallen quite a bit. We agree the area should be protected and that certain behavior is unacceptable but as things stand we disagree that the current rules are the best way of going about that.

Some of the areas are really difficult to find we had to chose a less beautiful one after one or two hours turning in circles

After been going to loch earn fishing for years I stopped going about 6 years ago because of the anti social behaviour of some people who were not fisher men first time back a lot quieter apart from loud music being played from the north side of the loch , was good to see that [REDACTED] the keeper was still working away

Being able to book multiple permits in a single payment.

I booked for 4 people 2 tents 2 nights but had to make 4 different payments

Nothing

That particular area was fine but there were only three tents that night. It would be more useful if more level areas could be provided.

Turn generators off at a decent hour instead of 12 1oclock in the morning.and show pictures of pitches as the one we booked was unsuitable an we had to swap loch to get a decent pitch

We didn't use the permit and left after about half an hour. Nobody paid to drive when we were at the entrance, people just drive through ignoring the ticket machine. Big cars being driven by idiots on an ego trip using it as a race track, kids driving cars, and even more idiots driving the wrong way. So much for a one way system! Kids being balanced on front passengers knees. Did not have any confidence that one of these idiots was not going to lose control on the wet track and cause an accident, so we left and didn't use our camping permit. Permit areas are really just wide bits in the track and are unsafe.

2018 feedback

Local shops and buisnessess should sell these on location
There was a large caravan parked side on, across from the motor home area at site 'O' and this blocked our view to the trees! I didn't think caravans we're allowed but if so, they should be in a bay!
Only problem I had was no Internet connection to book I will book beforehand next time the rangers I spoke to were very helpful and friendly.
On arrival found plenty of spaces great for camping but couldn't get to those areas as people who were hill climbing had parked in the lay-by, so no space to park.
Make sure that the motorhome bays are big enough for a 7m vehicle and if possible not boggy. Area E spaces had several vans stuck in them and caused big ruts extricating themselves. The Ranger checking the permits was very helpful and understanding regarding not trying to park in the marked bays.
Just that the parking place has a sign so you when you've reached it and that in the information sent with the permit there is a larger map of all the permit areas so you can find your way more easily.
I have nothing to add that would improve the experience. It was a fantastic weekend with the best views anyone could ask for. Having toilet facilities close by is also very handy.
If all lochs had the bin and fire pits which are provided at loch earn south side spots it would be easier. Loch earn south side was so clean and tidy compared to other spots we have visited.
The camping zones signs and no camping zone signs are nowhere to be seen. After finding a pitch in a near sold out loch we set up camp, tent, air beds, rods, fire and stove. Next thing Ranger [REDACTED] appeared to move us on saying we were in the wrong area as locals were complaining. I was there with my 11 yr old son showing him the countryside code and teaching him wild camping. Making no noise, mess or causing anyone hassle. Asked him where the zones started/finished and where the signs were showing this. There were none and he wasn't taking the fact everywhere else had jobs camped 10 feet away from each other. Had to pack up everything to move to an overpopulated area where our neighbors were drinking, swearing and playing loud music until 02:00 in the morning. Cut short our trip by one day due to this so it's definitely the worst camping experience ever in lochernhead and doubt I will be back.
Great camping area
But the only problem was load music on the beach by two lads with a large fire until around 2 in the morning
Clearer/ larger signs to the permit area. We missed our area due a van covering the sign. A ranger said we could stay at a different area rather than going all the way around again
It would be better if there was a fresh water tap in the toilets to enable you to get clean water
-

2018 feedback

Finding the actual page to buy the permit isn't the easiest. An obvious tab on the forestry commission page would help. I still think long drops or eco toilets would help. Still too much littering of bodily fluids, wipes, toilet paper and fishing equipment even early in the season. We also cleared more glass, burnt out BBQ's and fishing bait and hooks left by previous campers. We also had to cover human excrement so our dogs didn't go near it. One morning we were woken by several men with mowers and strimmers. There to mow the dam end of Loch Drunkie. [REDACTED] It would be nice to leave that area wild if the beavers are making the loch home.

Much longer to get permit area had a 12 year old with me to so ended up staying at camping and caravan park still had great time but wanted to wild camp one disappointed 12 year old

Only one thing I would suggest and only for loch earn.if the permit could be purchased at the drummond estate boat house more people would go fishing.i have a photo of a duck that I don't think I've seen before that I could share...cheers.

Driving a 4x4 with roof top tent, it wasn't a nice place to stay on a motorhome place. We didn't stay at the place, we did not like it. We are used to stay on a nice grass place or something, not on a road. Would not recommend the place for our purpose and vehicle.

Not having to buy a permit in the first place. It would have been better if the rangers and police had the powers to actually deal with offenders adequately years ago rather than bring in a permit system effecting all law abiding, responsible wild campers.

The permit area was a bit of a mess in general. Bottles, plastic, toilet paper on the ground. Had a general feeling of b I got unclean. I would have much rather wild camped if there was a suitable area nearby.

I arrived at Loch voil and it was packed... Therefore I could not camp and had to go to Loch venachar. NOT HAPPY!
What is the point in the booking system if there is no enforcement on it?

there is no toilet waste disposal facility...essential facility!

-

Level the parking area

-

The gates to the area were not locked and cars were in and out making noise all night.

We stayed on the Friday night. Around 2-2:30 we heard a helicopter gradually getting closer then flying right next to the tent and shining a light onto tent. There is no information on the website about the reason for this was.

improve tent pitch area a the ground was full of rocks and wwas difficult to peg down even with heavy duty pegs

2018 feedback

Switch off rain
more permit areas
We loved our stay on the three lochs forest drive. Although we weren't really affected by it, there were some campers down by the loch who had their music on very loud and were leaving quite a bit of rubbish around (not sure if they cleaned up as we left before them in the morning). It really didn't affect us as we were higher up in the trees but imagine the tent campers close to them wouldn't have been that happy about it. Maybe a ranger driving around to check for things like that might be good. As I say though, we loved our stay there and would definitely do it again.
The use of toilets
The only thing we couldn't find was a bin to put any rubbish in, although we took all our rubbish with us it would be better if there was somewhere we could bin our rubbish.
Composting toilet in or close to permit area, there were signs that not everyone was burying their waste.
The letter for the permit area could be a bit bigger on the sign. Other campers should take away their litter!
Apart from that all great!
I would improve the policing of permit areas as upon arrival there was already a group in the best permit area who had not purchased permits. So we were left to camp in an area that was really unsuitable for four tents. I have no issues paying £3 for a permit to camp, but I don't see the point when anyone can turn up without paying and camp without being asked to present a permit and being moved on. This is the second time this has happened to me now and I'm really not impressed. The last time we had to abandon camping altogether.
Provide less info about people staying - ages etc seems unnecessary.
Chemical emptying point and grey water point at exit from Drive would be very useful.
The permit system is a joke. This is about the 3rd time since April 2017 I've bought a permit to camp in the management zone to arrive at the location early afternoon and it's full with people who definitely didn't have permits. This has meant I've either had to cancel my plans, squeeze in as near the site as I can or go somewhere completely different. Buying a permit should mean I am guaranteed a spot and not going to be forced out by groups without permits. If there is any mess at the site I booked it's nothing to do with me, it was a group of 5 tents who didn't have permits.
Making motorhome areas hard standing as we had guests with children and road surface degrades easily in wet weather and so everything turned to grey mud I know we were out doors but simple little touches like this would make it a much happier experience thank you

2018 feedback

When we arrived the motorhome permit area was full of cars. We struggled to park at all until much later when the cars had left. It was also unclear whether we needed to pay for parking as well as the permit.
The website need to be more user friendly. Found it difficult to navigate booking system . I have a family of 5 but need 2 tents . Had to do 2 seperate bookings for this . Not ideal. Is there a reason that caravans are not allowed when you still allow campervans and motorhomes?
better marked area for motorhomes,drinking water supply ,waste water and chemical disposal , these improvements would encourage more motor homers to stop over and provide considerably more to to maintaining the envoirement and beauty of scotland
The area was good but a bit muddy
More space for thents, toilets
Car parked in camper bay until 9pm. No clear instructions on signage of camper bay as to if they should vacate camper bays by 7pm or can remain until 9pm as specified on ticket machine.
If it could be anything I would clear the bigger boulders that are hard to move so we can get our tents in a more comfortable position when camping.
Rangers very helpful. Glad to see permits were checked. Its a shame people still stay overnight with out permit. When £3 is hardly expensive. Look forward to a return trip.
As a walker on the west highland way, it's can be hard to know which day we're going to arrive. It was my case because I arrived a day late (but the ranger I met was very friendly and let me spend my night at the planned location). So I think it might be helpful to have the option to take a reservation that offers a margin day. I am French, so I'm sorry for my english mistakes. Have a good day, [REDACTED]
We arrived and found one of the two main pitches a wreck. We tidied as much as we could, but could only do so much.
Every place should have sign with its number. Seen from the road.
There seemed to be conflicting information as to what time period the permit was valid for. The web site said 1pm till 11.00 am the next day, but other information said 7am to 7 pm.
The Rangers were very polite and helpful. Superb job!
Just wanted to say how helpful the 2 rangers were we met I had wrong dates on my permit and they reorganised everything for me plus gave us great tips for seeing wildlife in the area which is main reason we came. They were very helpful and polite which was a good experience for us as it was our first time in the area.

2018 feedback

I unfortunately got booked by the police for gathering firewood (strictly deadwood) within the park as I had missed the part of your booklet that explained you weren't allowed to do so. I would like to suggest a new system for your booking website for camp spots... if at the end of your booking page you ask 3 multiple choice questions regarding the laws of the national park and have a link to the laws immediately next to the questions so people must either know the laws or demonstrate the ability to look up the laws. I say this as there wasn't enough prompts on the site for knowledge of the laws before booking.

It was unclear from the map on the website (viewed on my phone) where the permit areas were. It was only once we saw a paper map (from the Balloch tourist information office) that it became clearer.

The inveruglas camping permit area isn't at all maintained. All grass areas where it is possible to pitch are overgrown with thorn bushes and weeds. Further is isn't clear whether the permit allows you to camp anywhere within the permit management area or just where the tent logo is placed within the permit management area on the map. More site maintenance and bylaw clarity is needed.

Improve the size of the letter denoting area as difficult to see without driving right up to them
Otherwise the experience was outstanding , clean , quiet and very enjoyable and to be repeated when we can
Visit again

Get the rubbish/recycling bins emptied more often. They were all overflowing, leading to needless litter in a beautiful area.

Think the rules about not camping wild need to be more widely publicised with signage throughout the area

When listing the options on a mobile device, they should be sorted by availability. It makes no sense to make the user read everything about the campsite and then say it's not available at the date entered at the bottom of the description. Just put the available options first and all the alternatives at the bottom...

Nothing we had a fantastic stay at firkin point and would recommend staying there to anyone

Could not use pre booked area ticket as full of unpaid ticket holders .so wasted a three day fishing and camping tickets total £39. 00

Very reassuring to see the wardens patrolling.

Not keen on area "L" of the three lochs drive. No views and rough - it was what it is ! A layby at the side of a dust road.

We couldn't access the grassed area because all of the campers had claimed them. We felt stuck in our van.

Later a large group of very excited kids arrived at the campsite so we left. Two days early. We tried to phone a warden to try and re-locate but couldn't get a signal.

We did however really enjoy areas B & F. It hasn't put us off we will be back.

Please don't get use wrong it is great to see kids off their computers and in the open air. We wanted peace, so moved of our own choice

2018 feedback

The only concern that we had is that when we arrived in the area, previous users had left rubbish which we then felt that obliged to tidy up so that we weren't held responsible. Perhaps assuring users that regular checks are carried out on the areas or giving them an easy way to report this could help.
More clarity regarding an umbrella with sides which is not in the definition of a TENT but still I paid for it just in case. PS Rangers were excellent WELL DONE TO THEM
Once I understood the system I was happy with the experience but I did find buying the permit complicated and needed help from the I Centre.
Clearer signs at the park area, several foreign travellers asked us questions about camping as they were unsure. However we thought it was a brilliant place to stay and felt safe.
maybe advise prospective campers to check in to information centre if they have questions about camping etc. I had to research online via google maps to get exact location, an interactive map with satellite images would have been helpful.
N/a
Getting the ranger to check people's permits and move them on if they didn't have one. People Next to us didn't have a permit where camping from Friday to Sunday. Why should we pay and get checked and they can sit free of charge
Lieu très agréable, propre et calme
I found the camping area I had bought a permit for to be very boggy and wet. I did expect it to be wet being near the water but nowhere near as bad as it was. As I returned to my car to think of a plan B I met the rangers. They described to me another location which was very good, although the tent area was more of a path. I would stay there again but I would not book area "C" again unless it was with the intention of camping where the rangers advised which I think was actually part of site "b".
Could only book it online as far as I could see. Buying from a shop in Balmaha or Inversnaid for example would be convenient.
The permit process was great and we loved the camping experience. Big negative was how much rubbish has been left on the beach including toilet paper and faeces and broken bottles which we had to clear before setting up camp.

2018 feedback

Your literature said that there was a cafe, there wasn't. That didn't really affect us but it did other folk. The toilets were minging, the sanitary bins and regular bins were overflowing. The gate wasn't closed so folk came and went, another campervan squeezed in next to us, so rather than looking at views of the Loch, we looked at another van. There was 6 vans in total rather than 4. There was no sign of any Park Rangers or staff of any kind. And your parking machine wasn't accepting money thus you lost revenue for the National Park. I feel that if you are regulating then you need to do so properly, if not then allow people to wild camp and they know what to expect. In saying all of this we still had a lovely time. Though I'm not so confident about the bookings I've made for Loch Lubnaig and The three Lochs for next weekend. Some reassurance would be helpful, Cheers [REDACTED]

It wasn't immediately clear that we were allocated a specific spot within the permit area we booked (Forest Drive K). Each space within a permit area could be given a unique number. It would make it easier to find your exact space. Being able to pick your exact space within the permit area would also be nice.

I didn't manage to buy more than one permit in a single transaction. I was buying permits for 2 tents and had to do 2 separate transactions. Being able to do a single transaction fire multiple permits would be better.

Make the booking process a little easier as when I completed the online forms the availability had changed and had to go through the same questions over again. This was repeated on approx 4 - 5 occasions before I secured a permit. Not an express system.

When we arrived at our permit area there was already people there, and it was covered in broken glass. Also the coordinates that were supplied to take us to the campsite C at Loch earn were wrong and it took us to Loch venachar

We chose an area that had 8 allocated permits, however when we arrived there were already 5 tents pitched which left no space/desirable space. We have camped here a few tomes before and loved it but it has lost its magic for us as it had become so busy.

All good. Photos on website helped a lot with the selection so that was good. I had not paid attention on the fact the road was closed from 16:00, but as I had printed the pass, it was easy to phone and find out the code. Otherwise make this point appear in bold / large print on the permit may be?

It would help if it was clear on the site info the the permit is per ten. As I bought 1 permit. Selected 4 people. However when the rangers visited as we had 3 tents and 4 people we had to purchase 2 further permits. (Not an issue but like have been done in Advance with better info)

Not a complaint either just feedback thank for all the hard work you guys do :)

2018 feedback

Really disappointed to see no effort in improving camping areas, for instance flattening areas to make them more comfortable, now we are paying for them. Just seems we are now paying for something that we used to have for free last year.

I think for people who have never been before the areas need to be marked for start and end of zones

We didn't receive a confirmation email to say where we were supposed to park. However, the rangers came along later to check, and although we were in B not D said it was OK.

Nothing, it was a wonderful camping experience!

Fresh water outlets and I'd make more use of the old road lay-bys for motorhomes otherwise it was an excellent break thanks

was easy for me but a lot of people arrived wanting to book but all the permits were taken and it was only me there. should be provision for people who come late

There should be an option to purchase multiple permits at once for each area. At first I booked one permit for 4 adults, then I read that 1 permit = 1 tent (which was not immediately clear) so I had to further book two more permits [one at a time] because the four adults would be split between 3 tents. it would be easier and clearer to have how many people?, how many tents/campervan?, how many cars? all on the one 'purchase' page.

That workmen didn't arrive early morning to move heavy machinery, can't be helped they need to do their job. Also not all permit sites have internet access therefore making it difficult to purchase a permit after arrival. We had not planned to visit Loch Lomond in advance and if we had not been able to purchase a permit at our second stop, would have moved on and missed a beautiful place.

Paypal option

POI coordinates would have been useful also marking out the bays as when we were there someone parked inbetween two campers instead of at a permit sign post. Also one camper did not have access to internet & required us to help him. Why can't you buy a permit manually from nearby?

2018 feedback

First off I am supportive of this measure to manage the impact of wild camping in the national park and think the charge is reasonable, however, I am not impressed with the execution of the idea for a couple of reasons:

Make the website easier to navigate by mobile. I found myself struggling to find the section to actually book the site and then kept being looped through the same pages.

Also, provide more information about the sites so that it is possible to see if it meets your needs. The location we booked was presented as suitable for camping. I am used to wild camping but with these sites being advertised as locations for this I expected that I would be able to fit a two man tent in easily. I found it to be unsuitable for all but the smallest of one-man tents and even those areas were either really boggy or appeared to be actively managed to discourage further camping: there were new trees planted in the only area approaching being big enough for a two man tent. If we had been aware of these constraints before arriving I would not have bothered booking this site and would not recommend it to anyone but ultralight campers or those sleeping in a vehicle in the future.

Just to make the alaphabet letter bigger to stand out as you drive along looking for your permit bay

nothing just what we where looking for

everything was great. thanks for a brilliant walk on The West Highland Way.

finding the link to the booking website was a bit tricky - clearer link to that would be good

Some litter in the area from previous people but bins where available nearby so it's just down to everyone to be responsible

Previous campers had left all the rubbish lying about which we tied up
Other than that all good thanks

I'd put a ban on excessively loud music that seems to pollute the tranquil atmosphere of the highlands quite frequently.

the camping areas have changed we camped where we normally do and were asked to move by ranger it should be stated online the exact places you can camp rather than just saying car park a b ect disappointed by the male rangers attitude the way he spoke firstly his first comment was i take it you dont have a permit i answered yes i do he then thought it was a fishing permit i had i then pointed out no its a camping permit the female ranger was far more helpful we contacted the park office with a number the female ranger gave us and moved on to loch earn where the rangers never stopped to check permits at all the good thing that came from it was the fact we did not know you could change your permit to another area thanks to the female ranger

The location given on the permit (approx. 6km from Balmaha), wasn't correct. It probably was 6 miles/10km. Because of this we thaught we maybe missed it and walked too far, but it was farther than expected.

2018 feedback

if anything parking
A more level site but otherwise perfect!
Make sure I catch a fish 🐟 <input type="checkbox"/>
Ps. Love the three lochs ... thanks
Grass was overgrown no level ground to pitch tent didn't bother camping after I seen the state of the area not fit for camping
Limiting the size of tents so people don't take over a whole site with one tent.
1.Keep information bang up to date: we were expecting a café at the Visitor Centre, but found it has closed down. 2. The Motorhome spaces were fine, but if I'd booked for a tent I'd have been very disappointed: the designated tent area was hopelessly overgrown and even for wild camping a considerable challenge.
Yes it was a brilliant camping spot but a group of people not far from us were shouting and bowling and being a bit of a nuisance pretty much all night which kind of ruins the camping experience in the beautiful Trossach National Park
It would be great to buy it directly at the permit area because we didn't have internet a lot.
Firkin Point was an excellent stop off and the Loch and surrounding areas were beautifully maintained but we were disturbed a few times around midnight with youths arriving in cars playing loud music staying for ten minutes then speeding off. This unfortunately frightened my daughter. Maybe an extra ranger service or police presence at this time may deter them.
There were no bins at Culag which was a downside
Unfortunately from the beginning of my and my friends visit we have a problem with overbooked area, lack of safety of our kids and almost problem with pitching my big tent as the area which should be free as I booked all of the permits was taken by someone. I will send separate email about it. I am just glad Rangers are great and found a temporary solution.
Have a number to call when your pitch is stolen by someone without a permit. We paid for some drunks to have a party!

