

# **Kielder Camping and Caravanning Site**

## **Introduction**

We strive to ensure that all visitors can enjoy our accommodation, facilities within Kielder Village Campsite. Our aim is to assist as best we can before, during and after your visit.

## **Pre-Arrival**

We cater for tents, touring caravans, motor-homes, camper-vans, motor bikes, walkers and touring cyclists.

We do not offer tents for hire and we do not erect tents.

We have two static caravans and four pods all for rent. [Conditions apply]

We can offer advice about the local area.

## **Arrival & Car Parking Facilities**

Reception area has a car park in front.

There is a car park for large or towing vehicles.

The site is open with no barriers.

Access to the site once off the main C200 road is via a gravelled track.

Disabled toilets are accessible from the car park, these are not locked at any time and do not need 'radar' keys or code entry.

Tent and hard stands are at separate parts of the site.

The ground on site is generally soft all year round. We ask that vehicles do not drive, park or pitch on our grassed areas.

## **Main Entrance & Reception**

Access to reception requires visitors to cross a gravelled car park.

There is no access for wheelchairs within reception but staff are happy to assist any persons requiring information or assistance outside the office.

Reception staff are first aid trained and there is a basic first aid kit in the office.

We have business cards and A5 brochure with contact details for persons to take away, these are in a small perspex container on the office wall.

Information about the local area is publicly displayed for all as the site operates a self help pitching system to all visitors out of office hours.

Self Help pitching: Due to our remote location many guests arrive later than they have planned. We are not always able to have staff on hand to greet. Therefore we ask that guests familiarise themselves with our few rules and pitch accordingly.

A pay phone with access to the Warden out of hours is in the main car park. [Accessible 24 hours and lit during the night]

## **Public Areas - General**

Hardcore roads service all parts of the park

The park is situated within Kielder Forest and is the remotest village in England.

There are benches & barbecue stands provided throughout the site.

We do not allow 'camp' or bonfires. Guests may use raised fire bowls or utilise our sturdy BBQ stands to have a small fire. This must be attended at all times, persons around it are to act responsibly and guests must not damage the site in any way. This includes damaging of trees or the fabric of the site for firewood.

## **Public Areas**

The park has a main ablution building. This houses a washing up room, showers, a laundry room, baby changing facilities sinks and toilets.

All of the ablutions are open 24 hours with no access restrictions requiring keys or codes.

Our easy access toilet, sink & shower is central to the ablutions; shower is easy access with no step. The room is wheelchair accessible with a level access. Grab rails inside for use in the shower or whilst utilising the toilet.

There is a long chain to the floor allowing all users to flush the toilet.

The sink is 80 cm high.

Parking available directly outside.

The play park is accessible from the main site. Disabled guests can supervise children from the car park. There are no steps and wheelchairs can go directly to the fence surrounding the park.

## **Laundry**

Parking is close by with a concrete level path to the door.

Level access throughout. The room is not wheelchair accessible.

There are two front loading washing machines and two front loading tumble driers.

All of the machines require tokens to operate. The token boxes are 170cm from the floor. Staff, when available, will gladly assist users if required.

Our large hand wash sink is 85cm high

## **Shop**

A small shop is located within same building and shares the same entrances and parking as the reception.

Staff will offer assistance if required.

## **Outdoor Facilities**

There is a children's play area which has entry via a grassed open area.

The surface of the play area is grass with safety wood chip under some play equipment.

The play area is inspected iaw Rospa regulations by qualified staff.

## **Pods.**

We have four pods, they are not powered and do not contain beds or platforms. [We plan to have an internal light, a UK three pin plug, with USB and a small heater by 1<sup>st</sup> March 18.]

Internal floor space is 2.5 metres by 2.7 metres or 9ft by 8ft in old money. Internal height is 2.4 metres.

There is a small window which you can open for ventilation and a set of small lockable glass doors. Width 55cm.

Each pod is accessed by a short level hogging path, with one or two steps. [Dependent on which pod you stay in] Steps are 25cm high. All steps and decking have roughened grip strips screwed securely to them floors.

There is a level decking area of 2 metres by 3.1 metres. This is surrounded by a balustrade.

Each pod has access to a shared BBQ stand.

We allow pets within the pods, but an additional cleaning charge may be administered.

No smoking or cooking within the pods and BBQ's are strictly forbidden within.

## **Public cooking/admin area.**

Level entry to the public covered cooking area.

