



Campsite Terms & Conditions

For camping at Loch Chon, Loch Achray and Inchcailloch campsites

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In these terms and conditions “you” means the person making the booking, and anyone who comes with them. The person making the booking is responsible for making sure everyone coming with them complies with these terms and conditions.

“We” and “us” means Loch Lomond & the Trossachs National Park Authority and anyone authorised to act on our behalf, such as a National Park Authority Ranger or someone operating a campsite for us.

These campsites are intended for quiet enjoyment by individuals and small groups only. They’re not suitable for large groups. If you come with or join other users on site to form a group which impacts other users we will cancel your booking and you will be required to leave the site.

Campsite bookings are subject to the following conditions:

1. Booking a pitch

- This booking allows you to erect one tent for up to three consecutive nights overnight stay. Pitch 21 at Loch Chon allows two tents.
- The booking process will tell you if you can book for one, two or three consecutive nights.
- You (and anyone coming with you) mustn’t apply for another pitch in the same campsite within three nights of your original booking expiring.

Example: You have a pitch for Monday night. You can next book another pitch at the same campsite for Friday night.

- You mustn’t book more pitches than your party needs.
- The booking is not transferable to other vehicles, areas, dates or people.
- You must show us a valid booking reference and photo ID on request.
- We may contact you by telephone or email before the start of your stay to check if you intend to proceed with your booking.

2. Parking: vehicles are left on site at your risk

- **Loch Chon and Loch Achray**
 - When booking, you can choose to add a parking space for one vehicle per pitch for an additional fee. Pitch 21 at Loch Chon allows up to two vehicles.
 - You must park in a designated bay in the parking area and not on verges.
- **Inchcailloch:** you can’t take your car to Inchcailloch.

3. Size of party

- **Loch Chon and Loch Achray:** You can have a maximum of four adults (16 and over) and as many children as can be reasonably accommodated within your tent.
- **Inchcailloch:** you can have a maximum party of six, including children.

4. Pitching your tent

- You must arrive at your permit area after the time shown below on the first day of your permit and leave before the time shown on the last day of your permit. You must remove your tent and all other belongings when you leave.

Site	Arrive after	Leave before
Inchcailloch	12.30pm	11am
Loch Chon and Loch Achray	2pm	11am

- You must only pitch your tent within the defined camping area. If a specific pitch is specified on your booking confirmation you must only use that pitch. We reserve the right to reallocate pitches without prior notice. Where there's a timber camping platform raised from the ground, please take care when stepping on or off it.
- You must keep ancillary items – eg toilet tents, fire bowl, BBQ or other items reasonably used in connection with camping - to a minimum. The total area occupied by your tent and ancillary items must not exceed 5mx5m. Gazebos or similar additions are not allowed.
- **Inchcailloch:** Consider your neighbours when pitching your tent and pitch a reasonable distance apart. We suggest a minimum of five metres between tents.

5. During your stay

- Always follow instructions or advice issued by us or other relevant public bodies, including the [Scottish Outdoor Access Code](https://www.outdooraccess-scotland.scot/)<https://www.outdooraccess-scotland.scot/>. Please read the Code before you go.
- You must follow any campsite regulations.
- You must take all reasonable steps to avoid damage to the campsite.
- You must keep the area you occupy in a clean and tidy condition, and leave it in a clean and tidy condition too.
- Please supervise children appropriately for their safety. Under 16s must be accompanied by a parent or guardian.
- Be considerate to others, eg keep noise levels to a minimum, especially between 10pm and 7am.
- No generators are permitted on site.

Additional conditions for Loch Chon and Loch Achray:

- You must not launch powered craft from the site. Fishing is by valid permit only.

6. Washing and Toileting

- You must keep the toilet facilities clean and tidy.
- Don't put any articles (including wipes, nappies or sanitary products) or other items likely to cause blockage or obstructions into the basins or toilets. Use the sanitary bins provided.
- Only use biodegradable soap and washing-up liquid.
- Make sure toilet doors are closed after use.

7. Fires and BBQs

- **Fires: Loch Chon and Loch Achray:**
 - you **must** use a fire bowl. You can bring one with you or hire one at the campsite – you can book this in advance or at the site.
 - you must bring you own firewood, or you can purchase firewood at the campsite – you can book this in advance or buy it when you reach the site.

- **Fires: Inchcailloch:**
 - you **must** use a fire bowl. You must bring one with you if you want to light a fire while you're on the island.
 - you **must** bring your own firewood with you. You can't purchase it on the island.

BBQ's all campsites:

- where there's a designated area for BBQs (for example where half-barrels or fire pits, or metal plates for BBQs are provided) you must use those.
- if there's no designated area, you must ensure the BBQ is placed and managed in a safe way, for example raised off the ground and placed on a surface that cannot burn.

