

Terms and conditions

We ask that you read our terms and conditions. These are set out in order for us to maintain a high standard of service, to ensure your safety and to set out a clear, legal contract.

COVID

We are following government guidelines to ensure the safety of our guests, customers and visitors. We ask that you follow these throughout the time you are staying with us. Should you not follow our rules in relation to this we reserve the right to ask you to leave

We hope we can remain open but should we have to close due to the virus or if tier restrictions mean you are unable to travel on the date of your stay, we will return your deposit or offer an alternative date should you prefer

For all other cancellations, including the need for you or anyone in your party to self isolate, our normal cancellation policy will apply

Booking

Once your booking is made, we will send you an email to confirm. Booking and payment of your deposit is considered the establishment of a legal contract between you and Hadrian's Wall camping and caravan site.

The size of your tent/caravan/motorhome will be recorded on booking and will determine the type of pitch on which you are placed. If your unit is deemed to be bigger than stated on your booking and the pitch allocated is not suitable, we will do our best to find an appropriate alternative pitch. If no pitch is available, we reserve the right to cancel the booking without refund. If an alternative pitch is available, we will charge the appropriate additional cost

We will do our best to accommodate any requests regarding pitch choice but we may not always be able to do so. The weather will dictate the ground conditions and we may need to change the type of pitch booked if a pitch is not useable. If this means you are placed on a less expensive pitch, we will charge the lower price.

The maximum occupancy of a tent/caravan/motorhome should not exceed the stated number on booking. Should this occur we reserve the right to charge the additional appropriate cost or to ask the additional party members to leave the site

Payment

We will require a deposit of 50% of the total booking fee when you book. The balance is payable on arrival.

Cancellation/Refunds

Please also see COVID cancellation policy above

We realise that people's plans can change and there may be a need to cancel. If you cancel your booking up to 6 weeks prior to arrival we will give you a total refund of the money you have paid minus a 5% admin fee. If you cancel within 4 weeks prior to arrival we will not be able to refund your

50% deposit. Instead of a refund we may be able to offer you a mutually agreeable alternative date but we are unable to swap dates within our peak periods

If you choose to leave us earlier than your planned leaving date for any reason (including the weather) we are unfortunately unable to offer any refund.

Group bookings

We may accept large group bookings (at our discretion) but we ask you to contact us to discuss your booking to ensure that you are fully aware of our campsite rules and to ensure that our site is the right site for your holiday needs. We are not a party site and if you are part of a large group, we ask that you respect other guests and we reserve the right to ask you to leave if you are in breach of our camping rules

Arrival/Departure

You can arrive at your pitch from 1pm onwards. Final arrival time is at 8.30pm (unless arranged in advance). This is to ensure consideration for, and to avoid disruption to, other campers. We are aware that situations outside of your control happen and we will do what we can to accommodate you if you inform us of your late arrival but we do reserve the right to refuse admission should you arrive late without prior arrangement

Please depart your pitch before 11.30am on the day of your departure

Wi-Fi

Hadrian's Wall Camping and Caravan Site is in a rural location and Wi-Fi speeds can vary. We do not guarantee that Wi-Fi will be available at all times during your stay and we do not accept any liability for any losses that may occur as a result of no or inadequate Wi-Fi

Age policy

We do not accept bookings from anyone under 18 and any group of under 18s must be accompanied by at least 1 adult of 18 years or older. We reserve the right to ask you to leave if you are in breach of this rule and of our general camping rules

Site care and cleaning

We will clean facilities and empty rubbish bins daily. We ask that you clean up after use of the communal areas (showers, toilets, washing up areas) and report any problems to us. Please keep your pitch or accommodation clean and dispose of litter in the bins provided during your stay and when you leave

Open fires/BBQs

We know how great it is to have an open fire while you're camping but because of the way that our site is set out, in the interest of guest safety, we cannot allow open fires other than those in fire pits that are well off the ground

You are welcome to bring BBQs provided they have legs and stand off the grass. We have suitable BBQs for hire.

Please be responsible, ensuring the BBQ/fire pit fire is contained and always attended and ensuring that you dispose of the cooled down ash responsibly in the ash bins provided. Please familiarise yourself with the fire points around the site. We cannot be held responsible for any damage or injury due to negligence or lack of care when lighting a BBQ/fire pit. We do not allow disposable BBQs as they kill our grass and are bad for the environment

Noise

Our aim is to provide a peaceful environment for our guests to enjoy. Quiet time is from 10.30pm to 8am. We do not allow amplified music or loud partying that will disturb the other guests and neighbours. Anyone creating a nuisance or disturbing the peace will be asked to leave immediately without refund

No smoking/vaping policy

Smoking and vaping are not permitted in any indoor space including the bunk barn, reception/shop, facilities block, washing up area. If you smoke/vape outside please be mindful of others around and dispose of cigarette butts in an appropriate and tidy manner

Dogs

Dogs are welcome on site. We have a policy of 2 dogs per pitch. Please keep your dogs on a lead and clean up mess, disposing of it responsibly. There are fantastic walks around for your dogs but please be mindful of the local livestock and keep dogs on a lead when needed. We reserve the right to terminate a booking if dogs are persistently causing disturbance

Pond

We have a small pond at our campsite. We do not supervise the pond and it is your responsibility to supervise children at all times near the pond.

Rubbish

We have provided bins around the site which are clearly labelled. Recycling is very important to us and we ask that you consider this a priority also. Please do not dispose of your bulky items such as unwanted tents, chairs, BBQs, mattresses at our bins. Our waste collectors do not take these and they are costly to dispose of

Lost/stolen/damaged property

We cannot be held responsible for any lost, stolen or damaged property. If you know you have left something at the campsite when you return home, we will try our very best to return it for the cost of the postage if this is a feasible option.

Negligence

Guests will be held responsible for any damage on site caused by negligence. Any damages must be reported as soon as possible and you will be responsible for the costs of repair or replacement.

We reserve the right to terminate a booking and ask guests to leave the campsite without refund if our terms and conditions and/or site rules are not adhered to.

Please contact us if you have any questions or concerns about our terms and conditions