Stainless steel work surface 85cm high

12m<sup>2</sup> space with benches along one wall and a decking floor.

The area can be illuminated by red filtered lighting [for stargazing events] or with traditional white lighting as and when required.

## **Static Caravans.**

We have two static caravans each with a 2 step entry to a decking area, a hand rail is in place. Step height is 25cm. All steps and decking have roughened grip strips screwed securely to them floors.

Each static has two bedrooms. One twin and one double. All have their own parking spaces for two cars and small area of grass around them.

There is a strict no pet policy for the caravans.

Each caravan has a kitchen with: a microwave, fridge, small freezer box, cupboard space for provisions, gas oven, grill and hob. There is cutlery, crockery and utensils. Pots, pans and glasses.

Hot water for taps and showers is supplied by a small gas boiler. This is maintained, [including all gas appliances within] iaw current gas regulations.

All beds have quilts, pillows and over sheets, visitors need to bring their own sheets, covers, pillowslips and towels.

Bedrooms have ample storage for clothing.

Each caravan has a gas fire within the lounge area and extra electric heaters.

A dining area with table and chairs adjoins the lounge area.

Each has a fire extinguisher and a first aid kit.

## **Tent area.**

The tent area is a long grassed level strip with a single track running all the way through the site. It has two turning areas for vehicles.

Vehicles are not allowed onto the grass and should be parked back at the specified car parking areas once offloaded.

There is no formal pitching plan for tents. It is a grassed area filled naturally by visitors on first come first served basis, whilst adhering to camping etiquette by not pitching too close to others.

We have two electric points for booked electrical hook up.

There is a water point in the middle of the tent pitching area and another by the ablutions. A chemical toilet disposal point is also near the ablutions.

Fire points are located around the site in red, weather proof, easy access boxes. They have luminous signs on them to locate in the dark. They are equidistant around the site.

Permanent BBQ stands are located around the site for communal use.

## **Hard-stands.[For motor-homes, camper-vans, vehicles with roof tents and folding campers.]**

There are 24 pitches for general use on site.

Each is serviced with 10 amp 240 volts. This is accessible only by using a BS EN 60309-2 plug (Commando Type)

The hard stand is constructed of hogging and is level.

Vehicles are to be parked on the hard stand or if no room. For example after pitching a caravan and awning, please park vehicles on our designated car parking areas.

Most of our hard-stands can accommodate an awning on the grass surrounding it.

### **Additional Information**

Mobile phone coverage is non existent in the whole of the Kielder area, we have a public phone on site. It also takes incoming calls.

There is a limited bus service: twice a week, to the village. Please check CURRENT timetables before arriving and confirm that the information is correct as many out of date webpages are offering incorrect information.

The local pub and cafe are accessible via our track through the site. It will take 5 minutes to walk to the pub from the wardens hut and 10 minutes to the Cafe.

Both establishments can be reached by wheelchair and both are dog friendly.

Dog walking. The site requires all dogs to be kept on a lead at all times. There are a variety of walks around the site that are ideal for most dogs. We have a Dog Walk clearly signposted from the tented area into the woods.

### **Contact Information**

Address: Kielder Village Campsite. Kielder Village. NE48 1EJ

Telephone: 01434 250291

Email: [kieldercampsite@btconnect.com](mailto:kieldercampsite@btconnect.com)

Website: [www.kieldercampsite.co.uk](http://www.kieldercampsite.co.uk)

Hours of operation: Reception 9am-7pm. Closed Tuesday afternoons and Sunday Afternoons.

Local pub: Anglers Arms: 01434 250072 [5 minute walk from site.]

Local Cafe [Kielder Castle] 01434 250100 [10 minute walk from site.]

### **Future Plans.**

1. We are introducing power to our pods. This will consist of: the installation of an internal light, a power socket and a low wattage heater.
2. There will be an access track for vehicles and pedestrians to the pods near the wardens hut.
3. A widening of the track for the tent pitching area allowing all weather drop off points for the tents. Vehicles will then return to the car parks.
4. Construction of a further two car parking areas around the site.

[All of these planned improvements are scheduled for implementation during our close season 2017/18.]

*Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always willing to give information on any aspect of the park. If this statement does not answer your particular question please let us know and we will endeavour to answer your question and amend this statement for future use.*

We welcome your feedback to help us continuously improve if you have any comments please phone 01434 250291 or email [kiildercampsite@btconnect.com](mailto:kiildercampsite@btconnect.com)

---

**Updated on: 01/02/2018**