

Balmaha Visitor Centre

📍 National Park Centre, Balmaha, Stirling G63 0JQ

📞 01389 722100



Welcome

Our Visitor Centre is situated on one of Scotland's most famous freshwater lochs, Loch Lomond. Nestled upon its eastern shore at Balmaha, along the Highland boundary fault, the area's stunning landscape has been a lure to visitors for generations.

Begin your journey by discovering the land & its people through visual & interpretational displays, and the freedom to explore the wealth of paths, vistas, boat trips & culinary experiences that the area has to offer.

We are accessible for wheelchair users.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Visitor Centre
 - Audio Visual Room
 - Outdoor 'Classroom'
 - Unisex Accessible Toilet

Hearing

- We have a mobile hearing loop locate at the front reception.

Visual

- Glass (including timber framed) doors and full-height windows in main auditorium.
- Variability in contrast between the walls and the doors.
- Some parts of the venue have low lighting.
- We have display information in audio.
- We have information in Braille and Moon.

Travel by public transport

- You can get to Balmaha Visitor Centre by bus.
- The nearest bus stop is directly opposite the Centre.
- The nearest train station is Balloch Station. The train station is 11.81 miles / 19 km from Balmaha Visitor Centre.
- Taxi companies with wheelchair accessible vehicles operate in the area but should be booked in advance. To access the visitor centre please ask to be dropped off at our front entrance.



Balmaha bus stop

Parking

- There is a drop-off point ('hatched' zone) at the main entrance. The drop-off point has a level transition into the visitor centre.
- There is plentiful parking at the visitor centre, three of which are blue badge holder bays, with a further two electric vehicle charging stations immediately outside the centre. There are currently no pay & display machines.
- The surface from the car park to the entrance of the visitor centre is a mix of both tarmac and slate flagstones.



View from front entrance of car park (& disabled bays in foreground)

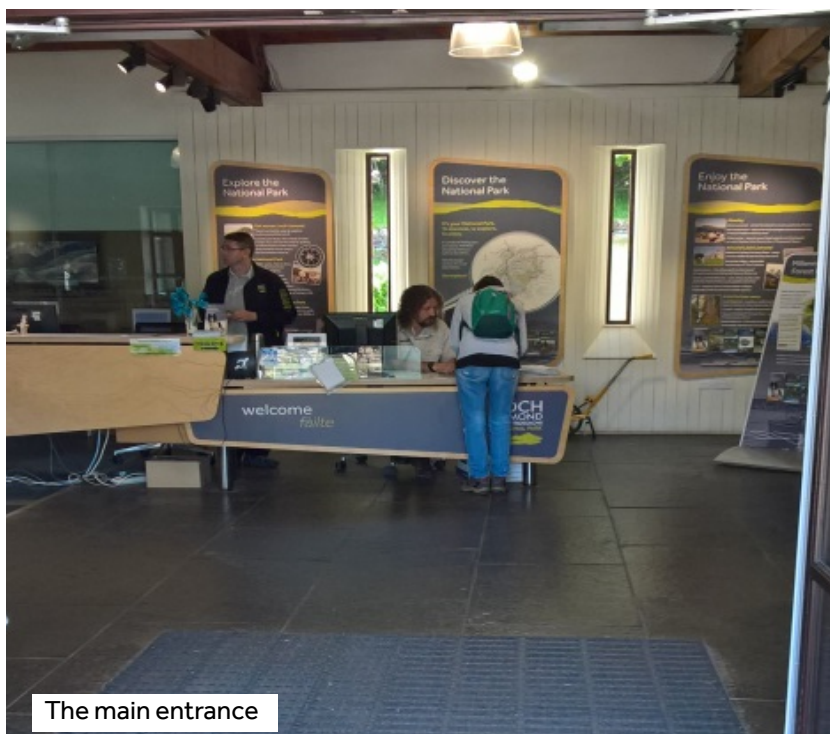
Arrival

Car Park to main entrance

- From the car park to the main entrance, there is level access.
- The route is 2590mm wide, or more.

Main entrance

- The main entrance has reasonably level access, slightly sloping in front of the main door.
- The main (double) door is automatic, opening outwards.
- The door is 1730mm wide when fully open.
- The walkway to the reception desk is level. The floor is made of slate flagstones, vinyl tiles, timber flooring and rubber matting at internal threshold.



