

Cairngorm Mountain – customer service is still poor

Description



With the funicular re-opened, the natural advantage that Cairngorm Mountain has over Scotland's other downhill snowsports areas due to its altitude has been very apparent this week. While the other resorts have no snow, the beginner slopes in the Ptarmigan bowl are still in good condition.



Over 1000ft below, Cairngorm Mountain's unnatural advantages over other ski resorts is also evident from the webcams. The beginner's area, with snow created from a snow factory and which is served by magic carpets installed at the end of last year, is surviving the thaw conditions very well thanks to seemingly unlimited funding from Highlands and Islands Enterprise.

It is mid-term, the weather has been good and this last week tickets for snowsports at Cairn Gorm have been sold out while the Coire Cas car park, which has been reduced in size, has been full. It was good to see therefore that Cairngorm Mountain Scotland Ltd had arranged a shuttle bus service to ferry customers up to the Cas from the Coire na Ciste car park.



Photo credit Alan Bratney 15/2/23

The only shame is the bus is not designed to transport people in ski boots and carrying Skis/Boards/Poles.

There is also a complete lack of facilities for visitors forced to park at the Ciste.



Photo credit Alan Bratney

Cairngorm Mountain had previously undertaken that when a shuttle bus was in operation it would provide temporary toilet facilities at the Ciste and used to install them outside this building. They have failed to do so this week. The building itself, which could have provided a cafe and toilets, remains boarded up. The notices telling people to keep away because it is dangerous are completely misleading because a structural engineering report, obtained through a Freedom of Information request, shows the building is sound and could still be used.

Meantime the bins provided for the campervan park at the Ciste have been nailed shut!



Photo credit Alan Bratney

The lack of mobile toilets and bins may save management at Cairngorm Mountain Scotland Ltd some bother but what message does it give the public? This provides further evidence that the Ciste would be far better managed by the Aviemore and Glenmore Community trust.

While Cairngorm Mountain is awash with money for some things, such as repair of the funicular and the production of the patch of snow by the Day Lodge, elsewhere its management appears to be scrimping and saving with no consideration of the consequences. They still don't appear to understand that how the place and the people who visit it are cared for counts.

Category

1. Cairngorms

Tags

1. CMSL
2. HIE
3. natural retreats
4. snowsports
5. Tourism

Date Created

February 16, 2023

Author

nickkempe

default watermark