



You Said, We Did (2019)

We are committed to listening to feedback on camping in the National Park and using this to make improvements where we can.

This page provides an outline of what changes were made in 2019.

Signage

The Camping Management Zone threshold signs at the entrance to these Zones have been updated to give clearer guidance that camping permits are required in these areas between March and September. This is following feedback from visitors to our rangers.

New signs are also in place on East Loch Lomond along the West Highland Way to guide walkers to their nearest place to camp. This includes letting walkers know when they are soon to be entering Camping Management Zones and distances between campsites and camping permit areas. The signs also provide some information on responsible behaviour such as litter, fires and sheep worrying.

Campsites

Following issues with water supply at [Loch Chon campsite](#) last year a new borehole has been installed. This supplies water for flushing toilets, washing hands and dishwashing. Additional work to install new filters was then carried out so that drinking standard water is now provided via outside taps for campers. Feedback from visitors to the campsite was consistently high last summer and we are confident that with this improvement to the water supply, visitors will enjoy an even better experience this year.

Our new campsite on the shores of [Loch Achray](#) partially opened as planned on 1st March. The campsite is operating at a reduced capacity for now while we test systems and carry out remedial works. We plan to increase capacity and welcome more campers on the site gradually over the coming months.

Permit areas

As in previous years, prior to the season starting, we inspected all camping permit areas and undertook light touch maintenance tasks. During the season, Rangers will undertake monthly inspections to remove litter and manage vegetation where appropriate, with our Land Operations Team carrying out more specialist improvement works.

Last season we introduced 24 hour access to toilets at Firkin Point on West Loch Lomond and later this year we will also be opening a 24 hour toilet at Inveruglas.

Staffing

We have recruited a Campsite Supervisor to oversee [Loch Chon](#) and [Loch Achray](#) campsites and a small team of Campsite Wardens who have been on site welcoming visitors from the start of the season.

Our Seasonal Rangers are also all in place and were in post in time for an expected rise in visitor numbers from the Easter holidays.

Communications

Changes have been made to the website and booking system to provide more information and improve the experience for those booking to camp.

A new dedicated page on our website for [motorhome and campervan users](#) provides all the information needed to plan and have a great visit to the National Park.

New visitor guides in [German](#), [Spanish](#), [French](#) and [Polish](#) help to explain camping in the National Park to international visitors.

A new guide on how to use the [chains and hooks](#) on the timber platforms at Loch Chon and Loch Achray campsites provides easy to understand guidance on securing a tent.

An updated version of our [Camping in the National Park leaflet](#) contains new imagery, clearer website links and additional information on firelighting.

Our communications team are also working with key partner organisations to provide accurate up to date information and communication materials to ensure that messages about camping are consistent.