2018 feedback

Due to over crowding and frankly no space big enough for a 6 man tent as we correctly booked online, we decided to leave. Rangers were unhelpful, seemed more interested in finishing and getting away. Very disappointed and with 4 kids, it was a poor experience, will not recommend. Single track road is poorly sign posted and maintained aswell. I laugh at the camping "management" zone. Clearly not capable of managing a campsite or zones

I met a few campers when I was discussing my poor experience and the constant vibe was the Rangers were arrogant, indecisive and more interested in being "power happy" not what I expected and for 10yr old kids to same the same, is enough confirmation for me and my party.

I won't ask for a refund, again I'm not confident that it would be worth the hassle due to the display of incompetence I have already experienced.

My constructive feedback is to have your rangers held accountable for there actions, very clearly not the right people in these positions. Re-training perhaps rather than a classroom tick box exercise on customer service and satisfaction.

Disappointed all round.

It has been overestimated as to how many pitches are practical to camp on. I think the limit was 40 pitches when it's more like 20. I initially booked Loch Voil for the same weekend and after traveling up there the week before to check it out there is no way that there is 8 pitches as advertised more like 4. That's why I ended up booking loch Earn. The signs that tell you the start and end of the pitche area have been poorly positioned. They are running flush with the road which makes then easily missed when driving by them. They would be better at a right angle to the road so they can be seen when travelling towards them. Apart from the above our stay was something that we'll remember for years to come as it was fantastic.

I could not book through the web site needs a good app for mobile phones to make it easy to book and a description would be good

Noisy people around us. Lot of music and alcohol. Will be nice if rangers could pass around to look that people camp sensibly.

2018 feedback

I would like you to put signs with sets of rules that would educate people on what to do with their waste, toilet paper and moist tissue. The beautiful bluebell woods next to the camping zone were gradually getting worse during our stay. There was no need for this :(

Since you inform permit holders on what to do with their waste on your pdf, I believe it's either not read or ignored. I believe a sign on the site would be taken more seriously.

Nothing to improve

The only thing I would change would be;

I'd perhaps consider restricting large groups. On our first night we were kept awake by a large group pitched close by. The group were basically out for a party which is fair enough but the volumes of alcohol they consumed combined with the constant loud music and bad language was difficult to deal with. I had my wife and 2 young daughters with me and the kids were still awake at 0330 due to the noise. I considered calling 101 @ 0145 however we decided against it in fear of aggravating and already intoxicated crowd. I'm not sure how best to deal with this but it wasn't pleasant. The Saturday daytime and evening were much more pleasant.

Overall the experience was great for my kids however we won't go back to Lochearn for future trips.

tents all along the loch and sure a lot of them never booked will put my shelter up and sleep in my car in the future I have fished the loch for 40 years won't be paying again

10 tents In a 4 permit site we were very lucky to get a spot no rangers in site we also cleaned our area up before we set up as there were left over cooking trays and bbq

I am more disappointed as I take the time to get permits when others are getting spots without them so what's the point in getting them as there is no one to check that others have them

More space.

I was with a party of 6 sharing a beach with about 60. there is not enough room. I want a nice quiet camping trip. Not rammed with people.

2018 feedback

Camping site was spectacular and the £3 price was very reasonable.

It took a bit of faffing to find the relevant web page to book, and it was frustrating to have to go through the same process 3 times for the 3 tents in our party. It was also frustrating to have to contact the other people in the party to find out dates of birth. I've never been asked that at any campsite before. I think it would be better if you simplified it so that 3 tents could be booked together as one group and only basic information asked.

In terms of the site, we were expecting to see signs indicating the start of the area, but we didn't see any. The whole area was completely full of cars and tents when we arrived, we ended up camping in the only place we could find a spot. Admittedly we arrived early on Saturday, but the situation if anything got worse later on so we were glad we arrived early. It seems that either a lot of people are camping without a permit or there are too many permits issued for this site.

We were quite shocked to see the amount of rubbish and human waste around the site. To be honest it made me understand why the permit system has to be used, so I'm not at all against it. In fact I'd be willing to pay more if it allowed for better regulation. We did a bit of a rubbish clear up on the beach but we didn't go near the human waste I'm afraid. I don't know what the answer is to that one. Maybe provision of "human poo bins"??

So having been quite negative about the introduction of the camping permits, this weekend has actually changed my mind and I can see the problem you're trying to tackle.

Stopping gangs coming on late at night and running around shouting and firing some sort of guns until 3 in the morning plus blasting music I thought that's what the bylaws were brought in for.

Shower block and drink water tap

Encourage people to clean up after themselves. We took the place of a woman with 2 teenage girls and the left dirty sanitary towel and wipes lying in the bushes! Disgusting... that is the type of filth that got the camping band in first place ! Other than that it was beautiful stay and i will definitely be back

Access to fresh water would be good but it is understandable that this would be difficult.

We were a group of 4 but we had to buy the permits separately which was a bother (not to me) to the other party members. If there were an option to buy 4 permits all together it would be really nice.

2018 feedback

I would get rid of the set location spots as this is very likely to cause future problems and arguments between campers as there is not nearly enough camping zones around the lochs for everyone to enjoy their stay, I am a keen fisher, and have spent the last 20y traveling around the west coast of Scotland fishing, although I understand the need for camping permits but I totally disagree with set location spots, it puts big restrictions on walking and roaming around these beautiful lochs during my stay, unfortunately I will not be attending the three lochs area again.

1. Firstly when I was trying to book online I tried searching for availability at Loch Achray on the dates we wanted. The search came back saying no availability so we were considering booking elsewhere. The next day I tried a search for 3 lochs drive only to find there was quite a lot of available sites and (site L) the one we wanted had availability so ended up ok.
2. Would also prefer if the booking were made by site and not by tent. A tent could be any size (my party had 6 one man tents/bivvy which fitted on the site no problem. This means we need to have 6 permits where as there could have been larger tents with a lot more people so I think it should be controlled by site rather than tents. Obviously there would be a maximum number of people per site but think this would work better.
Site L has 2 locations each can hold 6 tents no problem but the amount of permit spaces available is not adequate. Site L should be split into 2 camping/motorhome locations to save any confusion.
3. Our second day we had 2 motorhomes turning up who thought the whole parking bay was meant to be for them so I think you should make people more aware that they could be sharing parking bays (especially for motorhomes)

Other than above we had a great weekend and the Rangers were excellent and sorted out any confusion, I like the fact this is being controlled now as it stops the neds/litter louts camping on these locations. It is a beautiful place and deserves to be looked after.

Noise, we as a family really enjoyed our stay at the Loch and experience in a bit of wild camping, but having other campers parting up till 4 am playing music loud and shouting really ruined the experience to a point I won't go back to the area.

I guess this is something that will be difficult to control.

It was a little tricky to find a spot to pitch the tent on initially as people with campervan permits were BBQ'ing on the beach. Once we got pitched up though, the whole trip was fabulous!!

There was a few times we stayed and it was incredible experience every time.
Rangers were always very polite, provisional and well presented, but this stay one of the female Rangers behaviour was a bit odd. I do understand Rangers are under pressure, overloaded and maybe understaffed, but to put that frustration on innocent "customers" running away from civilisation looking for peace and quiet left us a bit bitter.

2018 feedback

An information office or someone answering the phone to answer questions. Also more information in regards to what is near the area for camping. To many people on the site that had not booked but had been there for a couple days.
Everything was great
<p>The registration process was a bit clunky and lots of info required but I am sure now that I have registered it will get easier for future.</p> <p>Staying there was a delight. Most beach areas clear of litter and we had a peaceful camp in a beautiful place. I was with a disabled friend who very much enjoyed a 'wild camping' experience despite being physically unable to hike off into the hills for 'proper wild camping'. It gave her a huge boost to morale. There was nearby area of beach that was full of rubbish so I went in with a bin bag and cleaned it up. Looked like there had been a bit of a party there and I couldn't get all the broken glass but left it looking much better. Beautiful spot - felt good to take care of it a little.</p>
It was probably our fault, but we got lost twice and then went in the permit area from the other side (it is one way only..). Signs are there, maybe better guidance online with maps would help!
<p>It would be much easier to only see the areas with available pitches on the days searched; we had to go through a very long list, not intuitively displayed either - i.e. why are the maps towards the end of the description instead of the top? Perhaps having the facility of applying more filters (such as parking available, toilets and facilities) would improve this function. Secondly, the instructions we received were out of date (the pictures referred to landmarks that weren't there, the boat sculpture). Lastly, both spots in area P were occupied, even though we booked one... tried calling all numbers I could find for support, but as it was out of hours we ended up having to find a different spot. The spot was stunning indeed, as is the entire park, and we had a very good time, so I do apologise if this sounds negative - I just thought these issues were worth mentioning.</p>
I seem to remember that I had to log on twice to book two separate one man tent's, have an option to book more than one pitch at time of booking
Map showing permit areas could be clear. We where unsure where we could wild camp and where we could not.
The area we were camping at had a limit of 4 permits. My group had obtained 2 of these permits. when we arrived at approximately 18:00 there was already 6 other tents pitched although we managed to find a sufficient camping spot we would have preferred a more secluded experience. I would suggest better signs at the entry to the layby to inform people that a permit must be obtained to camp and that better checks are in place
Sorry, i dont know what to improve.
Nothing
bad access to water. no beach. but it was great anyway. A suitable place for a small bonfire. a lot of tent space. the problem, however, is that you have to go far on foot

2018 feedback

Add Paypal rather than putting in card details
Absolutely nothing wife and kids loved it booked up again for 8th June for 2 nights
The payment via credit card was a little confusing. The camping experience was fabulous. Thank you!
Pick a time when weather was better. Rained all day and night for almost both days. ☹️
It's a great area and was clean and tidy. I'm going back again at the end of the month. I met the Ranger for the first time and was very friendly and polite.
picked up a bag of alcohol bottles from bushes at camp site L need to be watched
More policing of permit area. Cafe at Loch Lomond site remained closed during our visit. Was really looking forward to a cooked breakfast there.
I had trouble with the booking on my mobile phone because I could not see the map with all the campgrounds properly and there was no option to book any of these on the phone like there is on the computer. Maybe an App could help? Someone at the Hotline helped us with our booking though [REDACTED] The contact was very nice!
Some litter/ rubbish was left by other visitors. Perhaps providing more information about the outdoor access code would encourage others to leave the area as they found it?
N/A
Warnings about noise on the other side of the lake; informing people that there is NO permit-free camping on the lake - we stopped to ask for directions to the permit area and were told we weren't in a permit area by people setting up their tents....
Lots of cars parking in the permit spaces in the evening near Loch Lomond - turning up at all hours until about 4am meant it was very noisy! Also it was very questionable what they were up to...
We said on the booking form we had a 6 man tent but was put in permit area c which had space for a 1-2 man tent. Luckily we took a 4 man tent as well and we just fitted in the space
It appeared when we booked that the area had 6 potential camping spots but we could only locate 1 spot. This was not a problem, however we are now unlikely to return in case the spot is occupied.
Put the money into cleaning up rubbish left by idiots.
Cleanliness, I was very very disappointed with the used toilet paper lying around and the glass, it took us about 3 hours with 4 people cleaning the area for it to be suitable and safe.
We stayed in Inveruglas permit area. It would be great to have toilets open 24 h.

2018 feedback

The booking button on the homepage must be get better to understand for pressing to book a permit.
Very friendly park rangers! Area is wonderful!
Further from the primary through way. And better signage for car park
As we stayed at Firkin Point D, it was a long walk from the facilities and car park. This proved to be very difficult when packing and unpacking the car
put some bin because many people who came to eat on beach let their waste on the floor
No real problems however a motorhome did pull up wanting to stay, asked us about getting a permit... they phoned and tried but told all were taken... yet that night only 2 of the permit spaces were occupied, don't know if there is a way of getting round the no shows so others can utilise the area??? otherwise excellent all round and very helpful park rangers. Will do this again.
It would have been nice to have some bins close by.
Information about ground type that permit place have. Pebble rock beach wasn't the comfiest place to sleep. The view was worth it though.
The information on finding the site was poor. It stated it was 6km north of Balmaha where in actual fact it was closer to 10km. It would also be helpful to provide a more detailed OS print of the map as it was hard to match our map with where the site was. It would also be helpful to include all the permit sites close by on the instructions. We had to pass both Millarochy and Sallochry before finally finding our spot, each time we thought it must be this one only to discover it wasn't. I suggest you have a info board that shows all the permit areas and names at each site to help visitors.
Did not manage to stay in either of the 2 spots I paid for a permit. They were full and I could not get in. You are either selling too many permits or people are staying without a permit. Feel ripped off as I had to go pay and stop elsewhere. Firkin Point 1638524 & Inveruglas 1638525. Would not recommend this to anyone.
When we arrived our booked pitch was already full. A large party arrived and had put up 3 tents and a gazebo, leaving no room for us to pitch. We eventually found another spot after speaking to a ranger via the telephone number provided. There seems to be no point in this whole set up if it is not enforced. Would rather just go outwith the trossachs and avoid the extra cost and hassle.
Fewer midges!

2018 feedback

Booked it online. And thought we just had to go to an area where it didn't say no fishing or camping. Plus never got told you need to get permit before going on loch voil. And never knew you had to put eels back. As I didn't know I took them for bait for pike fishing. And police came round as rangers told them and maybe get a warning or fine..the laws of the trossachs should be all in writing before you go onto loch. At start of each loch if there were a ranger giving you a leaflet of all the things you need to know and apply by on that loch. Plus it would stop people going that is making mess and causing disturbance.. Thx [REDACTED]

Let me know the code for the padlock at the gate

Would be useful to be able to book an exact area. P for instance has 2 areas, if I could book the one I prefer that would make it much better.

Very friendly and helpful staff on site able to assist us

There should be more checks on the people camping only seen the National Park ranger 1 time camping at loch earn and there where 2 groups of people camping without camping permits next to us but still had the best time ever

More places to camp

The only concern was whether my space would have been taken by an opportunist - I did not arrive at Firkin Point until 9.30 and there was certainly one car parked in the motorhome area and no warden or telephone number to call.

We did not go due to thunder and rain. But booking was easy and we have been before

My weekend away with my son was ruined by a group of around 10-15 what can only be described as drunken hooligans, screaming and shouting from morning till early hours of next morning with music blaring most of the weekend. I also bought a fishing permit and was a waste of time fishing due to their antics so all in all a waste of £6 camping and £10 fishing I certainly will never go back to loch Venear again your Ranger scheme only works if the areas are actually patrolled more than once in a weekend

can't think of anything

Mieux connaître la zone avant de la choisir, peu de plaques, tiques, mites...on s'est sauvé après une nuit

I loved the place, but cover your whole body in midge spray. These critters have half my blood

Nothing I was very happy with my stay and the booking process

Allow multiple permits to be bought under 1 name - providing all names of those staying etc.

Still rubbish on the site when we arrived - ideally we'd never see a mess left by previous occupants (pipe dream I know)

Camping. The sites could have been flatter. It was also very busy during our stay and the designated sites were not blocked from casual day guests. Rangers did a great job of sorting it out.

2018 feedback

I have posted this before.....

Your refuse / recycling bins are overflowing.

Twelve months on and no change.

Not good.

More bins are needed ! We were in culag and the first rubbish disposal was 2 hours of walk far.. At least 1 bin per car park would be great, it would prevent people from leaving their rubbish behind in the nature.

Improved surface as the area was very rough with potholes etc. Also there was a car parked overnight in one of the motor home bays. Unfortunately no one ie. a national park ranger visited the site whilst we were there.

More signs telling exactly where to camp as was new to area.

Maybe a shower for permit holders...but I know that'll be tricky!

HI THERE IS ONLY ONE THING YOU COULD DO TO IMPROVE MY EXPERIENCE IS TO PICK UP THE LITTER MORE OFTEN , AND THERE WAS A LOT OF TOILET PAPER ABOUT WHERE WE HAVE TO PITCH OUR TENTS , YOUR PARK RANGERS COME ROUND TO SEE IF WE HAVE A PERMIT TO CAMP , SO WHY CANT THEY REPORT THAT THE BINS ARE FULL AND THERE IS A LOT OF LITTER (IE TOILET PAPER) ABOUT , IF I CAN SEE IT ,SO CAN THEY. (HOW OFTEN DO YOU INSPECT THE AREAS) WERE IN PITCH NORTH SHORE B 58 THANKS [REDACTED]

Some drinking water available somewhere on route, maybe at the toilet block? Everything was great, I will hopefully return again!

Not much i would change the place is really nice with a perfect view. 1 thing i would say is for wild camping some portaloos would be ideal. But thats all i would say.

On our first night we booked the wrong place by accident but the rangers were great and sorted the problem straight away, we came back a couple of days later but took a bit of working out which zones were which as the map is all in numbers with the reference on letters and the signs also in letters it was a tad confusing! Please take that as a teeny tiny constructive criticism, we had a most amazing time in a wonderfully managed, magical place!

Nothing - it was a brilliant experience.

There were too many trees, rubbish around and clouds of midges. The undergrowth was long which probably encouraged the latter.

2018 feedback

Hi Park Team,

I got one point to mention. My girlfriend and I did the mistake to totally misunderstand the name "Permit Area" (as we are no native speakers). We assumed this area to be a free camping area (permitted area) instead of an area where a permit is required.

Thanks to two very nice park rangers we managed it to get a permit after pitching our tent :).

Otherwise we might have had to walk another 10km till the end of the management zone on the end of an exhausting day :(. For tourists like us it would be very helpful to mention on all the signs of permit areas and maps, that a permit is required and where to get the permit (web URL / phone). This is especially helpful if the stay was not planned in advance.

Thanks and best regards

Being more prepared for the midges!!! But it was all part of the adventure!

We didn't stay overnight as we didn't like the spot. There were so few other options that we left the permit zone area and stayed elsewhere.

Get rid of midges !

The people using this beautiful space are not showing it sufficient respect. We found countless items of litter and while it didn't spoil our stay we felt it may lead to the stopping of camping in the area in the near future.

Information on sites and buying a permit.

I did not see how it was possible at Inveruglas to book a permit there? We observed many motorhomes that attempted to park up but had to leave.

Also at around 5am a diesel car arrived and stayed in the camping area WITH ITS ENGINE RUNNING for 2 hours. There needs to be a way for legitimate campers to report rule breaches.

Bathrooms available 24 hrs.

Shower facility

After we parked, tent campers in cars pulled into empty spots and went down to sandy waterfront to tent camp.

Don't allow groups of young men to camp. While I was on my permit pitch, eight young men arrived in two cars and immediately started chopping down trees to burn on their camp fire. The noise from the group continued to 04:30 hours, they were then up at 07:30 swimming in the loch and generally making a nuisance of themselves.

Rubbish left by previous campers is unsightly and a real concern for the environment. The toilet block was filthy.

2018 feedback

Lots of signs saying private land but not the actual loch Lomond signs. Landowner signs need or replaced with official signage. I doubt I will do trossachs again within season

Wouldn't change anything I really enjoyed my stay and will be booking again in the future 10 out of 10 for me thanks again.

There wasn't any clear signs for what area is what and I got conflicting information from park ranger and shop owner from whom I bought the fishing permit. Also if all the areas are full of motorhomes just camping for the night where can the fisher get parked!

I had a little difficulty with the web site and ended up booking a 3 day permit and an overlapping 1 night permit. It wasn't immediately obvious from the web site what I needed..

Sites all as described. Firkin Point needed the rangers visits to move on those that hadn't booked but it was all quiet in the end. Overall a lovely park and great experience

Erm, midges 😊

When we arrived at our pitch, someone had already pitched up and took our spot. They claimed they had also booked, we had to find an alternative pitch which hadn't been taken. Not very easy with the one way system.. I think pitch signs could also be bigger and more visible when driving past..

