

National Park Headquarters

📍 Carrochan, Carrochan Road, Balloch G83 8EG

📞 01389 722600



Welcome

Our National Park Headquarters, Carrochan, is situated at the Southern end of Scotland's first National Park, Loch Lomond & The Trossachs.

Located on the southern end of the National Park at Balloch, the area's stunning landscape has been a lure to visitors for generations. Our Headquarters is mainly a base for staff of the National Park Authority. Our reception area can provide some visitor information and staff are available to help with any queries. Our Headquarters also has public meeting rooms available for hire.

We are accessible for wheelchair users and can cater for anyone with other specific access requirements.

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:
 - Carrochan main entrance and reception
 - Breadalbane meeting room
 - Lift access
 - Unisex Accessible Toilet

Hearing

- We have a hearing loop at our front reception desk and throughout the John Muir Suite.

Visual

- Glass doors and full-height windows in main reception.
- Variability in contrast between the walls and the doors.
- Some parts of the venue have low lighting.
- We have text display information.

Travel by public transport

- You can get to Carrochan by train and bus.
- The nearest bus stop is Balloch Bus Station 173m from the entrance to Carrochan.
- The nearest train station is Balloch Station. The train station is 660m from Carrochan.
- Taxi companies with wheelchair accessible vehicles operate in the area but should be booked in advance. To access the attraction please ask to be dropped off at our front entrance.



Balloch Bus stance

Parking

- There is not an official drop-off point at the main entrance of Carrochan. However, for access, vehicles can stop by the dropped-kerb immediately in front of the main entrance (23m from kerb to entrance) then move on to a parking bay.
- There is plentiful parking at Carrochan, 77 spaces across two car parks plus 4 blue badge holder bays. There are a further 2 electric vehicle charging stations in the over-flow car park. There are currently no pay & display machines.
- From the blue badge bays to the main entrance it is a distance of 33m.
- The surface from the car park to the entrance of the building is a mix of tarmac, Monobloc and paved flagstones.



Entrance with disabled bays in foreground

Arrival

Car Park to main entrance

- From the main car park to the main entrance, there is mostly level access with one dropped kerb.
- The route is 1800mm wide, or more.
- The car park has LED lighting once it is dark.

Main entrance

- The main entrance has reasonably level access, slightly sloping in front of the main door.
- There are two main public doors; the central one is revolving with a maximum width of 965mm. The left hand door is an all abilities door accessed with a button, opening outwards. The all abilities door is 1000mm wide when fully open.
- The walkway to the reception desk is level. The floor is made of smooth dark grey flagstones.



Main entrance

Getting around inside

Visual Impairment - General Information

- There is some contrast markings on glass doors, some full-height windows and between walls and doorframes.
- Some parts of the venue have low lighting.
- Carrochan is over two floors with the main conference rooms on the 1st floor. There is a lift and stairs.

Information desk

Reception area

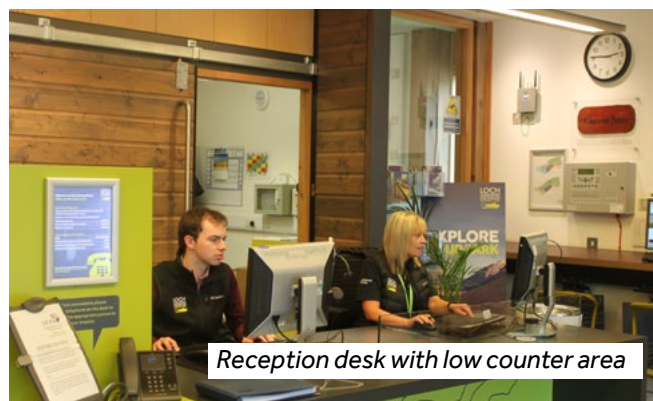
- The entrance door to the reception area is 1000mm wide.
- The reception desk is a continuous low height of 765mm.
- There is bench seating available in this area. The area is well and evenly lit by ceiling spot lights and strip lighting. There is a hearing loop at Reception. If required, assistance can be given.
- There is a large conference table to the left of the main entrance with a 1970mm gap to the lift access.