The main entrance

Getting around inside

Visual Impairment - General Information

- There are some contrast markings on glass doors, full-height windows and between walls and doorframes.
- Some parts of the venue have low lighting.
- The public areas of the Visitor Centre are all on the same (ground) level.

Reception area

- The route is 1730mm wide, or more.
- The reception desk has a low level section.
- There is bench seating available in this area. The area is well and evenly lit by ceiling spot lights and glass ceiling lamps. There is a hearing loop at Reception & throughout. If required, assistance can be given.



Things to See and Do

- There is a film with BSL that can be shown on request.

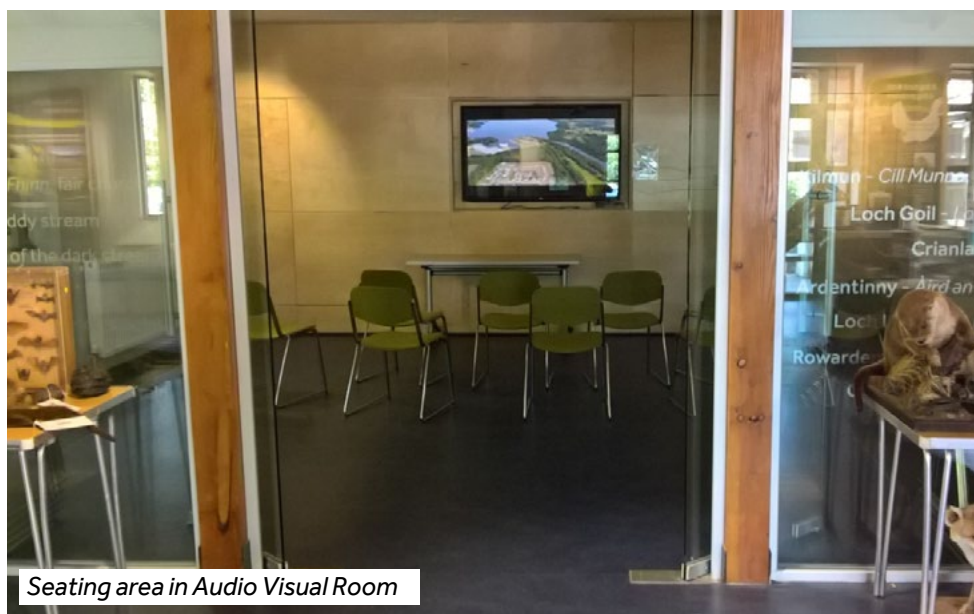
Main Visitor foyer

- From the main entrance around this area, there is level access, with scripted interpretational panels and interactive exhibits extending from information desk.
- The route around exhibits is 1600mm wide, or more. Generally, display information is low, and at suitable height for wheelchair users. There are seats available in adjacent Audio Visual Room.
- There is a hearing loop.
- There is free internet access. The public computer is at a level of approx 1000mm from the floor. Visitors with wheelchairs or scooters will require staff assistance to operate.
- Interpretative information is available in 6 languages: Gaelic, Hindi, Chinese, Punjabi, Bengali and Urdu. There is additional interpretation available in Moon format.