The buying of the permit and finding the location of the permitted area were very easy and clear. However, on arriving on our location we took a walk around the permitted area and we were shocked by how much rubbish was on the shore. There were beer cans, plastic bags and so on. It also looked like it has been there for a while. Besides the rubbish, there was another tent with nobody close by. The tent was opened so we took a look inside (did not enter tent) and saw a garbage bag with a blanket and some other household stuff. The tent looked like there was a person living there, instead of someone camping in it. Also, with all respect.. there is a memorial place on the permitted area. Do not get me wrong, I don't suggest it being moved but a mention of its presence should be on the site as I can imagine people would not like to camp near it. We eventually left and slept somewhere else. We did not feel at ease with all the previously mentioned things going on.

Possibly bigger bins as on my arrival to my camp site I noticed a lot of rubbish beside bins and the bins were full. I pointed this out to the ranger on his visit to which he took a photo.

Short time after ranger had left a council refuse truck turned up and drove in to the camp site but did not collect the rubbish and drove away.

Found the process of booking permits really easy, couldn't seem to find a fishing permit section online which would have made it a 1stop website.

2018 feedback

Spent a while clearing broken glass and cans from area before I could pitch tent. Rangers could do more to endure campers are told to clean up, stating fines will be issued in the post to folk who had pitched in area on dates mess noted
Do not have to improve anything everything was good apart from the people that were camping next to us they were drinking all night and the noise was bad and they didn't even book a permit
Better policing of permits, inform caravans parking in area that they are not allowed, put an environmental charge on tent campers for removing their rubbish.
I know this is nothing that can be sorted but I have never experienced midgies like it! We were eaten alive and ended up having to spend the night in the car.
The location was lovely but we were attacked by hoards of midges so we couldn't enjoy any of the scenery. This was definitely the place with the worse midges that we encountered on our entire trip to Scotland. For that reason, I wouldn't recommend camping in a permit area during this season, but I'm sure that it would be great some other time of year. Also, it would be nice for toilets to be open 24 hrs.
Better sign posting regarding designated areas or stretches of loch permitted for camping and fishing. Someone actually stopped and told us we were camping on the wrong side for fishing which led to some confusion. However we decided to stay where we had pitched and saw others around camping and fishing. This could have been avoided were there better information regarding areas for camping and fishing.
Allow multiple permits to be booked
Beautiful area, really easy to do. The best £3 I have ever spent.
It would be amazing to have a shower room, where the public toilets are, there are 3 toilets in lady's room, one of them could be converted into shower room, with payment meter £1 for 3min, or free :)
only 1 thing i could say about our stay was that if the park rangers were to come round more often as right next to where we were ,were a group of lads who were fine during the day but as night fell that was a different story they were arguing and fighting all night kept us awake the whole night we were packed up and away from 6am on the sunday morning thats how bad it got they were threatening to slit each others throats who does that kind of stuff
Less midges!
Friendly park rangers, keep up the good work.
National Park Ranger was authoritarian. Employing "Jobsworths" like the above, does LL &T no favours.
to catch even 1 fish .everyone we spoke to hadn't caught any fish.need to stock loch up

2018 feedback

The area was quite dirty, from other people having bbq'd in the car park area, and leaving their rubbish behind. A bin of some sort would be a great investment there, as there are properties along that section, so rubbish is definitely collected.

A much clearer area map as i was used to camping at loch lomond and the signs are at the place you camp this one there were two signs the second one was found on a wander the following day if that had been the first sign thats were i would of camped luck i had my hammock and tarp with me as i couldnt find anywhere to pitch when i arrived at the first sign.other than that as always a great weekend

The parking areas could do with being levelled

We were disappointed to see the toilets were closed at the Firkin Point site despite seeing a comment that they would be open from early till 4pm. In the end driven away by the number of midges- but it is June in Scotland!

Fumigate the midges!

I had booked a camping permit for an area with toilets (Firkin Point) because I had small children with me, but the toilets were closed the whole time. I had no understanding of why they were closed until a volunteer in Luss explained to me that there had been an overflow problem. Perhaps notification of the reason for the problem on the doors would have allayed our frustration. Either that, or the ability to change permit areas in case of such an issue would have been great. Otherwise, we love the opportunity to camp legally and safely in these spaces and wish that others would treat the area with respect.

Nothing. The whole process was really easy. As an ecologist I was quite saddened to come across so much litter whilst walking around both Loch Lomond and Loch Lubnaig. I think that the permits could be used to prosecute people who leave their camping area in a mess. We found burnt cans and even broken glass and had to prevent a duck from eating pastry in plastic during our stay. It's such a shame that people want to spend a night amongst nature and then in turn, ruin it! Maybe more advertising of the effects of litter would be an idea? For example around the car parks/laybys? I'd like to thank the rangers who I'm sure already do a fantastic job of looking after the area and I've already recommended the permit locations to my family and friends who have camper vans.

Liberally nothing about my stay could have been improved. Was bitten to hell by midgies, soaked to hell going up the cobbler then the sun split through when we got back to camp but wouldn't change a thing. Thanks for everything you do to keep the park the way it is, beautiful.

Nothing to improve, process is simple enough. Good camping ground in this area was limited though.

2018 feedback

The website (when trying to find a permit area) isn't very easy to use, particularly on a mobile.

Also, it also seemed a little odd that the two permit areas in my zone (E) were immediately adjacent. The park is a huge space, yet we were sleeping 4 meters away from someone else.

Beyond that, the only downside from a fantastic experience was the number of cars/vans driving into our zone and then driving out again... perhaps just "checking it out", but it feels a little odd, like they're looking for a better space than the one they booked (or didn't book).

The choice of the correct credit card during payment was a little confusing via smartphone. Could be optimized.

Less rain!

We had a lovely stay with our 4 year old granddaughter unfortunately we never noticed until driving home our van had been hit by someone and broke the passenger side mirror also small dent it must have happened when we were out walking we can't understand why this happened as there was plenty of room for vehicles to turn also the driver would have been aware that he/she had hit it unfortunately not everyone is honest apart from that we had a lovely stay very peaceful

Put signs up on main road for zones also not enough zones can't camp where you want

I didn't go due to storm Hector ☹

When deciding where to camp it would be helpful if you could highlight / save permit areas on the website into one place to create a shortlist.

This is a midge infested site. It was impossible to stay there.
The only flat place to pitch was worn away.
This is the second and last time I will use your site.

more spaces as we couldn't camp at zone A on the north shore so we had to move back a bit and were confronted by the rangers on doing that

Not sure there are any improvements other than keeping the toilets open longer

I wouldn't change a thing. It's great to book a pitch online and not have to worry about driving around looking for a spot.

Provision of free midge repellent!

Better maps! The map provided didn't show the area in relation to much else. An OS type map would have been better.

More grass areas for camping as it's full of stones

I would change the weather! :)

I thought the descriptions of each area very helpful in choosing which site to pick. Wouldn't change anything.

2018 feedback

Having a source of drinking water in the park would be the only thing I could ask for.
Make the motorhome areas flatter and have the bathrooms open all night
Paths to permit areas and to keep them cleaner, never met a ranger which was good in some way but not so good in some ways, would have been nice for them to welcome us and tell us the nearest facilities etc
Monitoring that people are camping in the areas they booked with their permit as when we arrived someone had pitched a huge tent over the 2 spaces we had available to us. Fortunately we found an even better spot that was free
As a fisherman who has done wild camping for over 20 years I found the new rules difficult as some of the designated camping spots were not ideal for fishing and choosing your fishing spot from a photo online before you go for me was not ideal .
Nothing can be improved as it was perfect.
Parking was severely restricted, although this in part was due to location. Severity of slope down to pitch sites could have been accentuated more... Given I had small children with me it was a really struggle carting all the equipment down to the sites.
Area used would be suitable for a pop up tent type group but not adequate for a small School group like DofE. I will avoid permit areas in future
Information in advance that a code would be left on the car for the gate in case of emergency would be useful as we were wondering when we arrived what we would do after gate was locked if we had to leave.
Park Rangers, should not treat everyone like they are novice campers. I found them rather unprofessional. I have been camping for 30 years, and always treat the outdoors with respect, don't damage environment, trees, clean up, close gates ect. They were very authoritarian, and didn't feel they welcomed us to the national park They should be more friendly and approachable
Nothing except if you arrive later someone may have already stolen the spot you've booked and it creates an awkward situation. Is there some way of reporting this or do you confront the person who is already set up in your space? Some tips for this situation with the permit info would be helpful.
Provide regular patrols by the rangers, first night there was a noisy group further round the loch and felt quite intimidated, Sunday morning a group of young guys left tent and mountain of rubbish.
Bio toilets with keys to permit holder would be good idea.
Get Rid of it! it's just another rip off tax.

2018 feedback

The only small criticism I have is not to do with the purchase of a permit . I read, on the booking form, there were to be a few spaces where I had planned to park only to find dozens of vehicles already taking up most of the spaces. I asked a few campers if they had booked also. I couldn't find any. I also purchased a fishing permit from the shop at Lochearnhead which I was only too happy to do, to find out from the other groups fishing around me, I was again , alone in doing so. There was no visit from the lovely Ranger team either. I usually look forward to saying hello whenever I camp out , being a veteran Sallochty camper with the Scottish Vanners a few years ago, we had a great relationship with the team. Keep up the great work you all do.

If you have a camping permit zone advertising 6 camping pitches, then you must provide that number . Many of your advertised pitches are not fit for purpose.

If you need a permit to stay there then this MUST BE enforced or else there is no point to it and will lead to frustration/ruined holidays and possible arguments.

We recently booked All of Firkin point B for Saturday night there but there was someone already there with a 5 man tent, two children a fire and a windbreak. Were we supposed to tell him to pack up?

Needless to say we came home and I will be addressing this and a refund in another email.

Number the pitches to avoid doubt - we nearly lost our pitch to someone else who clearly had another area and wanted to be in ours near the Loch at the start. They asked us if staying and claimed to be in our area however there was no other empty pitches in our area! Only other suggestion would be for bins on way out as rubbish in the heat can turn unpleasant quickly.

Thought the entire process seamless and a stunning unspoilt area to spend the night in , quiet with no traffic and felt more secure than wild camping. Would highly recommend it and hope to be back soon the permit fee is a small price to pay to stay in such an amazing area and help sustain the national park.

Some means of communicating with the ranger service during stay would be beneficial in order to advise of issues as they arise

At the place we stayed, a facility for fresh water !

The permit area in Loch Voil is absolutely shocking, it says there is 8 pitches well I challenge the Loch Lomond and the Trossachs Park to show me these pitches, I am a camper of over 30 years and couldn't find 4 never mind 8. It's absolutely shocking and feels like the people who are genuine are being punished.

2018 feedback

I would make a change to how many tents and people you book per booking then its one booking per party we never got the contact number or gate combination until we meet the rangers
Less midges hahaha
Permits have ruined the area because everyone can see it online and it's now too busy.
We had a great stay and were well impressed with the location and views. My only suggestions would be that a bench (or two) be provided for the pitches on point A to share. I thought the ground where you have to pitch your tent was very bumpy and uncomfortable. Just saying. All in all it is a great location and we will definitely be back again.
I would like to say thank you to park Rangers who worked on 23rd of June. They were very helpful.
N/A
The map of the camping management zone should be sent in an email along with the permit. It made retrieval of the map difficult especially in areas with poor reception.
There was what looked like human waste on one of the plots and litter/bottles/cans. Appreciate it was very nice weather over the weekend but really would have been better without that.
Easier access to phone number and requirement to ring for padlock code without having to download confirmation on view of poor signal.
I would put the camping signs on the main road
The car park was very busy in the evening. It would be nice if there were places in the car park which are reserved for the campers after 7 pm or a bit earlier.
Just one thing one of the rangers was a bit cheeky girl with black hair the girl with the blond hair was very good to talk to the other girl I think the job has gone to her head
Having the No Parking sign at the entrance to the designated motorhome parking area was confusing
I was unable to camp as information I was given was inaccurate and misleading
We couldn't find any public bins nearby (none at the car parks etc.) and had to drive with bag full of rubbish quite far.
Maybe points of interest near location whilst purchasing permit.

2018 feedback

We ended up not camping at all as the area was in a mess with rubbish, human waste and toilet paper behind trees as well as burnt out fires in the only space for our tent (large tent) so lost out as paid before camping and dissapointing as we had friends from Austrailia who had also booked at the same time. Clearly the camping management zone is not working, as knowing that people have booked staff can't seem to make sure the area is in a fit condition to be used.
It would be better if there was more signage better camping spots where grass is (not gravel).
Sign at car park was missleading
Went a fishing trip with my son but was stuck beside drinkers with loud rave music only think I would change
Keep the toilets open longer
Having to choose a very defined spot for a permit was a suprise as we had no prior knowledge of the area. On the way to our spot we passed a few other places we really liked but couldn't stop at and the next morning as we left we found some nice spots but again on a different permit area. In retrospect we could have arrived and chosen a pitch and then booked a permit but didn't dare as we had no idea if there was a signal or not. Think we would have preferred a little more freedom as to where we could go.
Provide bins nearby as people leaving bin bags in car park. Lots ofwetwipes everywhere which was a bit off putting people need to know how to wild toilet. Why is there a live. What is it for?
I would suggest bins in the car parks for our rubbish and a dog poo bin at the permit areas again even in the car park. travelling home with these in the car wasn't fun. Two hour drive other than that I loved every second of it.
We met a chap who had bought 6 permits for the one night, all In different locations. His logic was- he bought them so he could find the best spot. He only used one of them but that meant 5 potential family's couldn't camp. Earlier that day we had trouble trying to find a location that had available permits.
I don't think we should need to buy permits to camp in our own country, we should be able to camp anywhere that is accessible as not on private property, we shouldn't be told where to camp, I am a fisherman who wants to fish every Loch in Scotland but it's getting hard to do so because of other people using the lochs very close by to each other
Rubbish should be cleared up before new arrivals. Not nice finding half burned tents and dog poo bags!!
Online booking for fishing permit.

2018 feedback

Was never asked to see my camping permit once at Loch Earn by a park ranger. Frustrating when you know that others around you did not have permits when I went to the hassle of paying for one.

The whole point of paying for the permit is to improve the national park. I'm my opinion if there was more rangers enforcing the country side code there would be less damage to the countryside and a better education to those who do this.

Since the permit has been enforced we have camped at Loch Earn numerous times and never been asked for a permit.

The fishing bailiffs are there every day and patrol the loch asking for permits. Don't see why this couldn't be done at Loch Earn with it being one of the busiest camping destinations within the National Park.

The website is not easy to navigate, a simple button which says book your camping now would make it clear.

Our permit area had very little actual camping space. Most of it was covered in long nettles and there was only one spot that was flat enough. Luckily there was only us but the permit area says it is enough for 4 tents but I don't know where anyone else would camp.

The location and parking for the area at Loch Ard is really unclear. We asked a local who told us we could drive to the site and park nearby but discovered the next day that we'd been reported for parking there! The signage needs to be clearer and there should be better information on the website and on signage. Everything just tells you to go online but there's no coverage at all so you can't check. Other than that, the site was brilliant and it's beautiful spot! We'll be back but next time by bike!

wouldn't change a thing it was great , would be excellent if the rangers handed out free midgy nets 😊

I noticed that there were other people camping and when I asked if they had a camping permit, I was told to F off... the fact that they had brought a couch with them ruined the whole experience.

Let buyer know that areas are used by the public, and you can't pitch a tent till there gone. We never stayed, we drove straight home, totally disgusted with this operation

Nothing it was a beautiful stay

All ok -just hard to find/see where the permit area places are -i was not sure if place where we decide to camp was in the area

Nothing

I didn't stay came back home because q was a bit too far from the car I couldn't carry all my stuff to the site

Park rangers where awesome and managed to get us a pitch to stay the following night when not available online

2018 feedback

Two people who were next to us didnt pay for a permit so feel we were robbed. Especially since we had quite a rubbish bit to camp at and they didn't
Parking areas could be made clearer as campers had parked cars in our Motorhome pitch so we just parked in the next available lay-by.
There should be some sort of vetting. Like need someone over 25 to book. We were at Loch Earn and there was so much broken glass everywhere.
More bins in the south shore area
Much clearer instructions for reaching the permit site when using public transport, i.e. where to get off the bus and how to walk from there to the permit area. A map that actually showed some of the features of the surrounding area would really have helped, rather than a featureless map and photos of the route from the car park. We had to walk for hours in extreme heat with a very grumpy six-year-old! Now that we know where to get off the bus and how to reach the site from there, we are hoping for a more successful second visit soon!
Would be great if there was litter bins at the permit zones.
More signage, better access to spots to encourage people to fish and camp to make the area a better experience going forward.
Make campervan/ motorhome fit for purpose. Zone L was car park for campers. Be flexible about moving to another- we were threatened with a 500£ fine unless we drive out and right round full drive again when went to next suitable spot. Really spoiled what should be a bucket list drive/ experience. Ranger very poor at doing a job which is easy to make exceptional. Told us to drive round then he drive off wrong way towards th 200 meters we had 'passed' our pitch.
We found it hard to find the correct entrance to the site. We found the exit twice! Once we were in, everything was great.
It is a bit dangerous to get to the Tarbet Island camping area due to the A82 road. It would be great to have a path to walk there a lot safer
A general clean up of the permit site G. There was a lot of broken glass scattered about the beach area of three lochs site G. There was also a 3 prong fishing hook. There were a lot of old camp fires and toilet tissue around the place which spoilt the lovely location. The public toilets had no soap or hand towels.
Better sign post on the main road. I could not find the place apart from driving in and out laybys for the single sign showing where you were. The ground was filthy with charcoal this could be fixed with a hose down. Our feet and clothes were black with it. But we really enjoyed our camping experience.
Bins for waste.
More directional signage of the specified camping zones.

2018 feedback

Did not stay the night at 'site M' not a good site there's hardly any flat ground. It was my nephews first camping trip and we had a fishing permit for the Achray + a ban on fires which was understandable given the conditions, decided to move on.

Actually check that people that are there have permits. We went to the trouble to buy one and couldn't even get a place where we booked as if was full of gypsies. We moved onto the next part where we managed to get a rather small pitch. Everyone around us never booked.

We arrived on Friday night and found no suitable area to pitch our tent that wasn't already in use. We also had no internet signal to find an alternative location so returned Home disappointed.

We didn't end up staying because it was just in a car park without a good view. We drove out of the camping management zone and found a better spot.

It would be nice if there were more area's to camp in

Directions from main roads to destination apart from this everything else magic

After driving 550 miles and arriving only to find all motorhome spaces were full of people parking and being allowed to do so up to 7pm it would have been helpful to know this beforehand. And even after 7pm people were still parking in the motorhome camping zone so this was problematic too. We met a lovely ranger who did her best to help and was very courteous and understanding but unfortunately powerless to doing anything to assist. I acknowledge that it was a super busy weekend due to the exceptional weather and the £3 permit charge is beyond reasonable but it would have been good to detail the 7pm general parking rule on the permit itself.

Nothing. It's great to have the possibility to stay in a national park over night. Thank you!

Very happy with everything and was as expected

The only problem we found is that there is restricted camping areas for hammocks .It would be good if more spaces with trees for hanging your hammocks from could be made available. Thanks.

I was very lucky in that when I arrived, there was a parking space in the motorhome area. However, that was just good fortune. I think that the third motorhome that was booked came and went due to lack of space because of car parking. There were some cars in the motorhome area until after 10pm. Also, other vehicles only arrived then and stayed the night. I guess that the extremely good weather prolonged car visits more than our normal weather conditions would. In summary, I think the system is flawed and I don't see much incentive to buying the permit as opposed to just turning up late at night and parking in the car park anyway. I acknowledge that it is a tricky situation to sort out and I don't have any easy answers.

Include the code for gate within the email. Limited phone signal resulted in difficulty calling to get the number.

Less midges, but you can't control that!

2018 feedback

It was difficult to know how and when to pay for parking. The car park times were out of sync with the permit times and the car park signs different from the machines. Also I had no coins to pay for parking so was a bit paranoid about getting a fine.

Just needed it to be clearer that I had to pay for parking as well as my permit and I could have been prepared with coins :-)

Less midges

Had a great time. If there was fresh water supplies and a water waste dump facility, toilet disposal, it would be perfect.

