



## **Motorhome/campervan Permit Terms and Conditions**

These conditions apply to the permit holder and any person(s) accompanying them.

Any breach of these permit conditions is a contravention of byelaw 11 of the Loch Lomond & The Trossachs National Park Camping Management Byelaws 2017 ("the Byelaws") and may result in a warning or report to the Procurator Fiscal.

Permits cannot be transferred to other locations, dates or persons and are subject to the following conditions:

### **Permit:**

- This permit is for a minimum of one overnight stay, 7pm to 7am, and a maximum of three consecutive nights, for one motorhome or campervan and subject to the following terms and conditions:
  - the permit is not transferable to other vehicles, areas, dates or persons;
  - a valid permit or booking reference must be available for inspection, on request by an authorised officer of Loch Lomond & The Trossachs National Park ("the Park Authority") or a Police officer; and
  - you must leave the area you have occupied in a clean and tidy condition.
- You must not apply for a permit in the same permit area within 3 nights of the expiration of a permit.
- The assigned parking bays allow for a vehicle of 8 metres in length by 2.5 metres wide and must not be exceeded.

### **Parking your motorhome/campervan:**

- You must park within the defined parking place allocated to you on your booking;
- The total area occupied by any ancillary items must be kept to a minimum and not exceed 2m x 2m.

### **Toileting:**

- You are responsible for ensuring that appropriate provision is made for toileting and sanitation for the duration of your stay. Please see the guidance below for more information.
- All wipes, toilet paper and sanitary items must be removed by you and disposed of responsibly.
- All toilet waste must only be emptied at chemical waste disposal points.
- Sink and washing water waste tanks must only be emptied at grey water disposal points.

### **Fires:**

- Fires must only be lit when there are no active fire risk warnings issued by the Park Authority or other relevant bodies.
- Fires that cause any damage or are likely to cause damage to the environment are not permitted and are an offence under byelaw 8 of the Loch Lomond & The Trossachs Camping Management Byelaws 2017 (the "Byelaws").

- Should you wish to light a fire, you must bring your own firewood and kindling. It is an offence to collect living and/or dead wood in a manner that causes damage or is likely to cause damage to the environment under byelaw 8 of the Byelaws.

#### **Waste and rubbish:**

- You must remove all litter, rubbish and food waste from the permit area and dispose of it in an appropriate litter bin or recycling point. Leaving any litter within the permit area, including next to bins, or beside the road, is an offence and can incur a fine of up to £200.

#### **Dogs:**

- Avoid causing concern to others by keeping your dog close to heel or on a short lead.
- You must pick up and remove your dog's faeces if it defecates.
- Please dispose of dog waste responsibly in a bin.

#### **Liability:**

- You use the permit entirely at your own risk and the Park Authority does not provide any warranties or representations (whether express or implied) or give any undertakings regarding the suitability of the permit area or any part thereof for recreational camping purposes and/or for all normal and reasonable purposes associated with recreational camping.
- To the fullest extent permissible in law, the Park Authority does 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.

### **Advice and guidance for motorhomes/campervans**

#### **Parking:**

- During the day (between 7am and 7pm) parking spaces may be occupied by day visitors.
- Between 7pm and 7am parking spaces are solely for the use of motorhome and campervan permit holders.
- You are welcome to extend your stay by using the car park between 7am and 7pm, but bear in mind that normal conditions of use, such as car park charges, still apply and you are not guaranteed a space during this time.

#### **Toileting:**

- If you need to urinate or defecate, you must do so more than 30m away from open water, rivers and streams. Keep well away from buildings and land with farm animals. Dig a hole approximately 15-20cm deep and 10-15cm in diameter to bury faeces and replace the turf after use.
- Wipes, toilet paper, sanitary items must be taken away as they can take a long time to breakdown, and animals may dig them up. This can be done hygienically using re-sealable bags or containers.
- Toilet waste or grey water tanks must not be emptied within the permit area other than at authorised disposal points.

#### **Fires:**

- Wherever possible use a stove or fire bowl.
- If you have an open fire keep it small, on a surface that cannot be easily damaged, under control, supervised and bring your own wood, or other kindling.

- Pallets, fibreboard, old furniture and any wood containing nails or non-combustible fittings should not be used as firewood.
- Never light an open fire during prolonged dry periods or in areas such as forests, woods or on peaty ground and follow advice issued by the Park Authority or other relevant public bodies at all times.
- Portable BBQs may cause damage. Please make sure they are placed on a surface that cannot burn.
- Make sure any fire and/or BBQs are extinguished when you leave and remove all traces before you leave.

