



Loch Lomond & The Trossachs National Park Authority  
Carrochan  
Carrochan Road  
Balloch  
G83 8EG

FOI 2023/010  
24<sup>th</sup> July 2023

## **REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

We refer to your request for information, received by email on 4<sup>th</sup> July 2023. Your specific requests and the National Park Authority's response are provided below.

**“I would like to take this opportunity to request information regarding the ability to pre book camping locations across the national park 4 weeks in advance”**

**“How many of the prime locations and times that allow for motorhomes (flat ground with a lochside location ,weekend) are pre booked by the same individuals or same vehicles on a week to week basis?”**

While we record bookings for motorhome permits, there is no business requirement and therefore no lawful basis under data protection legislation to carry out this processing. The personal data of individuals making motorhome permit bookings is processed only for the purpose of managing the booking system and allocating permits on a 'first come first served basis'.

In addition, there is no requirement under FOI legislation to create new information to respond to a request. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

**“What policies and procedures are in place to prevent monopolisation of these prime spots?”**

There are no policies or procedures in place to prevent repeat bookings of motorhome permits by the same individuals. As stated above, permits are booked on a 'first come first served' basis. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

**“How many campers each weekend fail to show up to these pre booked camp sites?”**

The National Park Authority does not record information about the number of campers who make a booking and do not subsequently show up. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

**“What action is taken by the authority to prevent people taking advantage of the booking system by monopolising these campsites?”**

As stated above, bookings for permit sites within the National Park and for the campsites run by the National Park Authority at Loch Chon and Loch Achray are managed on a ‘first come first served’ basis, there is no action taken by the National Park Authority to prevent anyone from making a booking. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

**“What provisions are in place for people travelling to your site that do not have the ability to pay or book online?”**

While most people make permit bookings online, visitors can also telephone the National Park Authority to make a booking and pay by card over the phone.

**“Presumably your staff will take a head count of campers and vehicles for the purposes of evacuation in the event of an emergency situation.”**

National Park Authority staff do not take a head count of campers and vehicles on permit sites. All visitors are responsible for their own safety. The full terms and conditions for permit bookings can be found on our website at: [Motorhome and campervan Terms and Conditions \(lochlomond-trossachs.org\)](http://lochlomond-trossachs.org) and are attached for ease of reference.

Yours sincerely

**Information Management  
Loch Lomond and the Trossachs National Park Authority**

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have

**LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY**

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N

t: 01389 722600 f: 01389 722633 e: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org) w: [lochlomond-trossachs.org](http://lochlomond-trossachs.org)

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received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.

- address your review request to:

Information Manager  
Loch Lomond & The Trossachs National Park Authority  
National Park Headquarters  
Carrochan  
Carrochan Road  
Balloch  
G83 8EG  
E-mail: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org)

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Tel: 01334 464610  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)