My personal experience was terrific marred only by the fear that another motorhome would take the other pitch beside mine as the allotted space had 2 pitches. And boy would it have been cramped and thoroughly unpleasant. There are 3 motorhome pitches in zone B and quite frankly there should be one because the first pitch is far too small and the second only big enough for one.

I have also booked a pitch at the fishermans point for a tent next week. In fact there will be 2 of us in the tent and 2 of us in the campervan but your system does not make allowance for 2 bookings at the one time.

The rangers were fantastic I must say. Helpful, friendly and full of advice.

When we arrived at our permit area it was taken by people who did not even hold a permit. As a result I had to move to another permit area. That afternoon the rangers came to check permits as we nearly had to move again after setting up and we did not get set up until 1700 after arriving at 1100 as we could not find a space. These permit areas need to be controlled so when you arrive you can set up without someone being in the space.

Could not book on line from mobile phone

There are no facilities for motorhomes, we expect black and grey disposal facilities and water for tank top up (even if we have to pay for this)

We travel all over Europe and this is common practice. Being Scottish, we are embarrassed as to how we are perceived by our European visitors. We think more should be spent on improving the infrastructure for the ever increasing numbers of motorhomes.

Honestly would 100% not stay at this one again.

Should be advertised as a car park RIGHT NEXT TO A MAIN ROAD. We stayed for around half an hour before deciding we would rather do the next 2hr drive to fort William that night than stay at this site.

Less litter - although I saw litter pickers, the problem is the tourists not the national park's. The website is not so easy to understand, it could be made clearer - how permits work, where you can stay, etc.

I didn't realise the toilets would be locked at night.

The rubbish bins were overflowing

2018 feedback

The toilet facilities were absolutely sub-standard. They were never cleaned once during our stay. They smelled of rancid urine and the toilets were filthy. In fact they need a complete upgrade. The second day they were completely backed up. Instead of fixing the problem the two employees who attended just shut them. No toilet facilities on day 2 at all. Not acceptable! We are local and could only imagine what the continental visitors were thinking given that the facilities that their countries (France, Germany, Switzerland etc) provide are of an extremely high standard. Also. You have NO recycling facilities to be able to properly separate rubbish. Why one earth would a National Park service not have an active recycling programme beggars belief. We had to discard perfectly good recyclable materials directly into the rubbish bins which means our recyclable waste will go directly into a landfill. On top of that there were no other bins throughout the camping and eating area. Just one centralised waste collection point. How do you expect the inevitable litter not to appear if there are no litter bins down near the water and the eating areas. Also. There were numerous groups who came and were not respectful. They burned throw away BBQ sets directly on the wooden tables. Large groups of men getting drunk and leaving all their litter behind. Firkin Point is absolutely beautiful but it needs an attendant to be on site 24 hours. There should be two attendants during the day and one at night. You have the facility there (office). It's such a shame as the lack of care and supervision made us think that we won't be back. I hope this is valuable feedback for you. I would love to work for the National Park Service and bring about change that would be progressive and forward thinking. I am an elected councillor at a local authority. So should you ever need someone to come in and get things sorted out and running as a National Park site should be then please feel free to get in touch.

The area was very dirty. Sad to see a beach covered in trash and glass. Even in the water. I would recommend a clean up team of some sort.

Annoyed that 3 other motorhomes stayed overnight in the non-designated area, with superb views whereas we were under the trees. But otherwise an excellent experience and a good idea.

I think the system you's have in place is crap. I camped last week with my two kids we spent an hour or so driving round the loch to find somewhere to camp. Eventually we found a spot on the north shore so we phoned up the office to buy a ticket to be told there was none left for that part of the loch when I'm standing there looking at it and there was enough room there for at least another three or four tents to be pitched. anyhow we got a ticket for the three lochs and stayed where we were anyway. System in place is crap and charging £11 for a fishing permit is a bit much especially when the fishing is also crap. We spend all summer going camping but definitely wouldn't go back there and I'm really considering not camping at all in these camping management zones you's have in place.

2018 feedback

Our stay was a nightmare and we will not be returning. First night from the opposite shore another camp was blaring music til well after midnight disturbing our children's sleep. The second night at around 10.30pm 2 vans of teenagers arrived at our designated site and proceeded to have a massive party and go skinny dipping while intoxicated next to our tent where an 11 year old girl and her elder sister who is 15 , my daughters, were staying. We saw a ranger once the morning we arrived but that was it. Our camp was never left unattended. Personally I'd rather pay higher fees to camp for a few more rangers to enforce the bylaws so people who aren't looking to party or destroy our beautiful countryside can come and enjoy the breathtaking scenery in Scotland and have a good experience not a nightmare of a holiday. I was warned Loch Earn was a party place at the weekend that's why we chose mid week to camp. We were so disappointed that no one is in control of any of the camp sites and no one to ask for assistance is on hand, either by phone or a ranger station.

Maybe some recycling points at the parking area. everyone in my party took home all our recycling and waste, however, other people camping left their rubbish, and there was a bag of rubbish lying in wooded area just off the layby. if there was somewhere for people to put it maybe they would be less likely to leave it behind.

It was a bad camp spot.

Arrived an there were families bbqing where our camp spot was so we went for a walk. Came back and they had left however there were 3 other tents in our reserved spot. We ended up leaving and camping elsewhere.

That aside the whole area was very dirty, people had left soiled nappies and used bbqs.

Have stayed at the lochs before and just last week again we have had no issues at all with either.

There were 9 Motorhomes staying overnight but Others we spoke to hadn't bothered and said you didn't need a permit anymore.

The coach drivers parked overnight too and they said no checks were ever made so not to bother, however we already had our permit.

this site was vile. covered in trash and broken glass. on top of that, while we were trying to clean up the site to make safe for our child, some disgusting man who was clearly living on the site out of a mobile home decided to come defecate within view of our camp. upon inspection the are was filled with human waste. We fled the spot in horror. I honestly cannot remember a worse camping experience anywhere on earth. the Rangers desperately need to address this entire area.

N/a

Cleanliness, there was too much tissue paper lying around

2018 feedback

Hi.. one thing I would take on board and it's not the rangers or parks fault would be to instruct people on how to and where to do the toilet when when wild camping... I hope the new toilet block will help with this/ but manage tell people in an email to bring for example a bucket .. biodegradable bags.. and a small shovel...and to bury 20m or so from actual campsite if they have to do this... my partner and I have used the park for many years and have noticed that people are getting worse.. it's not your fault in anyway...
The place was very dirty, lot of plastic waste, cans, biologic waste...
Now that we are paying to wild camp it would be helpful if bins could be placed at the exit to the forest drive or at points along the road. This would reduce the amount of fly tipping and also keep the sites cleaner.
none
In the permit area was quite a lot of trash laying around, like plastic bags, smashed beer bottles and a lot ash of the campfires.
But at the end the view and place was georgeous
Providing an access to the toilet overnight. It can be done with a code for a lock available for the permit owners.
make it easier
Unfortunately there was a fair bit of rubbish in the area including broken glass. On the plus side, the rangers were extremely helpful and nice.
I bought parking ticket together with my booking of overnight stay. The parking charge was £2, but the documents I received did not state which day this was for so I ended up driving around and getting parking rickets every day which was quite inconvenient. It should be possible to buy a parking ticket for multiple days at the entrance.
Post code rather than gps coordinates would make finding the camping area easier when using a sat nav.
During the night I woke up because of a bright torch light - I wondered if this was a Park Ranger but wasn't sure if they were patrolling? It would be useful to know if Park Rangers are patrolling the area just so that we know it's only them. In addition, there was a tent set up in the permit area that appeared unoccupied.
Your website has problems when used of a mobile data network its fine from a home modem
Toilets out of order, an inconvenience at a very busy time.
More bins
Park rangers to be more visible (more patrols) and for rangers to chat to campers, make the experience more reassuring that they are in the area more so for families with young kids
Adequate signs designating permit areas as there is none on the south side of the loch

2018 feedback

I couldnt get a camping place within your pemit area and had to leave a night early with no offer of refunding my payment. Met the police and the ranger and it was all a wasted trip. Not happy at all.

PayPal to buy permit

Not clear whether OK to leave tent erected during day if not around. Normally with wild camping I would say no. But as its a permit area and the description about setting up after 1300 but take Down before 11am on leaving day, it is not clear. Was woken at 3 am and 5am by loud music / shouting from other group of Scottish campers which spoilt it a lot for us. No ranger checking.

Area was not tidy on arrival.

We have recently returned from New Zealand caravanning for 8 weeks and lots of free campsites had a low maintenance discrete drop loo to prevent human waste and toilet roll from spoiling the area. I think this would be a good addition to the permit areas as the permits don't seem to be helping with the disruptive and unclean behaviours, and the rangers don't want a full time job driving between permit areas!

Permits should also be able to be purchased locally say in Balloch at the visitor information centre

2018 feedback

Prior to camping at point A I visited it days prior i contacted the booking team to enquire wether or not the meter his grasses would be cut back, I was informed the estates management team had visited the site and was informed some work was required on the site and it would be addressed before the weekend, 2 sets of rangers visited us while we were camping, both were very pleasant, but on having a discussion regarding the site, we were informed

“that the majority of the sites require a fair bit of attention but due to cut backs these a very rarly done and that the grass is lucky if it gets cut on most sites once a season”

Firkin point A would be a stunning spot if wasn't spoiled by the meter high grasses when sitting on your camp seat you can hardly see the Loch, very disappointing from the estates management team.

I have been camping at Loch Lomond for over 15 and I'm in full support of the by laws and camping permits to help try and protect Loch Lomond and manage who is camping on the sites.

My last point I would wish to raise is one which really annoyed me and gives me some concern, We specifically chose Firkin point due to the easy access from the car park and the 24 toilet facilities access. [REDACTED] [REDACTED]. To arrive and be informed by rangers the toilets are out of order and closed.

To have not received an email or phone call prior to arrival informing me of this I find is completely unacceptable and very poor customer service.

Toilets would be opened and point d would be signposted

The initial booking was a nightmare.

Booked for 4 adults and 4 kids which should be been 4 tents but only went as 1 tent. I think her name was [REDACTED] but she was brilliant and sorted everything out. We stayed 2 nights and never saw a ranger. There were people next to us who hadn't paid and another family who hadn't booked but paid the ranger when he appeared on the Thursday. This basically means the system isn't working, we pay money and others don't?? Also the Baillif said the ranger shouldnt be taking payment.

Just to be prepared for other campers to be awake up at night, there was other campers drinking, playing music snd singing from 11pm to 4am and we could not sleep.

2018 feedback

The signage on the tarmac at Firkin point just where you enter the park to park your motorhome says "No parking" and would be better saying "Camping permit holders only" as I think a lot of people, seeing us there just assumed we were breaking the rules, so they parked or camped there too. "No parking" is a bit misleading. However, it was a great facility.

I would make it a little more accessible to get to certain sites in the permit area

To make sure when someone has been it gets cleared up as there was alot of human poo and lots of broken glass lying around. Would be great to have a toilet and showers on site so people can stay longer . Thanks [REDACTED]

I would like to recomend:

1. Make the a two-way road because one way road this length is completely usless especially if you come for more than 1 night.
2. Make the road surface less susceptible to dusting. I belive that balancing non asphalt road between dusty and muddy its quite difficult, but this level of dust on your car is really annoying. Maybe asphalt is not a bad solution after all.
3. Some camping areas are completely unsuitable for pitching a tent, for example 90% "H" is overgrown with bushes and young trees.
4. I would also prefer that the booking of the permit should not be assigned to one camping site but to everyone on the entire route.

toilets!!! even a dry toilet which doesn't need emptying would improve the area. during our visit we had drunk folks trying to squat behind our tent for a jobbie!!! and when you went up the hill for a walk all you could see was faces and dirty toilet tissue!!!

Was my first time wild camping in a permit zone. Was unsure of exactly where to camp within the permit zone as we kept seeing No Camping signs. Thankfully we met a Park Ranger who helped us find a perfect spot, and explained how the permits work.

Had an amazing camping experience after that

It's a shame there is so much broken glass and rubbish in these sites.

N/a

I would say use need to reduce the number of permits use sell for certain areas as although booked in advance with still another 10permits available to buy & arriving early it was very over crowded & very difficult to find a space without interrupting other campers.

Just a wee nightly check on noise level etc

Areas with more access to the water

I think the camping experience has definitely improved with the permits. it's great to have bins provided too.
The only problem was lots of broken glass everywhere.

2018 feedback

Maybe better signage about permit requirements - I had to kick people off my pitch when I arrived which is not ideal. They were unaware of the restrictions

Policed better. Had a permit for Loch Earn on Sat 7th July but could not get a pitch as it was too busy with people who did not have a permit! Finally gave up and went home!

I stayed in several location in permit area. Near Loch Lomond permit places was easy to find, but sadly for me it was too close to the road. And it was suprise that the road had big traffic , and also that only way we could make it to the permit area was by bike road or the road it self, becouse practicly there was no pavment or path. Last place i stayed was loch ard. I was trekking there from loch lomond. And that place to stay was difficult to find, we only make it by gps, couse there was lots of paths, privet roads, signs was several, and the right path providing to the permit area was without any sign. So answering question No.5 is complicated, becouse i liked stay in your Park, besides few thing it was lovely. It was my first visit so i will know for the next time how to plan the trip, but from the information from the web i was sure i did it right. When someone is going there by motorhome or by car i will recommend to stay in permit area, but when someone is going like me, i think it is not so easy, so i'm not sure.

Changing where you can park or having more detail on how far the walk to the campsite is

On the Saturday night it was very busy and hard to get parking in the designated area. There were people there with no permits, and also cars from people with tents parked in area for Motorhomes. It is a great system though and we hope to return

Really nice and peaceful zone. No issues at all. I can highly recommend for any one

Have no issues at all. Just hope that people leave the area in the same or better state than they found it in. Please keep up the good work, thanks to the rangers.

More motorhome spaces by the water and more picnic areas..seen a few laybys that could be single motorhone areas..

That the Rangers come around the camp area and not just the car park and make sure everyone has a permit and is treating the area respectively. I didn't see one ranger in the permit area and found when I arrived I had nowhere to pitch as there were about 8 tents in the area even though it's a permit area for 5

Less people cramped together trying to get a camping space.

2018 feedback

Our group of campers experienced issues with regards to the area in which we could camp. After purchasing permits to be told that there were 37/40 permits left for our stay we assumed that the area would be fairly quiet. This however was not the case and could not find a space to camp as the area was over run with campers who invited did not purchase a permit. This meant we had to camp within a zone with was under management and supervision of rangers who came to move us on. This is most unsatisfactory as we actually paid for a permit to allow us to enjoy the outdoors but our experience was tarnished by those who had not also contributed to area conservation in way of a permit. My suggestion would be that permits should be more enforced particularly in the summer months when camping is more popular as it is unfair that those who actually did book to stay on the shore could not.

i was camping /cycling for one night

it was as expected i found your website is very informative and has inspired me too wild camp more often.

Love Scotland

There were many people camping who clearly didn't have a permit, which meant we weren't able to camp in our chosen area. I understand it's the summer and that many people will want to camp, and I had an enjoyable time regardless - but we all found it disappointing that we weren't able to camp where we wanted to.

Having seen the area I would now book in advance as the phone signal was poor on site. Staff who answered the phone were very helpful as were the rangers.

Too many idiots leaving a mess. I spend about 20mins when I arrive cleaning up the mess left by others. It's such a shame really as its a lovely place I have been visiting for many many years with my friends 10 years plus.

Toilets were out of use, but were fixed the following day. However, this did not spoil our stay.

Any chance Midge machines could be placed in the area, lol. Little blighters !!!

Personally I find rubbish a big problem, So far I stayed in about 5 different places in permit area this year and everywhere I arrived there where some rubbish left by previous users. Of course I took them with me, and also everytime in the end of camping I clean the area, I got a bag and gloves with me to do that. I think it's upsetting that some other users don't understand the idea of wild camping - to leave only footprint, not rubbish. Unfortunately I don't have any idea, how to help solve this problem, but I'm hoping you find the way to deal with it.

Nothing

Map showed public toilets reason my wife chose this spot when arrived public toilets notice said closed until further notice so if showing public toilets in the map area if could have them open
also if could make the stay longer than 3 nites say maybe 5 nites ?

When we arrived we noticed that the previous campers had left a bit of a mess and broken glass. We tidied some up. Maybe ensuring that the other campers tidy up after themselves or fine them.

2018 feedback

The facility to book two tents at a time on the website (I had to go through the booking process twice).
The walk from parking to campsite was too far.
Twice after being out for the day, politely having to ask people to move out the motorhome bay, so i could get set up for the night.
It is a wild camping to one should be aware of the difficulties :)
The weather. Better luck catching fish. Was unsure of whether there were toilets within the vicinity but managed well as we are experienced of camping on loch earn.
Having a bin at the car park would possibly encourage more people to make more of an effort to clean up. All in all though we were very impressed from start to finish with your service.. maybe clearer guidance on where campfires are permitted and forbidden could also be useful and easier to follow info when using the areas to fish as well although I understand this would take quite a lot of management working with the local permit holders. That said I would have been happy paying more than £3 a night for the camping. Thanks and see you again soon! PS also meeting 2 of your wardens at nearly 9pm a night was another sign of your hard work and dedication... well done!
The motorhome areas were too small for our van. No matter how we tried the back end stuck out in to the access road. We stayed on the car park area where we less as of an obstacle. We were not listed on the Rangers print out, fortunately we had our printed copy of the permit Suggest only smaller vans on E but there is room in the lay by areas just before the access road - these could accommodate huge vans.
First of all there are no public toilets (Apart from ones 3-4 mile away0 in any of the permitted areas.The woods Behind the permitted camping areas are littered with white toilet roll or wipes with human excrement on it.That was what I noticed on first 3 days. NOT GOOD START.
It needs to be displayed at sites as we didn't know you require a permit
To ensure your telephone staff provide correct information. We booked for a TRAILER TENT and told person who booked us what we needed. Got to Fir kind point and there was NO WAY to erect our trailer tent as it can't be pegged down and secured in a tarmacadam car park. Grass verges too small, uneven and wring angle for our TRAILER TENT. HAD TO LEAVE FOR HOME 1 HOUR AFTER ARRIVING WITH A VERY DISAPPOINTED FAMILY

2018 feedback

The map on the website needs improved or upgraded. Very poor quality when zoomed in.
The Rangers were great, the location was great, the weather was great so 10 out of 10
The only negative was the amount of broken glass on the floor, the forestry commission needs powers to fine people who don't respect the park. If you smash bottles or leave a mess, you should get a major fine for being a bampot. Not £30 or anything in that region.....A major fine!

Thanks Guys

More visibility of rangers.

Had to rush dog to emergency vets after someone left fish guts, fish, hooks and lines. Dog will be fine but if she had swallowed it she could have died. She was sedated and the fish hooks cut out. Had to pack up and leave so did not manage to stay. Vet bills £160.

Help make it easier to find! The one I booked was too far from the places I wanted to go to throughout the day! But was a beautiful place. And kids loved it.

It would be good if you could book a camping permit and fishing permit at the same time, I had a Wee sit if a guffuful trying to find how and where to get a fishing one. I am still not sure if having such a high police presence was a good thing or a bad thing? Is there a lot of trouble that Warrants it? Or are they just perempting and possible problems?

The area was full of rubbish, broken bottles, plastic bags, tin cans etc.
I would have to question how often rangers visited the area and what, if anything, the park authority do to "manage" the area.

We had a great visit with excellent weather which helps, the local police passed quite often in the early evening and helped make it feel safer, some younger campers on the north side had a bit of a party but that didn't spoil our trip as we were young once and it's good to see all enjoying our amazing countryside. We lifted a little extra litter that wasn't ours and feel we left the spot a little better than we found it, we still loved it and feel the camping zones are well run despite my early thoughts on them being restrictive I feel happy about them. Keep up the good work

More toilets. We took our canoe and carried it down from the Fisherman's car park, not a big problem, however, some advise on the easier access points would be helpful (the one-way is excellent but restricts searching for the best access, as you would need to keep going round and round). Regards

It took me some time to understand that i have to click text stating free spots to continue with permit purchase

2018 feedback

We were originally booked for permit area "B" but the first bay was occupied and the second (a double bay) had been completely taken over by motorhome. They were occupying both bays and were parked parallel with the road. They made it quite clear that they were staying like that until the following day. To avoid any unpleasanties we contacted the main office and agreed to move to permit area "E"

Make it clear that the double bay in area "B" is for two vans or accept bookings for one van to occupy both but bay for them both or make it an extra large one van stop.

disappointed we couldn't stay there - we had booked that area approx. six weeks in advance but were obviously the last to get there.