**Waste and rubbish:**

- All food waste must be bagged and handled like any other litter.
- Avoid using non-biodegradable soap/washing up liquid.
- Remember Park Authority Rangers are authorised to issue Fixed Penalty Notices requiring you to pay fines of £80 or £200 and significantly higher if the fine is not paid and the matter is referred to the courts.

**Noise:**

- You must be considerate to others and keep noise levels to the minimum, especially between 10pm and 7am.



## **Camping Booking System Terms and Conditions**

The following Terms and Conditions apply to all bookings made using Loch Lomond & The Trossachs National Park Authority's camping booking system. By making a booking you agree that you have read and agree to these Terms and Conditions.

In these Terms and Conditions the following definitions apply:

- "The Booking(s)" shall be taken to mean any advance or on the day booking of a camping pitch or permit.
- A "pitch" is a location for a single tent or motorhome/campervan on a campsite.
- A "permit" is a temporary authorisation for one tent or motorhome/ campervan in a specified location for no more than three nights.
- "The Guest(s)" is the person, company, organisation or other body responsible for making the Booking;
- "The Guidelines" are the Visitor Guidelines for the location, which shall be supplied to the Guest at the time of making the Booking.
- "The Operator" means the Park Authority or the persons employed / contracted
- by them to operate a campsite facility.
- "The Party" means the Guest and all other persons who camp at the location as a result of the Booking made by the Guest.

## **Bookings**

A Guest must not book more camping pitches or permits than are actually required by the Party.

Each pitch and permit has a maximum number of occupants which must not be exceeded.

The maximum number of nights in any Booking for a permit shall be three.

For a pitch at Loch Chon the maximum stay is three nights

For a pitch at Loch Lubnaig the maximum stay is three nights

For a pitch on Inchcailloch the maximum stay is two nights.

Inchcailloch is a designated National Nature Reserve and therefore the maximum number of people in any one party shall be six, including children. The maximum number of people that can stay on any given night is twelve including any children.

If in the opinion of the Park Authority or Operator a Guest has made two consecutive Bookings in order to exceed the maximum number of nights, the Operator or Park Authority reserves the right to ask the Party to leave the site / forfeit their permit. No refund or compensation will be payable by the Park Authority or Operator in this event.

If in the opinion of the Park Authority or Operator two Parties whose Bookings were made independently of each other are in fact one larger Party, and this impacts on the comfort and enjoyment of other Guests or Parties, the Park Authority or Operator reserves the right to require both Parties to leave the site. No refund or compensation will be payable by the Park Authority or Operator in this event.

Bookings may only be made within the two months preceding the commencement of the intended stay. The Park Authority or Operator reserve the right to contact the Guest by telephone or email, as it sees fit, prior to the commencement of the intended stay in order to check the Guest's intention to proceed with the intended Booking.

### **Fees**

All prices quoted are inclusive of VAT

### **Payment**

Payment is required at the time of the Booking.

Payment must be made through the online booking system.

### **Cancellation/ Non-Arrival/ Refunds**

The cost of your booking will not be refunded if you decide to cancel less than four weeks from your arrival date or if the value of your booking is less than £7.

No refunds will be given for Guests who fail to turn up for their Booking.

### **Change of Booking Details**

Bookings may be amended once, without charge, up to two weeks in advance of the original date of stay, subject to availability. This can be done by emailing [campingbookings@lochlomond-trossachs.org](mailto:campingbookings@lochlomond-trossachs.org) or calling 01389 722001.

### **Problems**

In the unlikely event that any member of the Party has a problem during their stay, it must be brought to the attention of the Park Authority or Operator at the time to ensure that the Park Authority or Operator has an opportunity to rectify the problem during the stay.

If the person who encounters a problem is not satisfied that the issue has been resolved fully, details should be submitted in writing as soon as possible to Camping Bookings, Loch Lomond & The Trossachs National Park Authority, Carrochan, Carrochan Road, Balloch, G83 8EG or by email to [campingbookings@lochlomond-trossachs.org](mailto:campingbookings@lochlomond-trossachs.org)

## **Liability**

In the event that the Park Authority has any liability to you in contract, delict (including negligence) or otherwise in relation to your use of a permit or pitch or otherwise, it is limited to the amount of the booking paid to the Park Authority only.

To the fullest extent permissible in law, the Park Authority does 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 or pitch.

## **Privacy notice**

Information about the processing of your personal data can be found in our privacy notice:

<https://lochlomond-trossachs.campmanager.com/PrivacyNotice.pdf>