



Highland Campervan and Motorhome Scheme – Frequently Asked Questions

Contents

1	Membership FAQ's	2
1.1	How much does membership cost?	2
1.2	How can I purchase membership to the scheme?	2
1.3	Can I pay by DEBIT/CREDIT card?	2
1.4	When I join the scheme – what will I receive?	2
1.5	If I need help, how do I get in touch with someone in relation to the scheme?	2
1.6	How long does membership of the scheme last for?	2
1.7	Are there any options for shorter or longer stays?	2
1.8	Can I cancel my membership?	3
1.9	If I cancel my membership, will I receive a full refund?	3
1.10	I am travelling as a group or a family, do we all need to buy a membership?	3
1.11	What happens if I change vehicle?	3
1.12	What happens if I need to change my personal details?	3
1.13	Can I change the start date?	3
1.14	Are there any discounts available from the £40 charge?	3
1.15	Is there a concessionary membership available?	4
1.16	I'm a scheme member, but I've received a parking charge notice (PCN) during or after parking	4
2	General FAQ's	5
2.1	What vehicle types are included in the Scheme?	5
2.2	I am renting a campervan or motorhome – should I contribute to the scheme?	5
2.3	I live in the Highlands and pay local Council Tax, as a campervan/motorhome owner should I pay into the Scheme?	5
2.4	Why has this Scheme been launched in the Highlands?	5
2.5	Why is the Scheme Voluntary?	5
2.6	Will the Scheme impact upon local businesses?	6
2.7	How is the Highland Campervan and Motorhome Scheme different from the proposed Visitor Levy?	6
3	Included Benefits FAQ's	7
3.1	What benefits are included with the scheme?	7
3.2	How many overnight car parks are available?	7
3.3	Will there be more overnight car parks available in the future?	7
3.4	When I stay in an overnight car park will I still need to pay for daytime charges?	7
3.5	Is there a booking system for overnight parking spaces?	7
3.6	For overnight parking will I need to use the ticket machines?	8
3.7	Where is there access to public toilets?	8
3.8	How do I dispose of waste and wastewater?	8
3.9	Will the included benefits change over time?	8
3.10	What is the Nature Restoration Fund?	8

1 Membership FAQ's

1.1 How much does membership cost?

Membership costs £40 for 7 consecutive days and can be purchased directly from our website www.highland.gov.uk/motorhome

1.2 How can I purchase membership to the scheme?

The Highland Campervan and Motorhome Scheme website includes a link to purchase a membership. All purchases are made via our website www.highland.gov.uk/motorhome

1.3 Can I pay by DEBIT/CREDIT card?

Purchasing a Highland Campervan and Motorhome Scheme membership can only be completed using a debit or credit card via our website www.highland.gov.uk/motorhome. We do not accept payment by any other method.

1.4 When I join the scheme – what will I receive?

Members will receive an email confirming payment and membership start date. Following purchase, we recommend you regularly check our website to keep up to date with the included benefits of the scheme. The 'News' section will also keep you up to date with information about the scheme. Please keep your email confirmation safe as this may be required to prove membership status to access some of the included benefits.

1.5 If I need help, how do I get in touch with someone in relation to the scheme?

Our Support Team can be contacted using the following email address:

Sustainable.Tourism@highland.gov.uk

1.6 How long does membership of the scheme last for?

The Highland Campervan and Motorhome Scheme lasts for 7 days with the start date selected at the time of purchase.

1.7 Are there any options for shorter or longer stays?

The Highland Campervan and Motorhome Scheme has launched with a single 7-day option for a fee of £40. This ensures the scheme is accessible and easily understood. People who

are visiting for less than 7 days can purchase a pass for £40. Those who are staying for more than 7 days, and repeat visitors have the option to purchase multiple memberships throughout the year.

1.8 Can I cancel my membership?

You can cancel your membership in advance of the selected start date. Once the membership activates there is no option to cancel your membership.