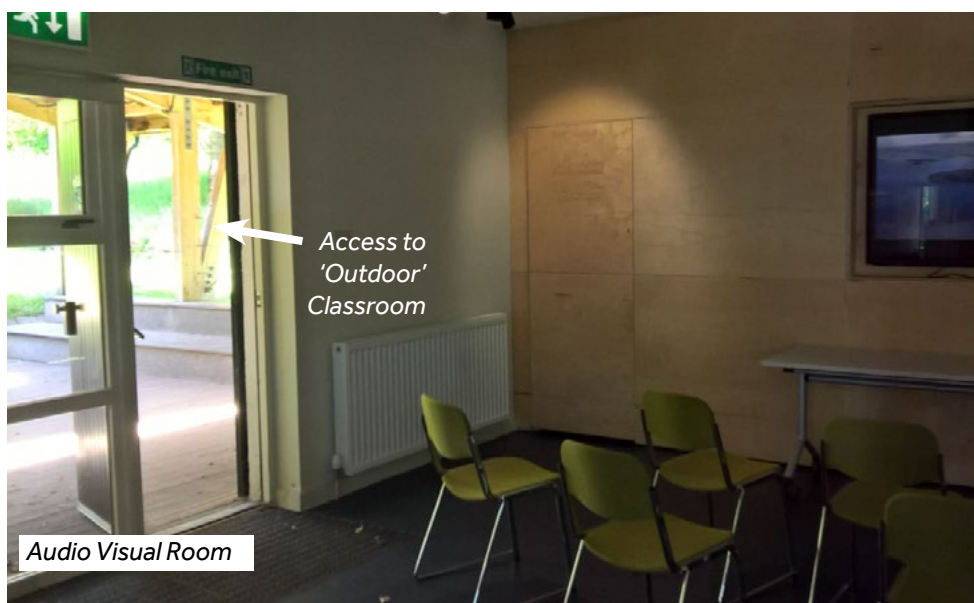
The Audio Visual (AV) Room

- From the main entrance to this area, there is level access, through double, glass fronted door(s) which is 1420mm wide. There are seats.
- Some videos have subtitles.
- The AV Room has a flat, 1550mm screen. Customers are seated throughout the presentation on single chairs. There is space for several wheelchairs within this area. There is a continuous 'loop' of 6 videos, ranging from 2:38 to 19:45 mins long. The language devices can also be used here.



The Outdoor 'Classroom'

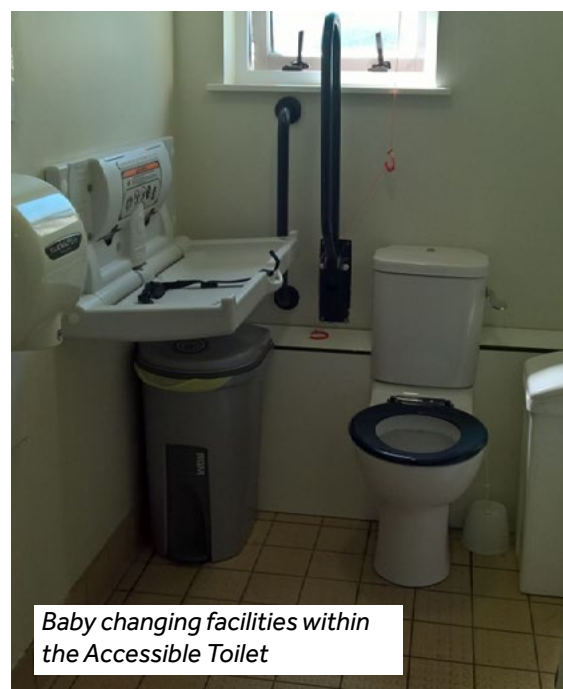
- From the main entrance to this area, there is level access gained via main display area, (and external footpath around the rear of building) through a wheelchair accessible, button activated automatic door, 880mm wide. There is a slight, inclined ramp leading down onto timber decked, covered, outdoor classroom. There is space for several wheelchairs. There are benched seats.
- Natural light is the only illumination.
- Access can also be gained around side of building along a slate flagstone, then finely compacted permeable footpath 1100mm wide, which gently slopes.



Public toilet

Accessible Toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The approach is firstly made through a coin-operated turnstile, 1020mm wide. The toilet door is 830mm wide.
- There is 1200mm in front of the toilet. The toilet seat is 480mm high.
- There is a horizontal grab rail located to the left of the toilet, vertical grab rails behind to the right & left and a pull down, locking grab rail. There are baby changing facilities within this toilet. There are separate male & female public toilets immediately adjacent.



Nearby facilities/amenities

Restaurant (Public Bar), Café and Shop

- From the main entrance/car park, directly opposite visitor centre vehicular entrance, there is a terrace of eateries and general provision store. Access varies from level to sloping, and is a mix of both paved and flagstones with dropped kerbs.

Customer care support

Accessibility equipment

- We have a mobile hearing loop in the visitor centre.
- We welcome assistance dogs and provide water bowls for them. Please ask staff for assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures in place.
- In the case of an evacuation, all customers inside the visitor centre will be led to safety by a member of the team.



Further information

For any accessibility enquiries, please contact: parkforall@lochlomond-trossachs.org