

Your visit to Lochgoilhead

Everything you need to know

Arrival Please [email us](#) a phone number for your group leader and an estimated time of arrival a few days before your visit.

Driving Take note of our 5mph speed limit. All vehicles must be parked in the car park and can't be taken onto site without permission and weather permitting. Please leave roads and gates clear.

On foot The 302 bus runs between Helensburgh & Carrick Caslte stops within a short walking distance from the centre. The [Traveline Scotland](#) service will help plan any public journeys. The nearest train station is Helensburgh.

Coaches Please let us know in advance if you plan to bring a coach. Access from either direction on the A83 is possible on to the B828, and there's space to turn round on site.

Setting up All gates are locked, so please be ready to move kit from the car parks to your accommodation by hand.

Help Make your way to reception for help. Let us know about any faults ASAP so we can fix them for you. When reception is closed, we're available 24/7 on the duty manager number displayed in the reception window for urgent assistance.

Checking in Please see us at reception when you arrive. Arrival times may vary depending on the product or travel times. All arrival and check-in times need to be agreed with the centre before arrival.

Checking out Let us know at reception when you leave. Check out times will vary and will be agreed with you. Please settle any outstanding payments before departure.

Lochgoilhead Accommodation Our lodge's & dorms are equipped to cater for the number of people the building accommodates. A building layout is provided on our website, equipment lists on request.

Bedding We provide bedding at an additional cost, unless booked through one of our packages.

Cleaning Please leave your building as you found it or we may charge a fee. Remove all items, take the rubbish out, ensure everything is clean, tidied and locked up. We provide mops, brooms, dustpans and hoovers.

Toilets We provide toilet roll and hand soap. We have accessible toilets in select buildings.

Water and waste Drinking water is available in the dining room. Please put recycling (paper, glass, plastic and cans) into the correct bin. Bins are located in the car park.

Hire equipment Pre-booked equipment will be delivered to your accommodation or provided as required.

Deliveries A member of your group must be on-site to accept any deliveries or shopping – we're unable to sign for you. Please ensure the driver has a contact number for you.

Pets No pets on-site other than assistance animals, please.

Smoking and drinking Smoking is not permitted on site. No smoking or drinking in front of young people. Please refer to the [Green Card](#).

Fires Fires must not be lit on the grass – please use a pre-existing fire pit or altar fire (available first-come first-serve, enquire at reception). Campfire Circles can be booked in advance. You're welcome to use any dead wood you find, or wood is available to purchase. Please don't damage our trees. Pallets and treated wood should not be burnt.

Quiet hours Quiet hours are from 22:30 – 07:30. Please keep noise to a minimum, and respect other groups.

Wi-Fi There's public Wi-Fi available on-site, Most mobile phone networks have good coverage.

Safeguarding and safety Please read our [Young People First policy](#) and take note of [our safety guidance](#). Report any concerns to staff immediately. Don't take photos of others without permission, and no drones on the centre.

Activities All sessions are for a max. of 12 participants, and each group must have a supervising adult. Please wear closed-toe footwear, and clothing appropriate for the activity you are doing, if in doubt please ask our instructors. Long hair must be tied back, and anything around the neck removed. You may get muddy or wet, so please bring spare clothes. Your instructor will meet you at the activity meeting point at your booked time, please be prompt.

Self-instructed activities If you've booked a self-instructed session that requires a permit or qualification, we'll need to verify this and give you an induction. Please arrange this with us.

Activity boxes These will be available from reception at your booked time.

Catering We'll request any dietary requirements 8 weeks before arrival. We cater for the [14 key allergens](#), vegetarian, vegan and halal diets. We'll try our utmost to cater for other intolerances, but we're unable to cater for tastes or preferences. We'll share your meal times with you upon arrival.

Security The centre is a large, open site surrounded with public footpaths. We conduct random security patrols, but it's impossible for us to monitor everyone's personal property. Secure doors and windows, keep items in-sight or locked away, and leave valuables at home. Contact reception if you need help storing valuables.

First Aid We will provide First Aid during instructed activities. Visitors are responsible for their own First Aid at other times, but our staff will offer support if required. A defibrillator is available on-site via reception or the Duty Manager number.

Emergencies If you need to call 999, please let us know immediately afterwards. Visitors are responsible for their own first aid, but our staff will offer support if required. Familiarise yourself with the emergency plans in your building. In the event of a centre evacuation, immediately report to the Assembly Points at either car park, unless otherwise directed. Assemble your group and report anyone missing to the Assembly Point Officer. Stay together, follow instructions, and don't leave the centre until told to do so.



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