Only downside was going up and down the sloped area to camp with all the gear but it is what it is I suppose apart from that was great 🍷

I arrived at the area and it was mobbed, loads of people lots of noise, lots of drinking loads of fires. I was there alone and decided I didn't want to spend the night anywhere near them, it was a great shame and a waste of my time.

Bins round about each permit or when leaving , also toilets weren't in use when we stayed

Make it easier to view permit availability when online. At present you enquire, read about a site and then at the bottom of all that you're told it is unavailable. More time consuming.

Better policing - excessive shouting and music played at loud volumes from a huge group until 7am when the police arrived.

£3 per pitch really doesn't solve the problem but instead creates a cheap alternative for people; i.e. 10 man tent £3 compare that to a camp site where these people would be charged by the head. Yet, for 2 x Hammocks it's £6. Its an unfair system and exacerbates the problem.

Furthermore, on the drive home I had to stop on the south of the bank to put out a fire that had been left to burn with all manner of rubbish in it including a fishing rod. That's after we paid £3 to wild camp and clean up the rubbish left behind by the previous campers. If you are asking people to pay money to camp we have to ask what are we paying for? The sites should be clean. I for one would be happy to pay a premium for a clean site.

#NAME?

2018 feedback

Firstly the ranger service weren't very nice at all as he couldn't find my booking even though it was clearly put in the window of my car. Once he did find there was no apology. Several people turned up on Saturday night with. Clearly no permit leaving rubbish which we felt we had to clean up. It was hard to find our area too u had to drive into every layby. A sign on the road would help. The [REDACTED] is also out of order no manners and very arrogant. I love going up there but these things have swayed away from the north shore completely.

Better Permit Zone signage at approach laybys/ Carparks and Beaches. Our area was permitted to 4 tents and there was 9...Large groups admitted they had no Permits but couldn't be moved off site because they'd consumed alcohol.

Nothing - was exactly what we were looking for for a weekend away

Provision of drinking water somewhere within the 'park' would be great, as would a chemical disposal point. Great area though and looks like improvements are being made already. Great!

We weren't informed of needing a code to get in or out as we were locked in after a certain time, no phone signal to even phone up for it.

Nothing, it was perfect.

We went for a walk into the woodlands behind the road on the Saturday and were disappointed to find a lot of traces of toilet visits around (paper and even excrements laying visible). It might be useful to explain clearer as part of the permit how this would need to be properly buried if left in nature (i.e. clarify minimum depth for hole to be dug to or something similar). Ideally having a portaloos or similar provided within a reasonable distance would hopefully alleviate the problem somewhat but we understand the problems and costs with managing this. There was also a sign for a toilet as you enter the road by St Fillans but there doesn't seem to be one where this was pointing towards.

We love visiting the Trossachs and look forward to coming back to stay over night again in the future.

I would like the permit areas to have signs, stating, if it is area A, B, C or D.

We were allocated area B, but we don't know, if we were at the right area.

Some of my fellow campers were very noisy and had little respect for the area or their neighbours or the wildlife. They left a great deal of rubbish around and were also quite intrusive and clearly not bothered about obeying the byelaws. A more frequent ranger presence may be useful to reduce this.

People did not respect the noise level time: Loud music until dawn

Website was quite difficult to navigate as there was a very long list of possible sites but many of them were not available on the dates I was looking for. It would be helpful if you could only see the sites that are available on your requested dates, and then have a section below for "other sites available on other dates" or something similar. It also isn't possible to send a link to a particular site to other members of your party, which would be helpful!

2018 feedback

There was way too many tents in the one area, my as well have been on a campsite not at all a wild camping experience. Nice location but the area was far too busy not at all what we had expected, having that many people in one area did make the experience less enjoyable.

access route down very steep hill would plan more will look at permit area before booking next time

First time wild camping, had no idea we needed a permit, but two rangers stopped by and explained and provided us a map and information! Very helpful and we are now more wise as to what we need to wildcamp!

Let people know padlock combinations as I was locked in before I left, just by luck my friend had worked it out on entering the site, the campers that left before locked it without asking us if we knew it.

The bins were over filled and everyone was placing bags against the bins could have bigger bins or daily collections

I've been wild camping all over Scotland since I was a boy, I endorsed the permit payment believing something should be given back to help maintain these beautiful areas! Unfortunately the beach was strewn with the remnants of previous campers and all the bins were not just overflowing but stacked up around them. If a permit systems in place it needs to be more vigiriously policed!

Walking the Rob Roy way, I didn't know before I arrived that it would be a permit only site. It was late at night and I was tired. Luckily, my phone had battery and signal I could get a permit. However, if this had not been the case I would have been stuck. Would there perhaps be a facility to buy a permit on site if you don't have a phone? Perhaps a landline or tablet with a booking service

Signs for zones should next to the road. (Loch Earn) instead you need to take your eyes off the road to spot the in trees. Ended up not camping in our permit area. Felt more like a music festival rather than rural wild camping. Never again in the national park.

After going to zone area I discovered that talking to other campers who had no permit and was said no rangers come round anyway. if there are going to be byelaws on these waters rangers should be patrolling more often was there 3 days 2 nights and never seen the rangers

2018 feedback

Having already camped 3 days at camp site 54. i phoned up to camp another 2 nights was told only site 56 was available so i took that. Upon arrival there was white wipes where obviously people were using it as toilet area then tried to find a place to put tent As someone had put a gazebo up for there dog and 3 tents too. I So put tent where i could. I went back to camp 54 to collect rest of my stuff i had left saw two women park rangers had a few words with them (They Were Unhelpful) I then saw them talking to campers on the beach as there dogs ran about beech the rangers walked away while dogs still ran about .The last Time I Checked All Dogs Must Be On Leads By Law. Obviously some of the the park rangers arent bothered about the state of the campsites why not put porta loos at each camp area and try enforcing litter & fouling laws instead of rangers flouting them i was there 5 days and only seen the rangers once and that was only by chance. Apart from the scenary The camp sites and surrounding woods is littered with human waste tissues. not a nice experience

Great experience had with my wife and son

Nothing I was happy with the overall experience

We didn't know we could pass through the gate at first. We only figured it out by chance. Also the lettering/numbering of the sites wasn't perfectly clear and hard to see. We ended up parking in a spot that wasn't assigned to us. Otherwise it's a great solution! Nice areas, (some cut have a little cut, but that's personal opinion really), very quiet and convenient (no need to find a place). And cheap! Thanks!

Maps viewed on phone not that clear. Cars waiting to duck through barrier when someone with the code going through.

The site that has the map with the tent icons should open better so one can view all its details. Something isn't quite right about the map, it's fiddly and whilst using on a mobile doesn't work right. Also to buy a permit you should have that link attached to each location for that location. It was hard to navigate back and forth.

The permit area we stayed in was lovely, pity we couldn't say the same about some of the other campers. People were not disposing of their toilet waste or rubbish appropriately, leaving feces and toilet tissue scattered throughout the campsite area. One set of campers played music at a very unacceptable level since around 2.30pm until 9.30am one evening/morning meaning we didn't really get any sleep that night. I think it would be helpful if rangers patrolled the area a bit more regularly. Shame people seem to lack respect for such a beautiful place.

A spot that doesn't just feel like a corner of a car park. A view of something other than a hedge. A level surface. Drinking water. A real disappointment. Camping looks good though.

No improvement needed it was great. Had a really lovely time and the kids loved it too. See you again real soon xxx

2018 feedback

Having more waste receptacles along the path of the pitching site. Not all campers are like us and take their rubbish with them, or have the foresight to go looking for one (which was round at the main car park). I feel if there wer more bins on that path it would encourage people to use them rather than dumping waste in the beach. Regardless the place was beautiful and we will return. Many thanks to all the staff for the upkeep of this amazing national treasure xxx
Nothing I really enjoyed the experience and the much needed peace and quiet it was lovely and I would certainly come back and would recommend this to friends and family
Make it clearer (with a mibike-friendly map) where each permit applies.
I think more monitoring of people messing needs to be enforced as there was used toilet tissue and Poo everywhere.
Too many drunk people taking advantage of the permit area and being disrespectful by staying up past 2am - quite a lot of rubbish left and no useful bins or signs to say take it home
Nothing. We have enjoyed it very much. It was a beautiful place!
Wonderful
Actually found it to be a fairly stress free experience. Was a little annoyed that previous patrons had left some litter and mess but a park ranger was more than happy to help dispose of this the following morning and couldnt apologise more for the behavior of previous campers and their inconsiderate actions.
Pitch fire pit under trees not great therfore setting one on beach more safer. Erecting a proper fire pit on the permit site would stop people building numerous and stop damages to pitch area. (on spot fine if anyone makes separate fire).
N/A
The permit area was beautiful, except that it had lots of toilet paper left around (I dont know why people do this...). Maybe if you put up signs through the park (especially along the WHW) it would stop people, or placing bins in the permit areas might be hte most effective way.
All Good
Better signage at the parking area
I had to click around the web site a bit before I found the place to make the booking, but it wasn't terrible just could have been a touch easier.
A spout with drinking water wouldn't go amiss especially as the Inveruglas site is so cut off. Also the information needs updating that the cafe is now defunct. Outside of the Sandy areas there was only one suitable place for a tent in the whole of the permit area so was a bit of a disappointment in that I would prefer wooded areas over sand. It's a lovely area that isn't quite there as a space for camping. A few adjustments and it would be lovely.

2018 feedback

Nothing really.Maybe have a large bin in each camping zone.I understand the difficulties and expense of emptying bins but the lack of any will mean some people will leave rubbish.I hate seeing rubbish.At least one bin in each permit area would help
Waste disposal
Permit not suitable for camping. Not enough space for a 3 tents (designed for 8!). Had to buy another permit in different location.
The information on the ground about where you can/can't camp was very clear, and the process of buying the permit very easy. I did it on my phone after I decided to camp in that area that afternoon. For me, the area was a bit too busy, I'm used to proper wild camping, and not seeing whole big groups of people camped alongside. I would have liked to have a smaller permit area away from the road, so my usual type of camping could be allowed.
supply a CLEAR DETAILED map of ALL permitted areas covered by the permit !
We had a problem to park our car at the carpark at Rowenarden. It was not possible to buy a parking ticket for 3 days.
Better pictures on line of location ones that better represent the area, overgrown grass and no area to pitch tent
better security. Cars speeding through the forest and in the evening cars driving wrong way at speed on the forest roads.
Rough size of pitch area
During our stay non permit holders arrive and camped next to us. They were loud,drunk and constantly sang irish rebel songs. Needless to say we vacated the camp site at first light
No provision for getting rid of litter. There are wheelie bins around Loch Earn which is great...so I think Loch Venechar would benefit from this.
Limit the amount of campers per area
The only improvements that I would suggest is bins or a skip maybe at the exit as we were touring and had no way of disposing of our waste and had to travel with it for quite some time till we could find a suitable place to dispose of it for recycling
Permit area L is really good but noticed that people have been hacking off bits of live trees to burn, which is daft because green wood only smokes. We always bring our own logs as a fire really enhances the camping experience. Do you think that the rangers could carry bags of logs for purchase in vehicle for those that would like a fire? It would save trees being damaged.
Our camping experience at suie field was fantastic apart from the human feces everywhere, toilet roll thrown all over the place and dirty nappy's hanging from trees.
Never went, [REDACTED] caused me to cancel the trip

2018 feedback

Nothing - it was ideal
The shore line quite near us was littered badly (with broken glass, plastic cup and straws). It would be nice to have it cleaned or more bins that were emptied regularly.
more bins around
Only issue was that there was a lot of broken glass, large pieces all over the area. I picked up as much as i could see as my 4 yr old daughter was with us and i didnt want her to get cut. Some of the glass looked like it had been there for a long time. Although i understand it is up to the campers to clear up after themselves, i would think that some sort of checks would take place to look for this kind of thing. Is there anything like this in place?
Toilets were locked with no explanation why.
better parking but was fine where we were
When we arrived at the area there were 2 cars parked in the space. They were in tents in the woods nearby. Fortunately there is a more level space next to the designated space so we parked in it. I think you should move the pole marker to it & make it clear cars should not park there. I would not like to have to ask folk to move cars.
Check permits and enforce litter to be picked up . Sadly lots of rubbish left by other people. Apart from that I loved it !
more pitches suitable for tents, also there were people fishing and drinking at the bottom of loch drunkie and they were very loud a ranger went past and stopped at the toilet block and could obviously hear the noise they were making and chose to ignore it.
N/A
Path down from the road at South shore A at Loch Earn could be a bit safer! manageable at the moment but over time it will wear away.
I think the set up of the 3 lochs is good, knowing it is only people that have permits that can access the road so not a lot of traffic in evening.
I would say the only thing is your not quite sure what you should do if you turn up and someone is in your spot who does not have a permit, there is no information on the website regarding this?
There should be more control of the permits, the area should be cleaner and the high grass should be cut, since there were no grassy areas as promised on the website
Already wrote to let you know of the rubbish we dealt with at the site we were at. Horrendous disrespect for nature by other people using the site! I can understand why you can not allow wildcamping. A real shame!
Less noisy neighbours!

2018 feedback

The website was hard to use on a phone - the results of my search for available sites were hard to digest- the emailed directions to the booked pitch were scrambled and not very comprehensive in any case where I could read them and the hyper link to the Google Maps location was dud. I didn't get to the location because of all this and ended up camping in a spot that I didn't have a permit for as it was late and I had to feed my kids and put them to bed.

Stairs down to the camping area instead of climbing down the rocks would make for easier access.

Being a bit more remote or having more space between tents. The permit areas were fantastic but full of people.

Unfortunately the next pitch, Permit G, was occupied by a large group of men who felt the need to shout football chants from lunchtime until after midnight, get drunk and then play music from their car!! As I was with my young son it did take away the ambience and the stunning location a bit.

We did not even end up staying there bearing in mind your sat nav navigation are absolutely shocking took us to the other end of Loch Lomond and you at the other on arrival absolutely shocking totally stunk of shit no thank you

Ensure other campers meet the byelaws. One side of use was a clump of 3 tents with a large group celebrating a birthday, together with using an electric saw to help make a huge fire. On the other side was a large family group of Buckie drinkers who used a manual saw to make firewood from nearby trees. They also fished in the permit only Loch. On the banks opposite we counted 14 fires. The family party left early the next morning leaving their fire still burning. Not sure any other party had a camping permit. We felt intimidated by our camping neighbors, and it was far from the idyllic experience we were expecting (with only 5 pitches allowed at Loch Earn C). Probably will not camp there again at the weekend. Perhaps mid week will deter the party groups.

It took quite a long time to realise that you needed a permit to camp in the area, the map of Loch Lomond camping in the area was hard to read.

When arriving the car parking zone was quite far away.

It was really hard to find the location as the signs were unclear and the description of the site quite vague.

It would be good if there were bins/recycling on the way out. We saw that people had left bags of rubbish at the side of the road in Aberfoyle.

Area L was spoiled by rubbish left by a previous permit holder. There was a lot of toilet paper and wipes strewn about in the bushes, cigarette ends everywhere and a campfire still smouldering. There were also signs of tree cutting to obtain firewood.

I didn't understand the area part. We just found a spot we liked and camped there for the night. It was a permit area as it had signs.

2018 feedback

I had one gentleman called [REDACTED] who was so helpfull i had a party off 15 and a disabled elderly man and everytime i called to get help the advisors would tell me to go on internet they cannot help they didnt know but when i spoke to [REDACTED] he helpes me so much great job to him we had a brilliant time

Maybe an APP (with the map and to ask for a permission) would be more useful than the web.

Bins at the camping area

iv camped at lochearn for many years and love the place, i dont mind paying 3pound a night as i love it their, as i dont drive i get dropped off and picked up, pity there wasnt a small shop near to hand, but that wont deter me from camping there its the most lovliest place iv seen.

More regular checks on how camping sites are being left. The beach next to ours in Firkin Point D was strewn with litter.

I was very disappointed having booked to take my kids camping and being a family with a family tent we did not stay as we were unable to pitch our tent due to the ground being very rocky the rangers did offer to move us we were booked on for 3 nights but would have to move each day this was not acceptable would not recommend this for family's.

It would definitely be far from the Road, this one was extremely noisy, the space for the tents would be marked: as we arrived third we had to put up our tent inches away from a neighbour, a ranger should remind the campers about the basic rules, like no music or hysterical talk after ten. Well for us it's been altogether a bad experience in a very beautiful setting.

i caught 5 eels and 1 trout over 2 days...i get a ranger down to my campsite whilst we were away getting worms and they leave a note under my tent about only fishing with 1 rod... and keeping hold of 1 rod. get a grip ffs .we never had 4 rods out.. we had 2. if we did have 4 we maybe have caught more trout rather than eels. where is the money from the camping going?? is it going towards stocking the loch??? ive been camping here for 20 years plus and this will prob be the last time. the other ranger guy who stays in the house is spot on, how dare some kind of loch police spoil what ive had their for over 20 years. bloody disgrace.

Try not acting like a police state,
I come through there to get away for some peace and quiet, not to be harassed by rangers who go into your tent and leave notices when your not there.
Been coming there for a couple of years now, but thinking of giving it a miss.

A cold water tap please

It is not clear that 1 permit is for 1 tent.

I was under the impression that 1 permit for 4 people would allow 4 tents. This is not clearly stated when purchasing a permit.

2018 feedback

It would have been helpful to get a couple who were camping in the wrong area removed as they were highly intoxicated and were aggressive to each other as well as cursing and urinating and defecating publicly around the area we were fishing at, unfortunately the rangers had no power to move them as they were drunk, it did effect our stay and although they left the next day , the smell of urine and poo as well as flies didnt.

It was a perfect experience. The kids swam in the loch as temperatures reached 30°C and [REDACTED] couldn't have been more helpful. Beautiful scenery and a perfect few days. Many thanks to all who helped us book and look after the welfare of the Loch. The only disappointing thing was the amount of broken glass I had to pick up. This was due to groups drinking over the weekend and leaving a disgraceful mess. No respect for their beautiful country. This didn't detract from a wonderful experience that I hope to repeat soon.

Regards,

[REDACTED]

The only problem was finding the area. We drove down the wrong side of the Loch then turned back and drove down the correct side.

First we had a look at Permit Area H, and it was covered in trash. Unfortunately there was a lot of trash lying around all over the place. (Beer cans, broken glass, fishing lines and hooks, plastic).

There was something in the purchase process that wasn't as straight forward as it could be. You could try have someone who don't know your site book a permit while you watch them do it. I don't remember if there's any information on the route about not leaving trash. If there is maybe it could be stipulated that it goes for wiping paper as well. The camp site was wonderful by the way.

Onsite bar serving cold local ales

Ice cream van to pop by

Local info for place to buy fire wood when issued permit

Better lay out on your map before picking your camping area.set up camp in a no camp area then had to move coz going with the map it look as if we were on the right part

Signs to where the camp sites are as I was apparently at the wrong place and was asked to leave and pack up by a note left at my tent at half 8 in the evening and to buy a permit which I had already done and was only a 2 minute walk away to where the actual site with the permit was which disheartened myself and my husband when we had had such a lovely day and was spoiled by having to pack up and go home and lost a night's stay

2018 feedback

Motorhome pitches aren't secluded, nearly all the pitches require you to park up directly on the roadside. For large motorhomes I'm sure this is fine, but it doesn't lend itself well to a campervan setup (van, awning etc...) More secluded Campervan / Small motorhome specific pitches would be an improvement.