Main Visitor foyer

- From the main entrance around this area, there is level access, with scripted interpretation panels.
- The route around exhibits is 1970mm wide, or more. Display information is at medium height and assistance maybe required for wheelchair users.
- There is a hearing loop only at the reception desk.
- There is free internet access; however assistance is required for wheelchair users.

Things to See and Do

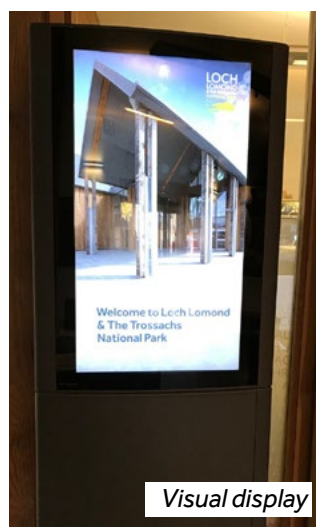
- There is visual display information.



Reception desk with low counter area



Bench seating and interpretation panels



Visual display



Contrast marking on glass

Lift

- Carrochan has one lift.
- You can get a lift to the 1st and only floor above ground level where the large conference rooms are located (John Muir Suite and Robert Grieve Suite).
 - The lift door is 900mm wide.
 - The inside of the lift is 1120mm wide and 1400mm deep.
 - The lift says the floor number at each floor.
 - The lift buttons have raised numbers, letters and Braille.
 - The lift shows the floor number at each floor.
 - The button to call the lift is at an accessible height.



Lift in foyer area, adjacent to accessible toilet

Meeting rooms

Breadalbane Meeting Room

- From the main reception, access is to the left of the main doors through a single door 870mm wide.
- There are seats and a conference table. There is room for several wheelchairs.
- The floor is carpeted and the room has floor to ceiling windows on two sides.
- Lighting is overhead strip and ceiling spots.



Breadalbane meeting room

John Muir Suite

- From the main reception access to the John Muir Suite is via a lift. Once on the first floor there is level access, through double doors which are 1890mm wide. There are seats.
- There is a hearing loop provided the speaker is using the microphone throughout the room.
- Customers are seated throughout the room on single chairs which can be in a variety of configurations. There is space for wheelchairs within this area.
- Lighting is overhead strip and ceiling spots.
- There are large full height windows on two sides.



John Muir Suite

Robert Grieve Suite

- From the main reception access to the Robert Grieve Suite is via a lift. Once on the first floor there is level access, through double doors which are 1890mm wide.
- The floor is carpeted.
- The area is well and evenly lit by ceiling spot lights and strip lighting.
- All windows have blinds to regulate light levels.
- There is not a hearing loop in this room but there is a microphone and speakers.
- Customers are seated throughout the room on single chairs which can be in a variety of configurations. There is space for wheelchairs within this area.



Robert Grieve Suite

Public toilet

Unisex Accessible Toilet

- There is a public all abilities toilet in the main reception area.
- From the main entrance to the public toilet, there is level access. The toilet door is 870mm wide.
- There is 1640mm in front of the toilet. The toilet seat is 480mm high.
- When looking at the toilet from the door there is a horizontal grab rail located to the right of the toilet, vertical grab rails behind to the left and a pull down, locking grab rail. There is an emergency pull cord to the left of the toilet. There are baby changing facilities within this toilet.



Nearby facilities/amenities

Restaurant (Public Bar), Café and Shop

- Balloch offers a wealth of restaurants, cafes, bars and shops. To find out more, please follow this link to current offerings.
www.visitscotland.com/info/towns-villages/balloch-p235111



Customer care support

Accessibility equipment

- We have a hearing loop in the John Muir Suite.
- We welcome assistance dogs.

Emergency evacuation procedures

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



Further information

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