

AGENDA ITEM 5

APPENDIX 2

2015/0011/DET

REPRESENTATION

Riverside Cottage Café

Operating out of the old Crannach Café

Crannach House

Cambus O May

Ballater AB35 5SD

www.riversidecottagecafe.co.uk

[REDACTED]

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2nd February 2015

To Whom It May Concern

Although we have been missed out of the direct consultation invitation, we have a significant interest in the proposed development at the Cambus O' May Creamery (proposed expansion to include a farm shop & café facility). Therefore we submit this objection to the development and will set out our reasons in the following document.

Background

We have a lease on the café space (previous known as the Crannach Café) and a close business arrangement with the Crannach Bakery – mentioned in the supporting statement as part of the plans submission for the expansion to the Creamery.

As a family business and local residents of Deeside, we entered this arrangement in late June 2014. We opened to trade as Riverside Cottage on the 7th August 2014. We are a café, open 7 days per week – also offering takeaway, at this point in time. Our unique relationship with the Crannach Bakery is that they supply us with artisan bread and cakes – this forms part of our unique selling point (USP). We only use their bread and cakes.

The Bakery does not supply any other outlet in the Deeside area – they retail directly to their own customers at Farmers Markets throughout Aberdeenshire and in Aberdeen. Our further USP is being the only supplier of a particular Italian ice cream (Equi's) in the North East or North West of Scotland. We specialise in serving ice cream sundaes.

Although we are a new business, we have developed a good customer base, drawing from:

- The local community
- Tourists visiting Royal Deeside and the Cairngorm National Park
- General North Deeside Road users

- Cambus o'May forest trails users
- Weekend visitors from Aberdeenshire
- Deeside Way path users
- Winter skiers.

Our profile has been expanded by our customers lodging excellent comments about us on TripAdvisor. They have also commented positively on our facebook page (riverside cottage, cambus o' may). Customers have been extremely positive about our offering, the homemade soups, the creative sandwich fillings using Crannach artisan bread, the cakes served with our ice cream.

We also serve a breakfast menu, which is hugely popular with customers using the outside resources (Cambus forest trail, Deeside Way, the Park) with their dogs and families – and at this time of the year, skiers.

We have plans to expand our offering – through increased use of the garden space (outside seating) and to move into retailing of the bread and supporting products, such as cheese. We are members of Visit Ballater and Visit Royal Deeside and have supported events such as the Food and Fiddle Festival last year – seeking to promote tourism in general throughout the area.

Our relationship with the Creamery

We are keen to work in partnership to expand opportunities for all involved in tourism on Deeside and around the Park. Our relationship with the Crannach bakery bears testament to this. To further this end, we approached the Creamery to establish a relationship and we decided to promote their cheese in some of our products. We would be intending to retail the cheese as part of our expanded offering this summer.

Our reasons for objecting to the planned development

Main objection

Our primary objection to the development relates to access, use of the highway and road safety – the current visitor traffic is very light at the Creamery – the development would increase traffic volume significantly.

The access to the Creamery is off the main A93 close to the access road to the Cambus O' May Forest Trails and almost opposite the access to Riverside Cottage/Crannach House. When these two access roads are considered, they act like a de facto staggered junction off this main highway. Particularly on approaching the access road to the Creamery from the Ballater direction – visibility is poor because of a blind corner and queuing traffic to enter the Creamery could cause an unseen hazard. Cyclists, walkers and horse riders using the Deeside Way compound this. The access road crosses the Deeside way – and again – our concerns are that the increased volume of traffic increases the risk to walkers and cyclists. Almost like a railway level crossing.

Our second objection relates to one of the main aims of the Cairngorms National Park Plan: *Making Business and Tourism more sustainable.*

This aim supports the growth of tourism related business – to improve and expand the quality and quantity of opportunity for visitors – sustainable tourism. But it is our belief that the Park Plan expresses a wish to support businesses in order to deliver the aim. In fact the aim would be unattainable without the input, effort and support of businesses. We would question whether the proposed development offers enough diversity from existing provision to build the sustainability of both businesses – and maximize their ongoing survival and success.

Please accept our response as part of the consultation exercise for the proposed development at the Cambus O May Creamery.

Yours sincerely

Wilma Doherty

Partner.