Permit time start time needs to be selectable to match approximate time that fishing permit might start and run for. Anyone fishing would need to buy 3 nights worth of permits for 2 days fishing with 1 night camping if they go by the times for the camping permit of 13:00-11:00, how can this be fair if someone buys a fishing permit at 7am on the first day and leaves at 7pm on the second, they still only stayed 1 night but instead of £3 it would actually cost them £9 if they go by the times specified, whilst it is important to protect this beautiful environment all this scheme will do is drive people away including the decent people who actually visit responsibly.

This was our very first camping trip. We were unaware of a permit being required. We were approached by the ranger and informed of the permit. They were extremely friendly, understanding and helpful. They left us the leaflets for future trips and organised the permits for us over their phone. Help much appreciated!

Our stay was 100% would not change a thing. I had never camped in a permit only area before but I'll definitely do it again the experience was amazing the area is absolutely stunning, ill be coming back

The camping experience was really enjoyable and a triply great well managed area to do it. We weren't entirely sure where the designated spot was as we couldn't see any signs telling us where the camping zone started/ended. We pitched our tents in the location we thought it was by looking at the maps provided in the email. Besides the lack of signs this was a great experience 10/10

Purchasing permits on the road is difficult. It seems you have to do it online and mobile data isn't fantastic in the park. Luckily we stopped for lunch at a spot with free wi-fi so managed to get it booked. We were also unable to book on the day and as it was a Saturday we're also unable to speak to anyone as it was outside office hours. I couldn't find any clear guidance on your website about whether it was ok to just turn up & settle up afterwards, or what to do if the website wouldn't allow you to book.

The sites had a bit of feces and toilet paper around. Grossed me out

It was difficult to find the permit on the website. I had very little signal and needed it to be easy.

There was no toilet facility on the south side and the 2 on the other side are a disgrace

Maybe more facilities to shower and wash dishes etc

2018 feedback

We encountered a whole campsite having been left behind by previous campers in the permit area. Tent, chairs, round barbecue grill, coals.

We took as much of it out with us as we could but some is still left.

Nothing re the buying, booked over the phone with [REDACTED] who was excellent and informative. I was unclear re how last minute we could have bought one. Could you have an online booking system which could allow you to book after office closed?

Also, there was quite a lot of rubbish on one of the pitches, and lots of toilet roll left by others. I wonder if more spot checks following permits to see whether litter is left and then fines, or bins on/near site could help this. We already had a bag full of recycling and a full boot so couldn't take it away. Also, I saw loch long do a monthly litter pick. You could introduce elsewhere if not already? Other than those small things it was a fantastic experience to sleep right on the loch shore and a beautiful view to wake up to, thank you. I think the price and permit system is reasonable to keep the Park not over crowded and protected.

To have the main female/male toilets open 24hrs instead of just the disabled one .

Park rangers checking if people have permits and are following the guidelines. No one checked site from Thursday to Sunday.

More information about the permit areas needs to be available before booking. I didn't find out until I had booked that the area was best suited to smaller two to three berth tents! I was camping in a five berth tent with my friend and our kids!

everything was fine as it was no problems

The smell of urine around the camping area was disgusting. It was a dark corner with no real visibility. We didn't stay the night and went to a campsite. It would have been better for us to just park in layby rather than camp there.

The toilet block been open 24/7.

A shower either free or coin operated.

Chemical toilet disposal make it easier for campervan ect.

More areas to camp this was my first time permit camping and camping solo and I liked the knowledge that it was sort of organised wild camping so knew others were camping nearby. Def think there needs to be more areas with at least a toilet block.

Nothing

Improve the cleanliness and clearly mark from the road which lay-by is for which zone.

Warn people that it's not safe to leave belongings on pitches, we had a child sleeping bag stolen.

Nothing

2018 feedback

After arriving at firkin point, we found the site v busy. That's understandable during the school holidays but there was a lot of litter around the site and the Loch shoreline. The toilets were wet and unclean. We chose not to stay and moved on to a commercial campsite in Arrochar.
<p>When we arrived at the permit area there were already 4 campervans and 2 cars parked there. I did not expect this since there were only 3 permits available online of which I bought 2. We managed to squeeze inbetween but the parking site lost it's charme being so packed with cars.</p> <p>I feel like there should be much more controls or a phone number to call for someone of authority to come and make them leave...</p>
<p>When I booked the permit on my phone, it wasn't clear that it is for a certain area (because only one came up as the rest was booked, so it looked like you can stop anywhere)</p> <p>The whole camping zone idea is amazing, we areally enjoyed our stay. We were sad to see though how other people leave all their trash there, we collected 4 bags of trash on our way out:/ Maybe more signs for no trash, or some funny signs: like animal don't trash your home, please don't trash theirs etc..</p> <p>But apart from that it was great, reasonably priced. In the future we even know, that we have to book a certain point :)</p> <p>When we first read it, we though all those areas cover multiple camping spots. When we realised that it is for one spot, we realised that we booked the wrong one, so we had to rebook. It was really peaceful and beautiful. The guide you sent was really helpful as well.</p> <p>Thanks for your great work, hope to come back soon x</p>
Nothing
It would have been helpful to know how many motor homes were permitted in the area we had booked. I saw a ranger but they didn't stop to check on us.
Make sure the bins around the camping areas are regularly emptied. People are clearing up after themselves then spoiling it by dumping the rubbish next to the already over flowing bins then it's scattered by the wildlife and weather. Not that it bothered us. We brought all of our waste home.
Bigger signs but whole expeirance was great.please contact myself as i felt threatend by one of your staff which was working just by zone L clearly wearing a ranger uniform but stated he was not a ranger and was very aggresive towards me and my family (11yr old boy and wife were terrified
The two times I've camped and got the permit I've not seen any rangers. I get the impression not everyone there had a permit so it makes me question whether or not it's worth doing....

2018 feedback

Having had a fabulous time at such a beautiful spot which is kept beautiful by the trust and people visiting the only recommendation I would have is to be able to obtain a longer permit than for 3 day's, however this is for selfish reasons I guess and understand there must be a lot of demand. Fabulous!!!!!! 5 star!!!!
Catching some fish or hiring a boat
Could make the pitches level and mark them by numbers.
Lake venachar was not available as a location online
Multiple bookings would be a lot easier.
Maybe a bit more info about the area and the wildlife you might encounter there was some info about the area and it is such a special area for nature it could be promoted more. It could be a great opportunity to get people interested and aware of what's around them and if you can get people interested it makes the whole camping experience a lot more enjoyable.
Extended WC opening hours Provision of showers
A lot of people had been dying to go, the left overs were the only problem. But how one tackles that is still up in the air! Otherwise rangers were very polite and informative, the site and views were excellent.
N/A
I would make the signposts with the lettered areas a bit bigger and put before the carpark so not to drive past it.
Every aspect of my experience was met to the best standard.
Would like to see it a bit more clearer and how many spaces etc around the lochs. We tried to book online and couldn't work it out but the rangers and baillies were very helpful keeping us right. Loved our stay and intend on doing so more often in the future. The loch was beautiful the surrounding area was a bit messy with bottles tins etc but we cleared a lot of it up ourselves. Its a brilliant idea allowing people like us to camp wild and loved every min of it and looking forward to a lot more adventures thanks for allowing us that priviledge it was much appreciated.
Nothing
We originally bought a permit for Firkin Point D but then discovered it wasn't suitable for our party of 3 tents. We re-booked for Suie Field and couldn't get our first booking money back even though we had booked somewhere else within the area. Due to the weather (constant rain, thunder and lightening) we didn't go at all. We have now decided to camp somewhere else altogether outside the national park as we don't think paying for the permit and the way the system works for cancellations is good value for money.
More bins, if only to stop the beautiful scenery being destroyed. Other than that, can't fault it 😊 thoroughly enjoyed it and will definitely do it again

2018 feedback

Toilet facilities at the camping areas.

In the beginning we hesitated to make use of the permit areas since it was not made clear how relatively easy it was to get hold of a permit. Moreover, we were surprised about how inexpensive the permit is. It might be a good idea to display this information more clearly on the information boards.

Just larger signs to stop cars parking in motorhome places

Some where for waste disposal.p

When I arrived at Firkin Pont B after cycling from Glasgow, the adjacent picnic benches were occupied by two very large families cooking large meals and making a great deal of noise until 9/10 pm. Also playing a long and very loud game of football on the beach, leaving quite a mess. This was far from the quietish experience I was expecting. Not sure what can be done about this without regular patrols or stricter site rules.

After 10pm, another large family arrived, apparently passing by, and started very loudly throwing stones into the loch and running around the beach. They had to be asked to keep down the noise, more than once. Like the other two families, they didn't speak English.

While I appreciate the cheap price, if this behaviour is the norm, I wouldn't go to this site again - as regular campsites have better rules for not much more money.

Otherwise, having drinkable water at the site would be a huge improvement.

Small signposts. To the campsite we had to walk 20 min directly next to the busy road. We weren't sure if we were going in the right direction.

Loved it. We will now be regulars

There was a terrible amount of rubbish and broken glass around the whole area which was very disappointing to see.

Better describe the process to open the gate after 16 at the gate

We had no problems buying the permit and found all the information provided very helpful.

We were surprised by how many people were camping in the area and were disappointed to see so much rubbish left behind by others. Not the park's fault at all as please of bins provided. The rangers were really friendly. Despite the rain we had a great visit thank you.

Regards

2018 feedback

Nothing view was spectacular

Public wc and showers would be the key point for ladys Haha.camping would be more fun without ladys need...

Rest of Scotland free and we didn't really encounter any problems with rubbish / waste disposal etc. To be honest the pitch we had was the worst views of our holiday. We only booked the first night as concerned we wouldn't be able to find anywhere. We had no trouble the rest of the week. Loved it and love Scotland but not sure this permit system is really required???

Please provide more information on what defines "wild camping "

██████████ and ██████████ went above and beyond the call of duty to get us the best possible pitch.

The area was very messy, with obvious areas where people had used the toilet within the beach area, lots of used toilet paper and piles of rubbish. I think having bins within the parking area may have alleviated some of this, and instructions to go to the wooded area away from the beach in instructions and to take away toilet paper etc may help people understand how to wild camp. There was also a lot of loud music played, not on the Culag beach, but in other sites and cars in the lay by, which disturbed the children during the night. In regards to the rubbish we bagged ours and had to drive a significant distance before finding a bin, but there were bags of rubbish all over the lay-by. Also cars from some of the campers were parked over the bike track.

There was quite a lot of rubbish on the site which, considering the permits were brought in to reduce this problem, was surprising. Nappies, loo roll, broken glass and quite a lot of general litter was on the site. We took what we could with us, to try to help the matter, but it was definitely the most littered camp site we visited on our whole trip, wild camping, around Scotland. If this could be improved that would be great - don't know how you achieve this but it didn't seem like the permit system was working.

2018 feedback

Better info on the padlock system. As the first night a Ranger called [REDACTED] gave me the number as i was there after business hours. I returned the following night to find it had changed. This forced extra driving time not to mention fuel. Since im diabetic i was looking to rest and recharge in my tent. Which i couldnt reach as it was to far to walk to it. I have bad legs due to my diabetes plus i have a medical steal rod in my lower left leg. So to be perfectly honest . I drove back to Aberfoyle and tried to raise some help. The landlady in the pub recommended going to cobleland which i did. By this time it was roughly midnight. I didnt waken anyone i put up a hammok behind the main entrance. I dozed for around 3/ 4 hours got up at first light and left to come home a little disheartened. Therefore i paid for a night that i never got. Not to worry tho we are inly human after all and all make little mistakes. If there was an out of hours telephone line that be a massive help. As adventurers rarely go by a clock usualy morn meals n light.. plus most workers are only going to get there after hours since the gate gets locked at 4pm. Most folk dont finish till 5pm no? Im arranging a group visit on tuesday the 14th of August. Im hoping to meet an official person to do with the lochs in the Trossachs Area. I have a small company called [REDACTED] I am the director of the business. Id like to offer my services for a reasonable rate to actually go round in my car with my kayak towing another behind with all the Plastics plus general waste away to turn the beauty spots back to their natural beauty. I had this idea since i was camping around 6 years ago. Now i have the car the kayaks plus my tent. When the camping season is over. The mess doesnt go away with them. Id love to step in then. To let my company clean the area up..

Thank you for your time in this matter

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

I know this isnt the right email for work but please can you pass it on to the correct people.

Thank you.

No issues

i found there was a fair amount of human waste about the area. People should bag the excrement and take it home with them . maybe have wast bins for this at each camping area

access to the 3 lochs are was ok for a single night but would be impractical for multiple nights due to the extra seven miles if we visited elsewhere in the Trossachs area

My friend found that the site name was unclear. She passed the site twice. The letter "I" was not really prominent. Ideally the site lettering would be clearer.

Monitor littering/damage to nature on site

2018 feedback

There was a bit of confusion regarding how many tents I was allowed. I booked 2 plots. Each plot had 4 adults and 6 children booked but the ranger said that only covers me for 2 tents. So I would recommend that when you book a plot, it should stipulate how many tents you are allowed per plot and also the size of tents as well. Your ranger come back a bit later and said that I had actually booked it correctly as I put my name in 4 times. The rangers were very professional and I would like to thank them for their help
I had to refresh my permit search, and so had to fill in the online info multiple times, so it would be nice if the permit website let me save the info for multiple permits or so on, but other than that pretty good experience.
Nothing. Was over the moon with our stay.
Put some signes for the designed areas
I need two tents for my stay and had to get two permits for this, Being able to choose the number of tents required during booking would make it easier.
I recommend cleaning after some messy campers. We found two full bin bags on the path. On one camping spot we found grill and other camping stuff without campers so it seems like they lust camped and left everything there. Unfortunately our cars were that full that we would not fit a needle anymore as we even had bin bags on our laps so could not take anything from there.
I think this is a great service for motorhomers. Thankyou
Possibly deterring young groups of drunken tons leaving glass and remains around a beautiful campsite. Clamp down on this a bit more
Perhaps provide refuse bins for the car park area, a lot of people are leaving rubbish bags there instead of taking it home with them, unfortunately it spoils the beautiful area for the rest of us who do take our rubbish home.
Nothing really , it all pretty straight forward and ticks all the required boxes
More checking on the permits, as we believe we had some people without permit on our camping site, who were very loud until about 3am
Mapping was sketchy - we were not confident exactly where the turn-off point was.
The bay labelling wasn't very clear - when we arrived, three cars were parked in the motor home bay. Luckily we managed to squeeze on the end!
Maybe more, or larger bins. The one wheelie bin was not yet full but was close to being full.
I personally think the permit idea is ridiculous!

2018 feedback

That fishing permits can be bought online
The campers before us left the site in a poor state with garbage, food and cut limbs everywhere - as well as human waste on the beach. A sign at each site stating that 'no trace' should be left may be useful. Loch Drunkie Site P
<p>Firkin Point camp sites A to D were all very well situated and in good condition with ample parking and facilities. Despite this, Firkin point A is quite overgrown with resilient tall plants/grasses which limits suitable pitching space. This has caused some areas to be over used with multiple evidence of fire making/BBQ damage in the same spot. Trimming down the area would help maintain the space.</p> <p>We also saw several groups using BBQs on public benches (usually visiting families with children). Evidence of previous fire damage in this way is practically everywhere. Implementing stone pillars/ sand pits for placing BBQs on would help maintain the benches and grassy areas.</p>
Their was dog poo all over the camping area we had too clean up not nice as my daughters 1 st time camping
I would suggest better sign posts to specify permit areas and also maybe a map of the area on display right as you enter. As we did not find the correct permit area and did not find this out until we met the ranger at 8pm who told us we were at the wrong spot. Thankfully he was very kind and allowed us to stay where we had already pitched but clearer signs right from the start would have prevented this from happening.
We found a lot of rubbish left by other parties who camped earlier at the site. We took as much as we could carry with us, but could not remove all. Perhaps I missed it, but a way to signal litter to your rangers online would be great.
We did not know there was seperate areas in the park until the ranger came round we should have set camp in area B however we had set up in area O again there was no viable markings to state this also the ranger said to request area O in future booking however could not see anywhere in the booking form to do so??
Maybe put a container for the rubbish in the car park. Because me and my boyfriend camp regularly and Will always clean after ourselves. But i saw some people didn't. We have tried to taken as much with us that we could pick up with our bare hands.
we had a perfectly wonderful night loch side and felt safe. The park was beautifully cared for & we loved our first night in Scotland! A place to fill up with cold water would have been useful (maybe you have these already)
The permit area we used was dark and views of Loch Lomond not visible. If possible improve the area make more attractive and lighter if possible. Preferred to stay where views of the beautiful place are visible without too many trees blocking and creating a dark place.
It would be helpful to have a disclaimer that some permit areas are only accessible by car (no pedestrian path from the station, no sidewalk and there are fences around the wooded area). Lucky hitchhiking was easy.

2018 feedback

only 2 things that would improve things are = more toilet areas, & maybe stocking the lochs with fish, or how about stocking them with carp like they do down south, it would make a fortune for the national park.
I was thinking that in some of campsite could be a shower. Maybe not in all but some in area. Rest was fab and im going to recomend this plase for my friends. Thanks for everything
We would like to see more spaces with a view of the loch where tents are not allowed. And not just a parking by the main road
More toilets facilities and signage/maps of the area
no complaints really...it would be great if there was a freshwater point somewhere as water runs out very quickly.
Improve the pitch quality as the ground was rock and impossible to get the tent pegs into.
I think if there were wood bins which you could buy firewood from, that would be a big help, it would also stop folk from ruining local woodland. I'm a bit of a stickler for this, but I would give Rangers the power to issue fines for littering, as that is a big problem. I actually cleared my chosen area of rubbish before pitching my tent. But that's just me.
An table with all important information about the the permit areas would be great. So you could easily find aome with drinking water or a public toilet. Also would it be nice if the toilets could be open 24/7 but i understand that they are not for security reasons
It didn't seem like the area was suitable for camping- could not find an appropriate area nearby to use for defecation and urination as per permit guidelines (away from water, able to dig a hole etc). The website indicated 9 permits available for the camping zone, there are absolutely not 9 suitable areas to pitch a tent. We would estimate about 3 max. Cannot understand why there isn't some sort of pinpad system on the toilets at the car park to allow permit users access after hours, especially considering lack of appropriate spots to use as a toilet otherwise. We had to leave after 1 night as it was not suitable for a longer stay
Maybe after booking, a location for sat nav could be emailed with conformation, or a postcode.
the camping area at loch voil is stunning and no improvement is nessesary, except for one thing....THE MIDGIES. as for buying your permit nothing could be simpler.
<p>Later entrance, and a clearer sign on website and local area about gate opening and closing times. 4pm is ridiculously early. Clearer sign posting for entrance to camping area. And camping area location letter sequencing in alphabetical order, one would assume a logical idea.</p> <p>Worst camping experience on our trip of 10 days, decided not to stay the second night due to restrictions and no available drinking water on site. Could not get in first night and spent 2 hours looking for the entrance as sat nav takes you to an inn. And no one seemed to know about the 4pm gates closed. When we did finally find our site the filling morning it took us 2 attempts due to 'O' being after 'G'. The water in the public toilets was deep brown - again no sign.</p>

2018 feedback

We really enjoyed the designated camping area it was a beautiful site , however I wldnt stay there again due to the fact we had to carry our tents and everything that is needed to camp a very long distance it was a 45 min walk but having young children with us it was 1.5 hrs before we reached the site . It was physically exhausting Having to carry such a load that distance ☐ Very unfair .

Nothing.... Fab time had by all

allowing car to access area not a 50 minute walk I am arithic . & was unable to go I it was only when I got there realised hat I had to walk so I paid £9.00
nothing im a pensioner cant afford to waste money

There wee several people at the camping area that did not have permits and the vast quantity of toilet paper and excrement was horrific.

Firkin Point at Loch Lomond was personally my highlight of our family campervan Scottish adventure!!!! Absolutely beautiful place, thank you!!!!!! Our experience was only shaded by the fact that we seemed to be 1 of 2 families abiding by the law???

