

# Club Sites Access Statement

## Milarrochy Bay Access Statement

At the Camping and Caravanning Club, we are committed to creating great experiences for all our guests and ensure everyone is made to feel welcome.

This access statement provides full access information about our site and its facilities for all guests who wish to stay at Milarrochy Bay.

If you require any further information or wish to book online, please visit:

[www.campingandcaravanningclub.co.uk/milarrochybay](http://www.campingandcaravanningclub.co.uk/milarrochybay)

For telephone bookings please call our UK Service Centre on 02476 475426

Opening hours: 8:00am – 5:30pm, Monday to Friday, Closed 10:00am – 11:00am on Wednesday

Saturday: 9:00am – 1:00pm from January to August



## Site Contact Details

Milarrochy Bay Camping and Caravanning Site, Milarrochy Bay, Balmaha, Glasgow, G63 0AL.

Telephone - 01360 870236.



## About Milarrochy Bay

Milarrochy Bay is ideally situated on the banks of Loch Lomond. Many of the pitches are on the Loch side.

It is located on the West Highland Way walking route so ideal for walkers and many backpackers frequent the site. It is great as a base for Climbing up Ben Lomond or Conic Hill located just outside the next village of Balmaha where you will also find a café, Loch Lomond Visitor centre and a Pub.

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### Your Arrival on Site

Train station approx. 14 mile (30 minutes drive) from site. Bus stop is approx. 1.6 miles (5 minutes' drive, 30 minutes' walk) from site

One large site sign at entrance

Electric barriers at entrance barrier that is key coded and is active for campers between the hours of 7am and 11pm. There is an electric barrier at the exit which will open automatically as vehicle approaches. Both barriers will be inactive during the hours 11pm and 7am. During this time entrance and exit to the site is for blue light emergency only.

Site Staff are scheduled to work up until 8 pm every day of the week. After 8 pm more detailed instructions are displayed on a sign, to the right-hand side of the reception door, with (where appropriate) envelopes with additional detailed information to enable back packers and late arrivals with bookings to pitch themselves up until 11pm.

All roads are tarmac

There is no visitor car park on site, so campers are restricted to 1 car per pitch. The only parking area is for people who have boats in storage to enable them somewhere to park car when launching their boats.

New arrivals should pull up to reception. The surface is tarmac and is on a slight slope. Parking for new arrivals only (2 large space) is just beyond the reception area on either side of the road

There are no designated accessible parking spaces

There is a handrail running parallel to the access ramp leading to reception

No steps but a gentle incline and a dropped kerb just outside reception on the entrance road



### Your Check In

Reception is clearly signed for new arrivals

Reception and shop opening hours are 9am to 10:30am and 4pm to 6pm

When the reception and shop are unmanned a message on the entrance door will advise campers and new arrivals how to find and/or contact site staff

For arrivals after 8pm a message is left to the right of the reception door giving instructions to:  
a.) backpackers

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b.) booked late arrivals. When appropriate envelopes with further relevant detailed instructions for booked late arrivals are left in a box within the Information room

After 8pm the message to the right of the reception door also includes instructions for a "blue" light emergency (i.e. Fire, Police or Ambulance) together with the site mobile phone number in order that the duty manager can also be contacted

Tarmac leading to Reception. The doorway is flat. Quarry tiles on reception floor

Good clear floor space in reception



### Your Pitch

Cars can be parked next to most pitches on site

The nearest hard standing is approx. 60 metres from the accessible room

Loose, large gravel or compact smaller gravel on the hard standings

The majority of hard standings are level and a small selection of grass pitches are close to the site roads



### Travelling Around Site

There are a few speed bumps along the main site road together with road signs showing direction of travel and 5 mph speed limit

At night there is low level lighting on the outside of the two facilities blocks and the rest of the site is dimly lit by lights on the 5 water points located around the site

There are a small number of benches dotted around the site



### The Facility Block

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There are two facility blocks

The first designated as the main block has a laundry room, dish wash, ladies and gents toilets and showers, a family bathroom (toilet, high level sink, nappy bin, and shower) and accessible bathroom (toilet, wall mounted wash basin and shower)

The second designated as the backpacker block has two distinct areas. The first area contains unisex facilities comprising of: toilet cubicles (2), shower cubicles (2) and a male urinal behind a separate privacy door. The second area comprises of a communal eating area, dish wash area and food preparation area

There is a clear, well maintained path leading to the main block facilities.

There are steps on one side with an access ramp alongside

There are 3 pairs of steps with large landing areas in between leading to the main block facilities

There is one small step in the main block, ladies facilities leading upto the showers just inside the entrance

The two shower cubicles in the backpacker block have a raised lip around the shower tray

There is no semi-ambulant cubicle in either the main block or the backpacker facilities

All sinks in both facility blocks have either push button, or lever screw type taps.

