Email 28th September 11.40 sent from susan.smith@hient.co.uk

**CMSL – Campervan Facility in the ‘Ciste Area’ – Response to Feedback**

Dear XXX

 Thank you for taking the time to write to me and others on your experience of using the new Campervan Facility in the Ciste Area at Cairngorm Mountain.

To answer your questions I respond below as outlined in your email:

 **Reason Behind Three Book-in Time Slots**

* Our facility opened on 7 Sep 2021 and we wanted to set time slots to avoid campervans turning up and causing any noise or disruption to people already using the facility. We want to avoid customers turning up ‘on-spec’ and have a managed facility. We started with two booking slots, with one aimed at allowing some availability to facilitate campervans that have arrived in the area later. This was aimed at the users you have described as ‘making last minute decisions to go to a place’. During the first two weeks of operation we spoke to users and with their feedback increased time slots on the booking system.

**Online Booking System**

* I note your frustration regarding the online booking system as it is currently. We are in the process of changing the platform and system we use and this will provide us with greater flexibility on booking slots and timings, which we believe will alleviate the issue that you have highlighted.

 **Price at £15.00 Per Night**

* We realise that price is a factor for some customers. The cost of establishing this facility was c. £60k and as such we have had to establish what we believe to be a reasonable price for the safe and proper removal of all forms of waste, including chemical toilets which also comes with an operational cost in removing waste from the closed system tank that has been installed. The price we set is comparable to facilities at Findhorn. We have regularly asked for customer feedback and on the same day as you used the site we received highly positive feedback on the facility in comparison with other sites across the Highlands.
* We are currently considering trialling an ‘off-peak’ week night price of £10.00 per night to test price sensitivity.

 **Waste Disposal**

* Disposal of waste on the site can be made using the grey water discharge, or if you have a fixed system you can drive across the chemical toilet discharge point and dispose of the grey waste in the same drain – as your email has suggested.
* We are working on improving the signage to make this more obvious to customers and will emphasise this within the booking information.

 **Funicular Works**

* We endorse the view that you have expressed regarding the visual impact in the Coire Cas area. However, with major construction works underway on the Funicular reinstatement and the associated health and safety obligations to keep staff, customers and contractors safe this will remain in-situ until the works are completed.
* We have a major car park upgrading project in-hand but this has been delayed until next year.
* The ‘Snowfactory’ location was chosen in Dec 2018 as an expedient way upon which to deploy the infrastructure to enable artificial snow on the lower slopes at a time when CMSL was incepted just prior to the winter season. We are currently working with ‘CNPA’ re a planning application for relocation. However, any relocation requires additional power capacity and we are acutely aware of the importance of this matter.

Your view on the Masterplan and the way forward will I’m sure be added into the mix as our parent company considers the Governance and Operating Model for Cairngorm Mountain in the future.

 I’m sorry if you feel that my response is lengthy, but I want to provide you with a fulsome explanation on the points that you have kindly raised.

Regards – Susan.

**Susan Smith**

**Interim Chief Executive**

**Cairngorm Mountain**