We arrived and took 1 of 3 of the permit bays, 1 was being occupied by another family (permit displayed) but by nightfall, on both night, we were joined by a further 5 or 6 motorhomes & camper vans up the road in the car parking spaces. 1 camper van even pulled up right next to our van in our permit space and stayed the night????

This has left me feeling silly for paying and abiding by the rules! Why are their no rangers travelling around at night to make sure this does not happen?

We found booking the permit easy but decided not to stay there once we found it,as the toilets weren't great and the cafe was closed

Nothing. Our stay was perfect for our first camping trip and will definitely be back again using the permit areas.

I wasn't aware it's not allowed to burn local wood. Apologies for collecting & burning some driftwood.

Access for vehicle to get closer to permit area just to unload car before returning vehicle to carpark would have made our trip easier and more enjoyable. Although we understand in this location it would be difficult to accommodate this.

I understand that as campers we are not allowed to cut down wood, however whilst setting our fire (using our own wood and kindling) we were visited by the rangers who told us we were not allowed to use any wood from the permit area - pointing to the pieces of dead wood the kids had picked up that had fallen from trees or washed up on shore. I think this is a bit excessive as really what harm were they causing? We did tell them to put down their twigs and left them there along with some logs that the children had found in other peoples fires. The permit area was lovely though and we thoroughly enjoyed our few days there.

2018 feedback

Make better maps to find the real areas with precise distances, because we camped in the wrong place thinking we were doing the right thing... It was really dark at night and difficult to know if we were on the good path. Maybe assure with signals that you are on your way to find the place and light the panels and the entries. Thanks!

Experience was excellent. Only niggle was the sites didn't seem to follow any order when searching for them.

as i didnt have internet access i went to tourist information who didnt really know how to advise me on booking a permit .i got the phone number from the Go Ape staff. i recommend a phone contact number displayed in tourist information offices

Flatter hardstanding for motorhome would help inveruglas was quite sloped in the designated area.

Bigger signs stating which side of the loch your at..south/north..unfortunately we were pitched on the wrong side.but your rangers were very helpfull and managed to change our permit because we had already pitched our tent.due to the fact it was midweek and not very busy this was possible..the sign telling us where we were wasnt very visible.

Having the opportunity to drive a bit further. We havw been 2 mums with 2 children and it was a difficult walk.

Composting toilets at each lay by. The volume of campers 'burying' their feaces makes putting tent pegs in quite unhygienic. Even designated toilet areas could assist and avoid random areas being used for toilets.

Can't think of any improvements. It was perfect!

The information about access was unclear, we arrived at 16.40 expecting a barrier that had been closed at 16.00. we discovered a locked gate instead.

more Information in paper as we hardly any Internet reception and struggled to get any information

Better maintenance, cleaning of camp areas...Broken glass etc lying around.

More spots as everything was booked

We really appreciated that the rangers came round at the end of the day and they were very friendly and helpful. It would be good to educate visitors about not leaving tissue paper and baby wipes where they do the toilet. This information could be added to the permit.

Or add some signs in the areas where people are tending to use as toilets.

Maybe a short training course or watching a video about wild camping should be mandatory when booking so that people have all the information about toilets and fires etc.

Other than the toilet paper/baby wipes issue, the permit areas were very clean and well organised and I was impressed by how well kept the whole area is. The sound installations by the loch are a nice touch.

2018 feedback

We were only motorhome in permit area - 6 campervans/motorhomes stayed in car park!
Found the mobile website confusing - just booked the first permit area did not realise if you scroll down more areas. Would have been nice to see more patrols/police. Was a Friday night and a car and van came racing along the drive the wrong way. I was with my young son so some reassurance there was some authority would have been nice. Had a great stay though and would be back
It may just have been our luck but on the night we stayed there were four men camped on the neighbouring beach who played loud music past midnight, roamed along the tree/vegetation getting fire wood again past midnight that really disrupted myself and my young daughter to the point where we wanted to leave. I don't think I would camp this area again. Didn't see a ranger at all.
The permit is a good idea but it should be extended to the hole loch. There is a lot of people leaving rubbish around.
the three lochs drive is a one way road, but i think that two ways could be allowed for camping areas at the end of the loop, like N, there is enough passing spaces and it will reduce the traffic inside the park. It would be a 2 minutes drive to get to N, compared to the 35 minutes that it takes now.
Set up camp going by the map I was provided to be told I was in the wrong place by 4 yards so the area is not marked the best.
Access to toilets for female campers, fire pits as too many campers building their own spoiling the camp site.
More rangers around to check valid permits as we looked at a spot that was way overcrowded 6 cars and at least 8 tents for one single party of people. Was a little incident of ambulance being called out. Apart from that was a great weekend
Absolutely loved staying in this permit area. Would not have changed a thing!
Needs cleaned up I had to clean my camping area I also feel that camper vans and caravans should pay a permit as I was lucky to get parked and I also don't think the council had emptied buckets for weeks as there was so much rubbish about but had a good night once we got set up
There should be more policing of permits. I chose this particular area as there was only 1 of 5 permits taken. When I arrived, there were 5 other tents already pitched and more arriving that had to turn away. After checking the permit capacity, most of these people will not have had permits.
Everything was perfect :)
Clarification on arrival/leaving time. Permit said arrival after 1pm leave by 11am however upon arriving at 12.30 we were given directions to our permit area and were advised that other people would be pitching up as they had arrived about an hour before us.
Nothing it was perfect

2018 feedback

For it to be a little more respected
List miles until exit. Leaving the park we had doubt we missed the exit.
Make the place a little bit more suitable for camping. About 90% of the space is can not be used due to the surface being uneven or something like that.
Less bureaucracy when making a booking. The process takes too long.
Bins in the lay-by or beach area of Firkin point D. More than happy to cart rubbish out but other are lazy and there was rubbish in the forested area.
there were no places to camp. The whole area was full of trees and plants etc.
Given the correct information on pitch sizes and accessibility.
Have a lot of very strong views on this permit idea, feel you are trying to stop wild campers and fishing overnight the spots allocated are very poor almost impossible to park safely, I and many others are starting to get very annoyed about it
Unfortunately ended up camping next to a big group of people who were partying until 5am thought the whole point in the permits was to reduce anti social behaviour but apart from that was good. Why is there never anyone checking camping permits in Loch Earn maybe this would help?
I would like if there where bins situated at permit places .
We ended up wild camping a bit further out from the permit area. It was a little unclear where exactly camping was allowed along Loch Voil. There were lots of no camping signs. It was also hard to determine where parking might be allowed if one was wild camping outside the permit zone but parking in the permit area.
Find a flatter area!
I had an idea, what about free passes for people who pick up a certain amount of litter? A bag full for a free night? Not sure how this would work. Thanks
Even with the permits, we saw: a fresh jobbie with paper in the middle of the beach, a jobbie on a dead deer...yes..., skidmark undies hanging in a tree, several fires with rubbish in them, toilet paper in the brush areas, lots of broken glass on the beach, camping equipment in the bushes and on the beach, loads of cigarette butts. It did feel like we were camping amongst other peoples crap and rubbish and it distracted from the beautiful place it is known to be
Would be great having a map of the permit area within the confirmation email. I missed the attachment on the email so we had to do two laps of the circuit to get back to our plot.
Nothing much... it was all very clear to me!

2018 feedback

I've reasonable confidence (now having walked the West Highland Way) that the walking distance given in the description of the campsite is inaccurate ("about 6km from Balmaha to the South" should instead have been "about 6.5 MILES from Balmaha to the South." Curiously, a private establishment south of the campsite along the West Highland Way seems to have repeated on its signage the same error. The distance given to Rowardennan seemed closer to the truth. Having walked with my [REDACTED] father from Milgavie to Balmaha that day, it was a disappointment to slowly learn we had much more of a walk in store.

I camped at Loch Long and feel six allocations isn't enough as there is plenty of space. Apart from that it's fine. I camp here often if you check your records.

Thanks
[REDACTED]

We had booked a specific spot Three Lochs G one tent no other permits sold. She we arrived there was a group with 3 tents there and they were making noise and playing music. They also drive up and down the forest drive later in the evening, in both directions on the one way road. The rangers did not feel that they could challenge the party and deal with the situation but they did find us a spot at site O, where we did not feel intimidated or disturbed. No evidence that the bye laws were applied. Sexing night at Livh cou0le was enjoyable but the lakeside still had more rubbish on it than I was expecting. Ok so you cannot prevent antisocial behaviour but I thought that now you charge for wild camping you would be doing a better job.

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maybe not necessary to create account plus password, if you are likely to stay just one night.

We enjoyed the stay so much! Thank you very much.

The permit area is clearly not monitored, when I arrived at the Inveruglas site, there were around 12 motorhome there, meaning it was very difficult to get a spot; I'm pretty sure the booking system doesn't allow for that number of permits on one night. I don't necessarily agree with people being moved on, I think people should be able to park up, but the disparity between people booking a pitch and not is unviable.

Leavel hard standings for motorhomes

2018 feedback

The permit area was full of litter. I would recommend the ranger pass more often so that it will be possible to hold the campers accountable.
Nothing
We swapped camping areas as we booked voil but I didn't read the small print and area too small for our friends and family. [REDACTED] at lomond Park was very very helpful and got us quickly, hopefully this will be reiterated to him. Thank you for a lovely few days
Nothing! Amazing views that'll never be forgotten
Keep bathrooms open 24/7
<p>Just being honest here: We bought our permit for Culag beach at the Baloch Loch Lomond and Trossachs centre. The help we received there by the lovely people at the desk was outstanding!</p> <p>We were however VERY disappointed by the state of Culag beach. There was trash and litter everywhere so we decided to move on to the next camping permit area! (Which was way cleaner).</p> <p>I don't blame anyone here except the unrespectful campers... I just wanted to let you know a little clean up might be useful there.</p> <p>(First time I actually fill in a survey out. Only out of respect for the environment!)</p>
Toilets open longer.
That areas are cleaned of human faeces, soiled toilet roll piles, sanitary towels, & rubbish as was very disgusting. I realise users are supposed to clean up after themselves but those who clearly don't are spoiling it for others. It was difficult to find an area for our tents that wasn't covered in all of this, yuck!
Perhaps a big skip so I did not need to take all rubbish home in car. However I am also aware of fly tipping in which the skip facility could then become problematic.
Possibly an Elsan point but I'm conscious of the outlining problems associated with this
Make the pitches level. The area was very uneven and a lot of puddles surrounded the sites.
Put down grass areas for people to pitch there tents very difficult to keep the tent pigs in place our tent collapsed
N/A

2018 feedback

<p>Biggest letdown was silly young boys on jetskis coming as close to shore as they could.needs some serious looking at for those who control that part.</p> <p>Abuse was aimed at us!.</p> <p>These jetskis should have a way of recognition for reporting.</p>
<p>Site D at firkin point should be explained better that there is a 10 to 15 min walk from the carpark to the site and access from the lay-by on the main road is very steep and dangerous when wet. You should be allowed to get Access to site D by the gate and drive along the low road. There is plenty of park along at site D and ample turning space. This would make it a great spot.</p>
<p>Cant think of anything. The pitches were great, the rangers friendly and informative... It was lovely!</p>
<p>Finding the entrance to the three lochs drive was tricky. A sign on the exit indicating it's the exit and how to get to the entrance would be great,</p>
<p>We stayed in permit are G and booked both available spaces for night of 18th August as we were taking two tents as whole family were camping. However on arrival we found that people were already camping at the site. Whilst we were able to pitch our tents we didn't have the space we expected or the quiet as other campers were chatting until 2.30 in the morning. Could you let me know what controls are in place to prevent overbooking.</p>
<p>N/a</p>
<p>More bins and some sort of toilet facilities as to many people just go where they like, beach area was a mess with human waste.</p>
<p>In that area the roots of the pines don't give many chances of places to pick the tent. Better to inform about that. To keep the area clean and hygienic it would be advisable to put any kind of toilets there, otherwise people is going to do their needs here and there....</p>

2018 feedback

2 out of the 3 times we have camped at this area our camping has been ruined by other people. Which is a shame as it ended up being the place we were staying when I proposed to my fiancée and were planning to return every year.

This time around was actually meant to be a lad's trip so we all booked separately so that we could have 4 of the 5 available spaces. Due to the weather though the other guys canceled on the day, so I took the fiancée instead, thinking that it would be nice and quiet due to us having 4 of the 5 spaces booked. What ended up happening was multiple groups of loud/rude foreigners turning up and pitching up either side of our tent, within a couple of meters.

Last year was ruined by a large group of loud Italians (not your fault obviously).

We were booked to come back for our anniversary, but are going to find somewhere else this time around as it seems that people who aren't booked in just turn up and ruin it for everyone else, which is a bloody shame considering it's a nice spot.

A lot of litter, but that's not your fault!

Nothing all is fine OK and both rangers were fantastic but disappointed they could not stay for a cup of tea maybe next time.

A notice needs to be in place so people know that they can buy one. We only knew we needed a permit because we were told on our App park4night. We saw maybe 10 motorhomes arrive then go again.

Mention something about the noise, if it is almost next to a busy road.

We had everything we needed, difficult to improve.

Directions in confirmation email and better signs directing to campsite. We could not find it and needed to pay for a hotel room.

I have to admit that we decided against staying at Firkin Point. It is not a nice place to stay overnight (I would not offer motorhome stays here) for various reasons. It was overcrowded, the toilets were filthy and the RV that parked next to us unpacked and used what looked and smelled like a generator. I would not recommend staying in this permit area car park, Three Lochs however was wonderful.

Mark the start of camping area and the parking areas it was easy to find the camping area as I used a OS map

It was Fantastic!

Nothing at all, this was the best camping spot I have ever been on and the rangers were very friendly. I would love to stay again.

2018 feedback

For an extra charge, could logging wood be sold by Rangers when they come out at night, or a pile left with an honesty box system? It's great having a wild camp without the usual annoyances but maybe a couple of chemical toilets at the Loch Achray end would be a bonus. Thanks you do a great job.
Toilet facility in paying camping area maybe portalo would be ok
Nothing
Campers had no designated car parking area, unlike motorhomes and campervans. This also means campers pay more! Took a look at Firkin Point on the way back and noticed tents had designated areas there which helps campers look legitimate, unlike at Inveruglas.
Maybe get some trash cans at Tarbet Isle so people can get rid of their waste.
Maybe solar panels that could give you some light whilst in the toilet would help.
A designated bin in the nearby town of Callander would be handy.
We arrived to find 3 campervan/motorhomes already parked up and settled for the night. Our permit space was taken by another vehicle. Would not bother with permits again, system clearly abused by others. Would rather pay more and stay on a site than pay for essentially a car park space where there is no guarantee of the space being available.
Thought it was fine, maybe a bin for rubbish, none about, the two wardens on the night of the 24 August a young lady, and a middle age man, were fantastic and friendly, met them at the start of the camping zone, and met them a few times more, very impressed with them !!
I was disappointed with number of tents in the area. I thought that max 5 (or 4) tents were allowed, but there were large noisy groups that were doing noise even after 10pm (we had a small child). Other than that, the place was nice and we enjoyed our stay.
The men's and disabled/baby change toilets weren't open at around 08:00, but the women's were. When the men's were open, both toilet were blocked and it obviously hadn't been cleaned.
I took the permit on the station at Balmaha. There was the printer out of order. So it was difficult because I received the permit by mail. It would be easier, when it's possible to receive per sms. It was a super stay in the permit area. We loved it very much.
The area where we slept was next to the main road and there was a lot of rubbish around the spot. Maybe that every now or then the place could be cleaned.
Nearby our permit area there was a place very dirty with feces, napkins, toilet paper, ... Maybe you should do more regular inspections of the sites of permit areas and nearby locations.

2018 feedback

I would like to see a fire pit at each location, as the area is spoiled with circles of stones and partly burned wood and rubbish, which is so unsightly and just spoils a fantastic resource,
The road was closed to our spot. The A811 - It's a shame the person we booked off didn't know this, but I appreciate that it's hard to keep track of road closures. We never got to our spot.
Buying the permit online on my phone was pretty confusing. The site kept saying, "to buy a permit use the search bar" which was unhelpful. On my phone it was unclear that I needed to scroll down to purchase a permit for each site.
Everything was perfect. The rangers who were checking our permit were great, not only they did their duty but also gave as advice what is worth seeing on our trip. The only thing I would suggest is to have public toilets open 24 h a day or at least longer e.g. from 6 am to midnight.
Loved the whole experience. Rangers were brilliant.
I would have stayed longer! It was such a great experience.
Individual designated marked out camping spaces! Recycling receptacles in the car parks! Annual membership instead of individual permit. Secured toilet and shower block!
The place is too busy for a quiet camping, the camping spot are easily flooded with water.
Make it simpler. ITS A FUCKING JOKE!!!
we collected up fishing line glass bottles and numerous fishing hooks so we could stay there safely. there was also lots of dog poo which i felt i had to clean as i had dogs with me and didnt want to be blamed for.
More access to public toilets
Nothing, loved every minute of it
The ability to camp in a choice of areas if you can't get parked in your chosen area
Public eco toilets would be definitely a needed improvement.
My understanding of one of the key reasons for implementing a permit system is to clamp down on anti social behaviour. Unfortunately we had very noisy neighbours. We were camping with our two kids and our dog and late in the afternoon, 'the young team' arrived (about 12 of them) and pretty much ruined it for us. It started of ok but of course as time went on and the alcohol flowed (and whatever else they were on) , the music got louder and the behaviour got louder and worse. This went on till 3/4 am. I did request for them to turn the music down as it got later but I wont repeat the response I got. This is an experience I do not wish to go through again.
the speedboats going up & down the loch at all hrs , i always thought there was a time limit on it

2018 feedback

Make it clearer whether motorhomes are permitted or not. Campers (tents) are using the bushes around the area as a toilet. Guidance should be given to campers on basic campcraft.
The weeds and the grass could have been cut back. The flora was about one meter high and had to be trampled down before pitching our tent.
Nothing to add to improve, but just to say I really liked the photographic details of the permit area✓ 🇮🇪
Motorhome
Don't charge for staying at somewhere we have camped for years.
Nothing. Great system all round.
Nothing, all was seamless, very happy with the experience, second year that I book a camping space and I'm sure it will not be the last. Very satisfied
Toilets closed firkin point by 8pm
n/a
Better signage of where to find your permit area & a better description of the site as it was not descried as hilly & steep on the website
Nothing. It was absolutely stunning. Beautiful location. Reasonable cost. Nice to have the particular location to ourselves. Enjoyed watching the sunset over the Lochan. Thoroughly enjoyed it and definitely use it again. Nice to be able to camp legally without huge charges when you don't need electric, toilets or showers - only the right to stop and sleep in your own vehicle.
Yes would be better with picnic area's at camping zone and also fire pits as campers are just setting fire's anywhere
The Park should provide publicly accessible chemical toilet disposal and fresh water points on each main through route as a minimum. Motorhome permits should show on the map each pullout covered by the permit and how many vans each pullout is expected to accommodate.
You have no waster water or chemical toilet disposal available due to septic tanks. You need to give advice as to where the nearest points are to avoid issues. Preferably make a free arrangement at Aberfoyle and Callendar, on production of the booking receipt for toilet and add a waste water only outside the new toilet block as you exit.
I agree that in peak season, restrictions are necessary and I was quite happy to pay such a small fee in order to enjoy a quieter camping area. However without any checks, it seems that our area got over crowded by late comers who had not booked or paid. UNfortunately , for this scheme to work there will need to be some kind of enforcement in operation.

2018 feedback

We did not realise initially that we needed to buy the parking ticket too as it said 'optional extra' online. We saw the ranger but were at the lakeside having a campfire and they didn't disturb us. The location was beautiful. It would be great to have a chemical disposal and water point for motorhomes but understand this may be impossible at this location. A map of points within the National park would be good. Abroad many large car parks, harbours and garages have them. Also useful would have been a map of all the tracks and paths within the Forest Drive area. Overall it was a great site and good value for money, well run, and I would recommend it.

I found the allocated place difficult to find. (I think there were people there already all spread out (?Day trippers) and it being on the three Lochs route, I did not fancy to go all the way around again so settled somewhere else. The wardens who came around said no one had booked it so I could stay. I did not realise the places had letters. Anyway the system seems great and I loved it. Also the stay at Loch Lubnaig was brilliant. Wardens and facilities perfect.