Shower stools are available within the gents and ladies main facilities block below a sign advising that they may not take all weights and campers should therefore take extreme care when using

The showers are operated by a push button in gents and ladies and a dial in the family bathroom and accessible room

The main facilities block has suspended ceiling lighting and the wash basin cubicles have strip light pull cord fittings.



## The Accessible Facilities

The accessible bathroom is located within the main facilities block

There is a flat level tarmac path leading to the accessible facility

There are handrails leading to the accessible facility alongside both the steps and the access ramp

There is flat level access into the accessible facility

There are handrails next to the toilet

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There is a regular size flush handle

There is transfer space to the right of the toilet, as you face it

The wash basin cannot be reached from the toilet

The washbasin has larger than normal lever top taps

There is a hand dryer located in the room

There is a low level mirror above the sink that does not extend to full height

The shower has a number of handrails

The shower is dial operated

The shower is open access with a half width shower curtain, not a cubicle

The shower head is height adjustable

The floor is nonslip

There is no hair dryer

There is an emergency cord next to the toilet and in the shower. Both can be reached from the floor

The emergency alarm can be heard from both staff pitches and also reception.

The accessible room cannot be accessed with a RADAR key

A large nappy bin is located just inside the door of the accessible bathroom



## Laundry & Food Preparation Areas

The laundry (in the main facilities block) and the food preparation area (in the backpacker's block) both have level access

The approach path to the laundry (in the main facilities block) is tarmac and the approach path to the food preparation area (in the backpacker's block) comprises of level paving slabs

The taps in the laundry (in the main facilities block) are screw top and the taps in the food preparation area) in the backpacker's block are push taps

The coin operated washing machine and dryer are stacked one on top of the other. The washing machine being closest to the floor and the dryer above.

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Both the washing machine and dryer are front loading but only the washing machine can be reached from the floor

There is a wall mounted iron with a freestanding ironing board

Indoor washing up facilities are available in both the main facilities block and the backpacker's block

The washing up sinks have screw taps in the main facilities block and push taps in the backpacker's block

One side of the backpacker's block there is an outdoor drying area with one rotary clothes dryers There is one low level sink in the main facilities block washing up area

There is no outside drying area



## Recreational Areas

There is no indoor recreation area

There is an outdoor children's play area

This is accessible over grass with no designated path

There is a single bench overlooking the play area

The play area has a bark surface with raised edges surrounding it to keep the bark in place.

There is no fencing around the children's play area



## Waste, Water, Fire and Evacuation

There is one area on-site for the disposal of waste. This is split into General waste, Recycling and Glass.

The four 1100L wheelie bins are reached by a short stretch of level tarmac, gravel and paving slab road from the main site access road alongside the loch

There are no steps or kerbs restricting access to the refuse areas

All bins on site are full height industrial 1100L units

There is a fire triangle located at all five water points which has unrestricted access over grass



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The firefighting equipment is located at various points throughout the site and is mainly accessed over grass

There are two fire assembly points. Fire assembly point one is located at the site entrance alongside the site tarmac road. Fire assembly point two is located just inside the exit gates also alongside the site tarmac road

The site information leaflet given to all new arrivals describes the location of the fire assembly points

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**Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always happy to give additional information on any of our Club Sites if this statement does not answer your questions. We encourage and welcome feedback so if you have any comments please don't hesitate to get in touch.**



"Friendly welcome to a beautifully presented site. All facilities clean and well cared for by the staff. Great pitches on the lakeside or within sight of the water. Boaters well catered for with adequate storage, slippage, and jetty for enjoying the Lake to the full. Site near to the village of Balmaha which has excellent cafe, restaurant etc We will return!"

"Lovely welcome and helpful friendly staff. However we booked a grass pitch and when directed were given the choice of 2 or 3, we didn't want to be under trees so chose an open pitch but it was so un level we had to get help from the very knowledgeable team member of the site which we were very grateful for, however our caravan was still not level to the point one side was so high of the ground we couldn't put up our awning and the ground was so wet."

"This site has a lovely charm and is kept beautifully and in harmony with its natural surroundings. Had some much needed family catch up time. We found the fact that we could walk quite easily to the nearby village whilst soaking up the stunning views along the shores of the loch. Still quite blown away with our stay. Was lovely chatting to the Manager who was so knowledgeable about the local area, safety on the loch and guided us to some

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lovely places to eat. Granted the midges are a pain but you can't visit Scotland and not encounter the critters, a good repellent and citronella incense sticks had them under control."