

EIR 2018/038 Cancellations and refunds

Location	Reason
3LFD F	Permits were not required
3LFD F	Permits were not required
3LFD L	3LFD was closed due to weather
3LFD K	3LFD was closed due to weather
Lochan Maoil Dhuinne	Customer mistake while booking
3LFD O	3LFD was closed due to weather
3LFD O	Unable to come
3LFD E	3LFD was closed due to weather
3LFD E	3LFD was closed due to weather
3LFD B	3LFD was closed due to weather
3LFD L	3LFD was closed due to weather
3LFD G	3LFD was closed due to weather
3LFD G	3LFD was closed due to weather
The Cabin @ Lubnaig	The Cabin campsite was closed upon arrival despite being within the designated time
The Cabin @ Lubnaig	Campers would have arrived after closure of campsite, therefore cancelled and refunded
Culag	Made an error in booking, then corrected it themselves
Loch Chon	Booked fire pit three times, instead of just once
3LFD L	Human faeces on site - no suitable campground
3LFD L	Human faeces on site - no suitable campground
Loch Earn N D	Due to stay in another tent, so permit not required
Loch Chon	Booking error with regards to the date
Inveruglas	Did not stay at site due to campers without permits and antisocial behaviour
Loch Chon	Didn't get the firewood that had been paid for
Loch Lubnaig	Cancelled as can't have fires at Lubnaig
Loch Chon	Customer did not require firewood
Loch Chon	Customer booked wrong campsite

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3LFD L	Customer did not want to visit due to anti-social behaviour experienced on site prior to visit
Loch Voil	Poor experience, customer refunded as goodwill gesture
Firkin Point B	Poor experience, customer refunded as goodwill gesture
Firkin Point B	Poor experience, customer refunded as goodwill gesture
Inveruglas	Couldn't camp with friends therefore bought another permit for somewhere else rather than us able to edit
Loch Chon	Camper booked firewood and fire-pit but it was not in place for them once they arrived on site and so never received
Loch Chon	Camper booked firewood and fire-pit but it was not in place for them once they arrived on site and so never received
Firkin Point B	Unforeseen family circumstance, within T&Cs to cancel and refund
Loch Earn N A	Booking incorrect permit area, then customer rebooked
Loch Lubnaig	Family health issue and unable to rearrange
Loch Lubnaig	Family health issue and unable to rearrange
Suie Field	Human faeces on site - no suitable campground
Firkin Point (m/home)	Customer complaint – goodwill gesture
3LFD E	Booking made in error, camper rebooked
Loch Chon	Unable to come - within cancellation time
Inchcailloch	Family health issue - rearranged
Coilessan	Permit area access restricted
3LFD M	Permit area unsuitable for camping
Firkin Point D	Booked one permit extra
Firkin Point A	Customer error while booking, they then rebooked before we could fix
Firkin Point A	Customer error while booking, they then rebooked before we could fix

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Inchcailloch	Customer changed mind
Inchcailloch	Customer couldn't go
Loch Chon	Firewood purchased but not used
Loch Chon	Doesn't want pitch
Loch Chon	Didn't receive fire-pit or firewood
Loch Chon	Cancelled one night
Loch Chon	Customer error during booking
Firkin Point D	Area not suitable for guest, rebooked another area
Firkin Point D	Area not suitable for guest, rebooked another area
Firkin Point D	Area not suitable for guest, rebooked another area
Lochan Maoil Dhuinne	Medical emergency, they rebooked for following night
Loch Chon	Unable to make the booking/error with dates
3LFD F	Cancelling booking
Loch Chon	Arriving a day later, refunded of first night
Loch Earn N D	Customer complaint – goodwill gesture
Inveruglas	Cancelled due to illness
Suie Field	Cancelled due to illness
Loch Chon	Cancelled due to illness and wasn't rearranged
3LFD P	Visitor made booking error, then rebooked himself onto another area
3LFD P	Visitor made booking error, then rebooked himself onto another area
Loch Chon	Cancelled due to illness
Loch Chon	Unable to make booking
Loch Chon	Refund of firewood
3LFD L	cancelled within t&cs
Loch Chon	cancelled due to family issue
Loch Chon	part cancellation due to illness
3LFD N	bought for caravan, not suitable
Loch Chon	Loch Chon closed - adverse weather
LMD	Permit areas closed - adverse weather
Inveruglas	Permit areas closed - adverse weather
Firkin Point	Permit areas closed - adverse weather

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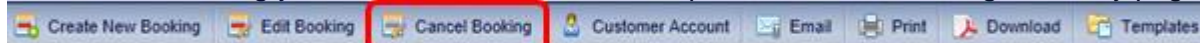
Loch Chon	Partial refund - Loch Chon closed due to adverse weather
Firkin Point	Permit areas closed - adverse weather
Loch Chon	Partial refunded - Loch Chon closed due to adverse weather
Loch Chon	Partial refunded - Loch Chon closed due to adverse weather
Inchcailloch	Refund due to closure of campsite - adverse weather
LMD	Permit areas closed - adverse weather
LMD	Permit areas closed - adverse weather
3LFD B	Permit areas closed - adverse weather
Firkin Point	Permit areas closed - adverse weather
Suie Field	Permit areas closed - adverse weather
Balquidder Glen	Permit area close - high loch level

5. Cancellations & Refunds

NOTE: You must check the Terms & Conditions of the permit before proceeding with the steps below

5.1 Cancellations

To cancel a booking you will find the option on the top bar within the booking summary page.



You will be asked if you want to refund this booking, however, Campmanager will not do this automatically and you should still follow the refund process below, if the customer is to be refunded at all - check the terms and conditions of the customers permit.

The booking will then be cancelled freeing up the pitch or permit for use by someone else.

5.2 Refunds

All refunds must be agreed with the Visitor Ops manager prior to agreement. Once confirmed send the following template to finance@lochlomond-trossachs.org

Full Name	
Date booking was made	
Address	
Postcode	
Amount to be refunded	
Reason for refund	
Requested by (staff member)	
Approved by (manager)	

Remember to CC Camping Bookings & Visitor Ops manager into the email and place the confirmed response from Finance into the Refunds folder of the Camping Bookings inbox. You must place appropriate notes in Campmanager to marry up with the booking.