

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.

Booking terms

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 campsite.

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.

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

Only 1 car per pitch is permitted. It may be possible for you to bring a maximum of 1 additional car per pitch but this will need to be pre-arranged and an additional payment will be required. We reserve the right not to allow additional cars to park on our site

If you have booked a tent/caravan pitch and the vehicle you are using to travel in is a van rather than a car, you must inform us as you may not be able to park this on the pitch with you. If this is the case, you will be charged extra to park on our car park

We do not offer a car parking service. If you wish to park in our car park prior to the arrival time or after departure time, we may be able to allow this but there will be a parking charge of £5 per vehicle. We also reserve the right not to allow this. There are car parks nearby that we can recommend. Please ask

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

You may be asked to leave the site without refund if you are part of a non-declared group i.e. you have booked pitches individually under different names and have not discussed this with us at the time of booking

We do not accept stag or hen parties

Payment

We will require a deposit of 50% of the total booking fee when you book. The balance is due 4 weeks prior to arrival. If your stay is for 1 night only, you will be required to pay the full amount on booking. If you are booking less than 4 weeks prior to your arrival, full payment is due

In the event where a balance remains unpaid after the 4-week period stated above, we will remind you by email. If you fail to make the relevant payment within the time requested on the email, we'll assume you want to cancel your booking. The cancellation by you within 4 weeks clause outlined below will apply

Cancellation/Refunds

Cancellation by you

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 refund your full payment minus a 5% admin fee

If you cancel your booking between 6 and 4 weeks prior to arrival we will refund 50% of the full balance minus a 5% admin fee

If you cancel with less than 4 weeks' notice, we cannot offer a refund

We may be able to offer an alternative date within the same year of your booking i.e. by 31st December of the year of booking but not during high season

If you choose to arrive later than your planned arrival date or leave us earlier than your planned leaving date, we are unfortunately unable to offer any refund and full payment for the booking will be required. This includes where you cancel your booking for any reason outside of your control including inclement weather and illness or illness of family members

Cancellation in the event of Covid infection

If you have to cancel for any of the reasons below, then the cancellation by you clause outlined above will apply:

- You or a member of your party has a positive Covid-19 test
- You, or a member of your party has to isolate due to contact with someone who has had a positive Covid-19 test
- You or a member of your party develops covid 19 symptoms and are waiting for test results

Cancellation by Hadrian's Wall Campsite

In very rare circumstances we may need to cancel your booking if we are unable to provide a safe environment due to severe weather conditions, ill health, fire, pandemics, flooding or any other circumstances beyond our control. In such circumstances, your full payment will be refunded or you may transfer your booking to a later date

We are not liable for any refunds or expenses you incur in the event we are prevented from fulfilling your booking as a result of circumstances beyond our control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure").

We strongly recommend that you have adequate holiday insurance in place to cover this

Arrival/Departure

You can arrive at your pitch from 1pm onwards or 2pm for the glamping units. There will be nobody in reception to check you in prior to this time as all staff will be carrying out other duties to prepare the site for incoming guests.

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 without refund should you arrive late without prior arrangement

Please leave your pitch by 11.30am (or 10am from the glamping units) on the day of your departure

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

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

We do make an exception for Duke of Edinburgh groups but we do require an adult to be a point of contact and who will have overall responsibility for the event.

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. 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 on the site which are clearly labelled. Recycling is very important to us. Our waste collector (Northwest Recycling) recycles the rubbish at their depot so all rubbish can be placed in our general bins apart from glass. Please dispose of glass in the bin provided. We ask that you consider your waste management carefully for the sake of the environment. 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 financially and for the environment

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