1.9 If I cancel my membership, will I receive a full refund?

If you cancel membership before the start date you will receive a full refund. There is no option to cancel after the start date selected at the time of purchase.

1.10 I am travelling as a group or a family, do we all need to buy a membership?

The Highland Campervan and Motorhome Scheme membership is linked to your vehicle so you would only need to buy a single membership per vehicle regardless of the numbers travelling in each vehicle.

1.11 What happens if I change vehicle?

If you change your vehicle while your Highland Campervan and Motorhome Scheme Membership is active no action is required.

1.12 What happens if I need to change my personal details?

You can amend your personal details using the 'Manage my Membership' link on the homepage.

1.13 Can I change the start date?

If you need to change the start date you can cancel your membership using the 'Manage my Membership' link on the homepage. If the start date has not commenced, you will receive a full refund within 3 – 5 days. Please apply for a new membership with the required start date.

1.14 Are there any discounts available from the £40 charge?

The £40 charge applies to all purchases made throughout the year. The pricing structure and benefits will be universal for all customers.

1.15 Is there a concessionary membership available?

The Highland Campervan and Motorhome Scheme is designed to deliver universal pricing to ensure all customers receive the same value for money.

1.16 I'm a scheme member, but I've received a parking charge notice (PCN) during or after parking

Please contact the support team using the following email address:

Sustainable.Tourism@highland.gov.uk

We will then look into the matter and respond to you.

2 General FAQ's

2.1 What vehicle types are included in the Scheme?

The Highland Campervan and Motorhome Scheme is open to anyone who will be staying in a self-contained vehicle at any site in our network of dedicated overnight car parks. The use of outdoor tables, chairs and awnings is not permitted at these sites. A map of sites can be found on our website www.highland.gov.uk/motorhome

2.2 I am renting a campervan or motorhome – should I contribute to the scheme?

The Highland Campervan and Motorhome Scheme is open to anyone staying in a self-contained vehicle to park overnight in a designated Council car park. The scheme has been designed to work for rental customers as well as owners. The included benefits of the scheme have been selected to enhance your visit throughout the Highlands.

2.3 I live in the Highlands and pay local Council Tax, as a campervan/motorhome owner should I pay into the Scheme?

The Highland Campervan and Motorhome Scheme is completely voluntary and open to anyone who would like to join. Council Tax contributes around 20% of the Council's overall budget for the provision of a wide range of statutory and non-statutory services. Vehicles used for overnight stays have environment and local impacts. Income from the Voluntary Scheme will contribute directly towards further infrastructure development that will be of mutual benefit to your local stays and local communities. By supporting the scheme, you will be able to take advantage of the included benefits during your trips in the Highlands.

2.4 Why has this Scheme been launched in the Highlands?

We welcome Campervans and Motorhome visitors to the region to experience the hospitality, scenery, local products, and ecological experiences and much more. The Highland Campervan and Motorhome Scheme is designed to ensure that Highland continues to be a destination of choice by domestic and international visitors; tourism in the region is sustainable; and your journeys throughout the Highlands are enhanced. We shall invest to sustain and improve our existing infrastructure.

2.5 Why is the Scheme Voluntary?

The Highland Campervan and Motorhome scheme is voluntary to provide choice and empower those touring and visiting the Highlands to enjoy the benefits that the scheme provides. We believe a voluntary scheme is likely to achieve a high level of support as income from the scheme will contribute to sustaining and improving the infrastructure which is essential for all road users and for the provision of overnight facilities.

2.6 Will the Scheme impact upon local businesses?

The Highland Council actively promotes staying in one of the Highland's numerous campsites for the highest quality experience. The introduction of the Highland Campervan and Motorhome Scheme complements campsites and supports local businesses. Visitors are encouraged stay in campsites and to visit nearby private businesses for wastewater disposal, and to purchase from our many local retailers.