Nothing needs improving. It's a beautiful idyllic spot and keeping it as natural as it is, is fantastic. Was a shame about litter that had been left previously. We did take what we could with us. Thank you

Fire pits so ppl don't just set fire every where and any where like up against trees and also seats tables bench at camp zone the 1 way system don't think will work as a seen drivers going both ways Am a correct in saying u can travel both ways on bike

I would just let people with car go inside the Park that booked an overnight stay with car. We really enjoyed the silence after the gate was closed. Before especially on the morning hours it felt like staying at a "motorway".

Loch voil was magnificent, as were both the rangers. . The police never bothered us regarding no alcohol and the site was relatively clean. As usual we left our site clean and tidy. Our only concern was used toilet paper left along the banks of the loch. We set fire to some of it that was dry enough to burn. Otherwise a great and rewarding visit. Kind regards [REDACTED]

We didn't end up staying here, as on arrival it was like a toilet area for passing travellers and so close to the road , I didn't feel particularly safe.

Trash bins were full of trash the whole beach was full of trash. It was filthy and disgusting to see all the plastic and glass at the camping site.

I don't think we could improve our stay, simply amazing.

Was a little disappointed about the rubbish that was lying around next to where we camped but sadly I don't know how you could help this as there was plenty of bins provided. Only suggestion I would make would be to have clear signs of where each zone starts and ends.

2018 feedback

We didn't see anyone checking on permits and there was a campervan in the car park area who we assume hadn't paid to stay. Annoying when we and others had paid.
The public toilet area near by was absolutely disgusting. I thought we were booking a separate private area not 4 permit areas all bundled together in a muddy old car park area. All in all very dissapointing.
The area was disgusting. We had our two 4 month old puppies with us and there was litter, broken glass and human faeces everywhere. The experience made us stop wild camping if that was what else was to offer around the Loch for the remainder of our week and head to actual camping sites. Very disappointed.
Having the pitches in alphabetical or numerical order would be much more user friendly. The Rangers are very helpful.
Some areas are not very level which is an issue for smaller camper vans without self-leveling systems
Everything was great apart from finding the place itself, the directions weren't quite clear and the toilet weren't open yet, however we still had great time. It felt secure, quiet and well kept.
We did not know how long we could stay there in the morning.
even though the toilets were not open 24hours, the gents were blocked and flooded on arrival and again when they re-opened the following day, not an issue as we were in a motorhome, but not good
There should be a possibility to change the named car after the reservation in case of mistake with the license plate.
Can't think of anything. You guys have done a wonderful job. Just keep it up.
Possibility of Portaloo in laybys. As amount of discarded toilet tissue was disgusting.
The water at the toilets was extremely brown, proper clear fresh water would be nice. It would be convenient if a chemical waste disposal point could be installed and provided as part of the permit cost.
On the whole I am impressed. Having been a regular visitor to this area for many years I can definitely say it is massively cleaner and more pleasant to visit since the permit system was introduced. The Rangers are very professional and pleasant to deal with. A small shop at the Toilet area might be a good idea, especially to sell firewood/bait, last minute stuff etc
I think there needs to be bins or somewhere to put rubbish, it's a hassle trying to fit rubbish into the car as well as all our camping gear.
We had booked F because in the photographs it looked like it had easy access to the loch. On arrival due to the low water level it was now easy to access. In addition the area for parking was very narrow and uneven. and no area to sit outside next to the motorhome. In the end we decided not to stay. I tried to see if there were any other sites available but could not get internet access on my phone. I would consider staying but not at that spot.


2018 feedback

Unclear about if we had to pay for parking. Poor campsites, not very much flat ground. Very noisy families in campers near the woods and no sign of rangers anywhere.
Perhaps a clearer idea of overnight car parking at rowerdennan.
Wardens should come around at nighttime to stop rowdy behaviour by neds with rave music full blast and dangerous dogs unleashed. I was very dissatisfied with my stay and would advise people to stay clear. Please contact me if you wish more feedback regarding this. Thank you
Spent almost 3 hours on website trying to buy a permit and it kept putting me back to same website with NO option to pay. Ended up having to phone park ranger / manager who was very helpful and took my payment over the phone. Stay was excellent but could improve grass area in permit bay, very muddy. Car park and toilets were excellent. Wasn't expecting hot water or even a toilet facility. Nice and clean 2.
I thought it was great as we had the area to the far left to ourselves as there were only one other group of people to the far right side, the only thing that bothered us was the people at site d, I'm sure they were exploding gas canisters in their camp fire! Which was very dangerous and very loud
Fine People who leave their trash
improve the controls of unauthorised camping and basic management of the permit areas. very dissatisfied. we felt we would be at risk to stay.
Electric hook up would be good.
So so easy, great and easy to find site !! Waste bin on site would be helpful as other visitors left rubbish
That you can buy it also in town, not only online
To have the motorhome layby area checked before we arrived - the previous people had left beer cans behind (which we took away with us) & a black bin bag had been discarded in the bushes plus someone had defecated in an area just behind the roadside bushes (it definitely wasn't animal)
Very impressed with the permit arrangement happy to buy a permit we understand the reasons why sadly still quite a bit of rubbish left behind in the camping zones / beach areas yet lots of bins
Signs about tissues need quite long to decompose and should not be left on the ground would be nice. Maybe a designated toilet area could be introduced.
It would be helpful if the website gave much clearer information, descriptions and photos about each motorhome site. Having stayed 1 night, we saw several areas we would have preferred to stay at.
It was all perfect.

2018 feedback

extend the 3 days. I have [REDACTED] and its hard setting up and packing up and can take me the best part of a day leaving only 2 full days
We didn't realise that the pitch was allocated by letter. I know on the permit it mentions the letter B but didn't realise till we got there that we should have looked out for it. We actually stopped at ours more by accident than anything. So perhaps a short explanation in the booking process may be helpful.
provide cold water in the toilets as there is only hot water that is very very very HOT only a matter of time before someone's seriously burnt let's hop it's not a child apart from that it is a joy 2 Be there also think it would be great if there was a mobile stand providing coffee and tea cold snacks this something a would be very intrested in if you could point me in the right direction
The website should be clearer about the fact that restricted camping permit areas do not cover the whole of loch lomond and the trossachs. Also Maol Dhuinne could get better paths, it's really hard to get down or up from the beach to the west highland way because it's not clear where the paths are
Reduce the noise produced from the inconsiderate... Camping 50m away from me that resulted in me having to leave at 8:30 the evening of what was supposed to be my last night in Scotland. Your efforts to improve the experience and reduce waste left is admirable - now you need to work on anti social behaviour.
I would encourage other users to take all their rubbish with them when they leave....there is no excuse for leaving litter. Maybe if there were rubbish bins in the area it would stop people leaving rubbish around the ground
Human faces were abundant at the campsite. It was directly next to a highway as well with nowhere to avoid the car noise. If the area is going to be permit only and cost money, it should be patrolled to ensure cleanliness.
All good, it's an excellent scheme especially for Motorhomes who are moving around & want a stop off in a lovely place overnight & have a nice walk in the area. We will definitely book again & also try some other sites
I was canoeing for 3 days on louch Lomond The problem I had where could I leave my car safely for the time I was there ? No long term or over night car parking in the area ? Why? Thanks to range [REDACTED] help and a donation to the national trust I was sorted. A place for long term parking would be useful for as adventurous types would be useful Ps thanks you [REDACTED] great help
It would have been good to buy a fishing permit with our camping ticket. We had to travel back to aberfoyle post office to get one and it seemed like a waste of time when it could be purchased with the camping permit. Aside that a great experience

2018 feedback

There was a cycle race on on the day we were leaving and we had not been given any information that this was happening, thankfully we happen to leave before the roads were closed. A courtesy text message to inform us that the race should not affect our stay would have alleviated any fears that arose when we arrived that night and saw all the signs about roads closed etc
none
Again I booked a permit for Firkin bay City but got permit for Culag bay. On arrival 2 the loch I drove for about 40 minutes trying to find the permit area. I stopped at Culag guest house, showed them my permit and pictures of campsite and they said they had no idea where this was. I kept driving up and down between Firkin and Luss and still couldn't find find Cult bay. I eventually found wat I thought was Culag and set up camp as it was nearly dark. The ranger came round with a young female, totally impassionate to why I had a permit for Culag but staying at Su.... Beach. I showed my permit and explained wat had happened but he demanded I pay by card immediately which again I did. I felt really upset as 10 minutes prior to this, I had just been informed a close family member had passed away. I was treated with total discomtempt by this man and I felt he was showing off in front of the young female ranger. I also showed my permit for next week at Firkin C, all payed for. I would never try and not pay or be decietful. Eventually I packed up at 6am and left, feeling really sad about my experience. I still plan 2 go 2 Firkin on Fri 14th September until Sunday As I Have Paid and really enjoyed the Rangers there last week. Please send this Ranger man on a Diversity course. Shocking behaviour.... Money driven... Nasty attitude!! Otherwise Loch Lomond and the National Trust, yous are amazing and I will be back and enjoy your wild camping experiences ┐
When we arrived at approx 1700hrs there was already people in zone G. They were supposed to be in zone H. One of the men made it clear he wasn't for moving. To avoid any trouble we just went up to zone H. We are not sure how this is managed but what would happen if a lot of people did this? Because we also left before them I was concerned that if they left a mess we would be held responsible for this.
I would find an area that suits first then book an area as there is no guarantees when you arrive there isn't people there fishing ect was also surprised to find out caravans can be put in the lay by at camping zones and don't need a permit which means the area can be filled with people before you get a tent up
N/A
Additional and more descriptive signage on main driving route and trail
More bins.
NOT BEING ABLE TO BUY 3 TENTS AT THE SAME TIME AND PAY THE £18 INSTEAD I HAD TO BOOK 3 DIFFERENT TIMES WITH £6 PER TIME, ?? THANKS 

2018 feedback

Some sort of toilet facilities for over nighting be it a key code or something and maybe a shower for the tenting community. For the motorhome caravan community a dumping station for grey and brown tanks and it would be perfect

The location was beautiful, of course, and there is obviously a need to regulate camping to preserve the area, but I'm not sure I would go permit camping again. It's somewhere between campsite camping and wild camping but without the advantages of either. Campsites would have facilities; wild camping off the trail would provide seclusion in an unspoiled spot of your choice. I was conscious of pitching in a very public place and we packed everything away during the day and repitched in the evening rather than leave anything around. But the worst problem was the toilet mess left by uncaring visitors. Because camping was in a designated spot all the mess was in that area too. Not that I would want to see it spread across the countryside either. I cleared away other people's toilet paper but the final straw was slipping downhill in the dark on human waste. What a pity the area isn't respected more. In future I will head for secluded spots where I can find no trace and leave no trace.

We were unsure how many spots were in the camping area so positioning of our motor home was a concern. Luckily there were only two spots used that night.

No everything very easy

On arrival there were several other camper vans and/or Motorhomes parked up for the night outside the designated area without permits. It seemed that we were the only ones to comply and we questioned why we bothered if it wasn't enforced

Previous awareness through caravan club etc.

Information about road closures should have been on the website as it affected our access to the site and added a huge detour onto our journey. Not knowing the area we didn't know which side of the closure or site was on.

There appeared to be no enforcement of the permit parking area, as it said there was only 4 permits for this area but 8 campervans & motorhomes were crammed in and I appeared to be the only 1 who had followed the procedure and had a permit. So what is the point if it's not enforced.

We arrived to find we would have to park in a very muddy area surrounded by trees, which is no good for our solar panels. We met some other Motorhomers in Balloch the next day (where we eventually stopped the night at the Marina for free) who did not stop either. You cant expect anyone to park in mud when you have a nice tarmac car park next door. Never again.

The only issue we had was that there was rubbish on the site that previous users had obviously left behind, other than that a great site

The only issue we had was that there was rubbish on the site that previous users had obviously left behind, other than that a great site

2018 feedback

It could be interesting to write on the backboard that inform that it is a camping management zone how long is this zone
CLEARER DIRECTIONS TO PARKING BAY , WE DIDNOT ACTUALLY FIND IT . MOVED ONTO PITLOCHRORY
i think it needs to be clearer as to where you park your car for the night as the car park said no overnight parking but on the sign post which had your map on it it showed the car park so we persumed if camping we could park in there.
It was dirty and not a lot of place for a lot of tents.
Maybe a bit flatter terrain in areas within the permit site but overall we had a blast
Maybe a bit flatter terrain in areas within the permit site but overall we had a blast
Encourage people to take there toilet waste away or maybe couple more loos dotted about
There did seem to be a lot of litter already left at the site which was a bit offputting.
There did seem to be a lot of litter already left at the site which was a bit offputting.
Everything was great until i had all my fishing equipment stolen. I was told by the police and fishing baliff this used to happen alot last year and I think this should be advertised as i would have made sure my equipment was locked in the car overnight. Aprox £500 of equipment was stolen. Wardens, Baliff and police were lovely but the thieves ruined my experience as i might not be able to claim on insurance as i have no receipts as i have collected my equipment over years.
Could not camp that night because of gale force winds forecast (had planned to arrive by sailing boat) so had to cancel trip - so Q4-6 above should really be Not Applicable but not given as an option. Hopefully next time

2018 feedback

It would be great to have toilet facilities at more regular intervals. We were in area b, which was amazing, but we had to either walk or cycle up a large hill after popping to the loo!

It would be lovely to be able to book for a little longer at quiet times.

We saw quite a few people driving the wrong way, which we felt was really dangerous, especially for cyclists, particularly pertinent on the cycle event day in Sunday 16th.

We met someone who had driven onto the park without realising it was a slow 7-mile one-way route - perhaps make this more obvious?

Other than that it was a fantastic experience - very peaceful and relaxed. Thank you!

Maybe easier access to some of the camping area's ie gravel paths. Recommended spots to camp in as sometimes you need to go looking for the best place to camp

Generally think it was very good. Little things g would be the parking bay was very wet and muddy. Some bark etc would help but appreciate this is a nice to have and not a necessity

The point was perfect however the standard of cleanliness in the public toilets were disgusting. While parked up a van drew up with what I assume was the cleaner, he took in two toilet rolls and stayed for around 3 minutes in total to do both gents and ladies. The hand dryer in the gents is definitely a health hazard. Pity that this lets the whole area down. I actually took a photo of it just after it was allegedly cleaned.

Could not fault it!!!!

Pitch signs are small and not obvious on your first visit. Once we knew what to looking for it was OK but we still had to get out of our campervan to read the signs.

More toilet facilities and drinking water taps would have made a big difference to our enjoyment of camping in the Trossachs. We camped in national parks in Utah earlier this year where both were plentiful and free - if its possible in a desert, why not Scotland?

rubbish in the area is pretty bad - I realise it's impossible to keep clean as people are pests. But it was pretty messy. Also camping with generators etc - is it possible to have a section for generators or specified areas etc?

2018 feedback

You can add showers in the toilets, it will made the stay more comfortable.
Designated pitch number as we struggled to find a space
more like this one, much better than being right beside a main road, but still accessible by car.
The permit area regulations should more highlighted in West Highland Way WEB site. My feeling is that I bumped them accidentally
it would be good to have had an explanation of the road towards the campsite. unfortunately the weather was bad (storm) so we had to change around and didn't camp. But the sight was very beautiful, with better weather it would have been amazing.
Better description of the area. We were unable to camp because the ground was not suitable for tent pegs.
Our area had lots of human poo everywhere so we moved area. This was a nasty surprise considering the bylaws and advice. We also found the toilets out of action the water was off. I really think the two issues need dealing with.
Our area had lots of human poo everywhere so we moved area. This was a nasty surprise considering the bylaws and advice. We also found the toilets out of action the water was off. I really think the two issues need dealing with.
None
The area is beautiful and the camping is well managed. However the potholes, some extremely large, made driving very difficult.
I was surprised people arrived on site very late at night erecting tents worried us at time think a cut off time like 9.30pm would be good
I only received the first permit but I bought 2. This didn't matter as I noted down the permit numbers so it was fine. The campervan zone would be better if they had a paid hot shower.
Did see park ranger van but didn't need any help
The two rangers I met couldn't be any more helpful than they were and the area was perfect for camping and fishing . Loch Earn was exelant .
[REDACTED]
[REDACTED]
Permits for caravans
Maybe another toilet facility.
You need to cut the rubbish and unnecessary infomation gathering , all you need to know is the registration and for how long? The next time I am expecting you to ask the measurement of my inside leg !

2018 feedback

A GPS coordinate (rather than a grid reference) might be useful to add, but that's nitpicking a bit. I was very impressed by the permit booking site and the information provided.

Mark areas more clearly

Hi there. We actually stayed on the South Side of Loch earn and met the rangers in the morning. I can't remember why, but they permitted us for a different area. The rangers were great at explaining the purpose of the permit areas, but they knew it wasn't us who needed the education. So, great rangers and great idea. What's less great is the amount of human waste that we had to clean up before we felt comfortable for our 2 kids to run around (8&6yrs). I can cope with some beer cans and a bit of trash, but human excrement is a bit tough. The bins provided at some spots help by encouraging people to clean up a little, but also dissuade people from taking stuff away. We wouldn't normally stop in a place like this, preferring to be really far away when we wild camp, but our cycle route from Comrie meant we had to stop at Lochearn.

I'm not sure what the human waste answer is, but if people are there for more than a day, then they will need to take a s**t. Going into the woods to collect windfall firewood was just as bad with paper and decaying faeces being everywhere. Not many folk pack a trowel like us and burn the tissue. Would composting toilets in the highest demand areas work? Would peer pressure amongst the group make people use them? It's not an easy problem to solve, but I'm afraid we won't be staying in any of those spots any time other than deep winter when human waste was a good few months back. Happy to chat further on the subject as my partner is an environmental adviser with SEPA and had some thoughts about permits for toilet facilities.

I stayed at three lochs and when I arrived I turned away when I saw it was locked up. It would be better to make it clear when booking that there is no access after 4pm without the code. Rangers were lovely (two ladies). I didn't realise until I left that it was a 7 mile one way loop with an entry and an exit. Unfortunately there was used toilet paper in the bushes near to the shoreline.

Coded padlock was hard to open

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Stayed a few times now so easily got a permit, but only through your help. If you have a tablet, it doesn't allow you to book! Rangers were fantastic. Warm and welcoming. Loved my camp area. Only thing I'd say is Rangers don't check full area where another 3 tents were located and after speaking to the campers, they hadn't paid. It's only £3 but I felt a bit silly having paid then then they hadn't. Anyway love Loch Lomond, All back soon hopefully. Thanks

There was a huge list of information I had to fill in. It would help if that list is shorter.

2018 feedback

More info about fires - didn't have one since I didn't realize I could have taken charcoal in (not just wood to burn), also have camped in the us and they do not like you bringing in your own fuel as it spreads tree disease - it would have been really helpful for a link of where to buy local wood or something.
Nothing it was perfect 😊
-
Leave people alone and let them enjoy their time.
When buying the permit, allow for me to buy multiple permits in one go. We had 4 tents staying and I had to book 4 times rather than be able to do one booking for all 4 tents
Pitches need attention, i.e. some of them are no better than a muddy hole some hardcore and large gravel would not go wrong Some are too small and overgrown as size of motorhome is not required on booking come on put some effort in
We met two rangers on the evening 24 Sept. They were both extremely pleasant and informative, people for you to be proud of! Improvements. 1 - A chemical toilet emptying point at the exit to the forest drive. 2 - We phoned to get the forest drive gate code and the recorded voice could be improved, the numbers should have been said more slowly and repeated
i had not realised that there was a drop box to pick my area and pitched at the wrong place but the Rangers helped me get it all sorted so i could stay in the area i already pitched
A bit more information about where the various permit areas are.
Know what the site looked like and the ground conditions, I thought it was going to be a proper parking place but it was muddy and wet and also people seemed to be there without permits. I only stayed one night instead of two but was unsure if i could have used the permit to stay in a layby the second night. also I did not realise I would have to leave in the day or pay to park for the day.