General rules for fires and BBQs for all campsites:

- **you mustn't collect firewood at the camp site or surrounding area, even dead wood on the ground.** It provides an important habitat for insects and other small species, increasing biodiversity
- If you bring your own firewood, don't use pallets, fibreboard, old furniture or any wood containing nails or non-combustible fittings as firewood.
- you mustn't leave a lit fire or BBQ unattended at any time
- you must put it out if we ask you to.
- at certain times of year, and in certain weather conditions, fires and BBQs may not be permitted. Please comply with guidance provided on site.
- you mustn't light a fire when there is an active fire risk warning issued by the Park Authority or other relevant body. You can find information about fire warnings on the [Fire Scotland Website](#).
- make sure any fire and / or BBQ is fully extinguished before you leave, and remove all traces.

8. Waste, recycling, litter and rubbish

- You must remove all litter, recycling, rubbish and food waste. Please take it home or dispose of it at a recycling point outside the campsite. You mustn't leave your litter next to bins or recycling points
- You can be fined up to £2,500 for littering and up to £40,000 for fly tipping if the case goes to court. Leaving a bag of rubbish (even beside a bin or recycling point) is fly tipping, so the higher level of fine would apply.

9 Dogs

- A maximum of two dogs per pitch are allowed (including pitch 21 at Loch Chon).
- Keep your dog close to heel or on a short lead. Make sure your dog isn't a nuisance to, and doesn't disturb, other people or the local wildlife.
- Don't leave your dog unattended at any time.
- Pick up your dog's poo. Dispose of it responsibly in a bin.

10. Additional conditions for Inchcailloch

- **No drinking water on the island:** you must bring your own drinking water. You can collect water in your own containers from MacFarlane's Boatyard in Balmaha.
- **Getting there by ferry or waterbus:** you can travel to the island from Balmaha and Luss. You must contact the operator to book before travelling. The [Inchcailloch page](#) on our website has more information.
- **Your own boat:** please anchor your boat in Port Bawn Bay or beach your vessel if feasible. You mustn't use the jetties at Port Bawn and North Pier.
- **Wildlife and plants:** Inchcailloch is a National Nature Reserve. Please avoid disturbing wildlife by keeping to the paths, particularly during bird-breeding season. **It's an offence to pick wild flowers.** Please leave them for others to enjoy.

11. Changing booking details

- You may amend a booking once, without charge, up to one week before the original date of stay, subject to availability. You can do this by emailing campingbookings@lochlomond-trossachs.org or calling 01389 722001.

12. Cancellation / Non-arrival / Refunds

- If you cancel, we'll only refund you if you cancel more than one week before your arrival date and the cost of your booking is more than £9. We won't refund any booking less than £9.
- You can cancel through the online booking system, calling 01389 722001 or by emailing campingbookings@lochlomond-trossachs.org.
- Occasionally we may need to cancel your booking. If we do this (a) we'll do our best to tell you as quickly as we can, and (b) we'll refund your booking fee in full.
- We won't give you a refund if you fail to turn up for your booking.

Ending your stay

- We reserve the right to end this agreement and ask you to leave the site at any time. You won't be entitled to any refund or compensation. We'll usually only do this where things like this happen:
 - if we reasonably consider you've made bookings to exceed the maximum number of nights;
 - if we reasonably consider the comfort and enjoyment at campers may be at risk (for example if two or more independently made applications for permits are in fact for one larger connected group and that larger group is impacting other campers)
- if you breach these permit terms and conditions or any other law that applies.

13. Problems

- If you have a problem during your stay, you must bring it to our attention at the earliest opportunity so we have the chance to resolve it during the stay.
- If you aren't satisfied the issue has been resolved fully, you should write to us as soon as possible at Camping Bookings, Loch Lomond & The Trossachs National Park Authority, Carrochan, Carrochan Road, Balloch, G83 8EG or by email to campingbookings@lochlomond-trossachs.org

14. Liability

- To the fullest extent permissible in law we do not accept and shall not have any liability or responsibility of whatever nature for any damage, loss, injury, claim, expense, cost or liability of whatever nature and howsoever arising, whether to person or property, which you may suffer or incur within or as a consequence of the use of the campsite. For the avoidance of doubt, we don't exclude / limit liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentations or for breach of the terms implied by section 10, 11 and 13 of the Consumer Rights Act 2015.
- If we have any liability to you in contract, delict (including negligence) or otherwise in relation to your use of a permit or otherwise, that liability is limited to the amount of the booking paid to us.

15. Privacy notice

- You can find out how we process your personal data in our [privacy notice](#)

We can change these terms and conditions at any time. You can always find the latest version on www.lochlomond-trossachs.org.