2.7 How is the Highland Campervan and Motorhome Scheme different from the proposed Visitor Levy?

While the Visitor Levy is a national scheme which is likely to be implemented at the very earliest during 2026, the Levy is intended to apply to visitors staying in fixed overnight accommodation (Hotels, B&B's, campsites, etc.). The Highland Campervan and Motorhome Scheme is a voluntary scheme which has been designed by the Highland Council for the mutual benefit of those choosing to tour the Highlands and local communities. Membership of the scheme provides benefits while also helping to protect our region's ecology, communities, and local economy for the enjoyment of future generations.

3 Included Benefits FAQ's

3.1 What benefits are included with the scheme?

The Highland Campervan and Motorhome Scheme includes the following benefits which have been selected to enhance your visit to the area:

- Inclusive overnight parking for self-contained vehicles across our network of designated car parks (See Map of Sites on the website www.highland.gov.uk/motorhome)
- Contribution to the Highland Restoration Fund which is designed to help support projects that will deliver nature restoration, safeguard wildlife, and tackle the causes of biodiversity loss due to climate change – this is initially set as 1% for every £100K of income generated
- Direct investment for sustainable tourism and to enhance visitor experiences
- An investment fund of £2.25M has been committed by the Council to improve existing infrastructure and to provide more Council owned sites
- Free daily access to showering and changing in any High Life Highland leisure location ([High Life Highland Leisure Sites](#)) during normal opening hours – for 2 adults and an unlimited number of children

3.2 How many overnight car parks are available?

The network currently has 12 designated sites for self-contained vehicles located around the Highlands. We recommend visitors slow down their journey and visit campsites around the route. Please note, membership of the Highland Campervan and Motorhome Scheme does not allow access to any service on private campsites.

3.3 Will there be more overnight car parks available in the future?

It is likely that the network of overnight car parks for self-contained vehicles will expand in future years. The extent to which the networks will grow will be dependent upon the ongoing success of the Highland Campervan and Motorhome Scheme.

3.4 When I stay in an overnight car park will I still need to pay for daytime charges?

Yes, the daytime charges are still applicable, and it is important that you vacate the overnight car park before the daytime rates become applicable.

3.5 Is there a booking system for overnight parking spaces?

There is not a booking system in place. We have used a traffic light system on our website www.highland.gov.uk/motorhome to detail which overnight car parks are likely to reach capacity during busier periods.

3.6 For overnight parking will I need to use the ticket machines?

If you paid £40 to purchase membership of the Highland Campervan and Motorhome Scheme, overnight parking for self-contained vehicles is fully inclusive. This means you will not need to purchase a ticket and will not have to interact with ticket machines.

3.7 Where is there access to public toilets?

The sitemap on our webpage www.highland.gov.uk/motorhome indicates the nearest public toilet. There are also links to the full public toilet network to help you plan which sites are most convenient as you travel around the Highlands. We ask all users to leave every site as they found it.

3.8 How do I dispose of waste and wastewater?

The sitemap on our website www.highland.gov.uk/motorhome indicates the nearest recycling centre and wastewater disposal point for each overnight car park. There are also links to the waste and wastewater network to help you plan which sites are most convenient as you travel around the Highlands. We ask all users to leave every site as they found it and ensure that all wastewater is disposed of at an official site.

3.9 Will the included benefits change over time?

The Highland Campervan and Motorhome Scheme will evolve over time to include more benefits. Based on feedback from our members of the Scheme and other data, we will regularly review the scheme to ensure it meets the needs of those visiting and touring the Highlands, while also aiming to provide our communities with local infrastructure and services.

3.10 What is the Nature Restoration Fund?

Established by the Scottish Government, the Highland Council Nature Restoration Fund (NRF) is a capital fund designed to help support projects that will deliver nature restoration, safeguard wildlife, and tackle the causes of biodiversity loss due to climate change. The Highland Council, over the previous 3 years has supported local community groups to apply for funding. Full details of the scheme can be found using the following link:

[About the fund | Nature Restoration Fund | The Highland Council](#)