

Motorhome/campervan Permit Terms & Conditions



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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 or anyone authorised to act on our behalf, such as a National Park Authority Ranger or someone operating a campsite for us.

If you breach these permit conditions you also breach of byelaw 11 of the Loch Lomond & The Trossachs National Park [Camping Management Byelaws 2017](#). You may receive a warning or be reported for potential prosecution. You may also be required to leave the site.

These permit sites 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.

Permits are subject to the following conditions:

1. Booking a Permit

- A permit allows one motorhome or caravan to park overnight (7pm to 10am) in a specified site. You can book a permit for one overnight stay.
- You (and anyone in your party) mustn't apply for another permit in the same permit area within three nights of your original permit expiring.

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

- Occasionally you may be able to book a permit for more than one night in a particular permit area. The booking process will let you know if this is available.
- You mustn't book more permits than your party needs.
- The permit is not transferable to other vehicles, areas, dates or people.
- You must show us, or a Police Officer, a valid permit 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 your motorhome/campervan: vehicles are left at your risk

- You must park within the defined parking place allocated to you.
- The assigned parking bays allow for a vehicle of 8 metres in length by 2.5 metres wide and must not be exceeded.
- No awnings or other ancillary items are allowed beside your motorhome or campervan
- You must obey any speed limits indicated on site.
- Between 7pm and 10am parking spaces are only for the use of motorhome and campervan permit holders.
- You're welcome to extend your stay by using the car park between 10am and 7pm, but bear in mind that normal conditions of use, such as car park charges, will apply.
- You're not guaranteed a space during this time because parking spaces may be used by day visitors.

3. 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 take all reasonable steps to avoid damage to the site and permit area.
- 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.
- Please be considerate to others and keep noise levels to a minimum, especially between 10pm and 7am.
- Generators are not to be used.

4. Washing and toileting

- You are responsible for making appropriate provision for washing, toileting and sanitation for your stay. You must:
 - remove all wipes, toilet paper and sanitary items (eg in resealable bags or containers) and dispose of them responsibly.
 - only empty chemical toilet waste at chemical waste disposal points.
 - only empty sink and washing water waste tanks at grey water disposal points. Please only use biodegradable soap and washing-up limited.
- Please note bins, recycling and waste / water disposal points may not be available on site.
- If you need to, urinate or defecate more than 30m away from open water, rivers and streams. Keep well away from buildings and land with farm animals. Dig a hole around 15-20cm deep and 10-15cm diameter to bury faeces. Replace turf after use.

5. Fires and BBQs – do's and don'ts

Do:

- light a fire safely. It mustn't cause, or be likely to cause, damage to the environment.
- bring your own firewood and kindling if you want to light a fire. Don't use pallets, fibreboard, old furniture or any wood containing nails or non-combustible fittings.
- use a designated area for fires and BBQs where there is one – for example where there are half-barrels or fire pits or metal plates for BBQs
- use a stove or fire bowl where there's no designated area
- keep any open fire or portable BBQ small, on a surface that cannot burn or be easily damaged and under control.

- Make sure any fire or BBQ is fully extinguished before you leave, and remove all traces.

Don't:

- **collect any wood (even dead wood on the ground)** because it provides an important habitat for insects and other small species, increasing biodiversity.
- light a fire during prolonged dry periods, or in areas such as forests, woods or peaty ground.
- light a fire when there is an active fire risk warning issued by us or other relevant bodies. You can find information about fire warnings on the [Fire Scotland website](#)
- light a fire or BBQ in the area next to your motorhome or campervan, or under trees or awnings.
- leave a lit fire or BBQ unattended. You must put it out if we ask you to.

6. Waste, litter and rubbish

- You must remove all litter, rubbish and food waste from the permit area and dispose of it at home or in an appropriate litter bin or recycling point. You mustn't leave 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 if next to a bin or recycling point) is fly-tipping, so the higher level of fine would apply.

7. Dogs

- 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.

8. 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.

9. 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 your booking through the online booking system or by emailing campingbookings@lochlomond-trossachs.org or calling 01389 722001
- 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 don't turn up for your booking.

Ending your stay

- We reserve the right to ask you to leave the site at any time. You won't be entitled to any refund or compensation if this happens. 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.

10. 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

11. 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 permit area. 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.

12. 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.