

## Current Price List.

Price per unit per night.

Backpacker/motorcyclist/cyclist.	£6.50
Tent single occupancy.	£10.00
Two man tent.	£15.00
Three/four man/trailer tent.	£20.00
Five – six man tent.	£25.00
7 man tent +	£30.00
Gazebo or event tent (This is in addition to a tent)	£10.00
Electric hook up for tent.	£5.00
Pod* Deer/Badger/Fox/Duck	£40.00
4 berth Pod* Red Squirrel/Ratty	£55.00
Hardstanding and electric hook up.	£25.00
Static caravan 1* per night.[2n min stay]	£60.00
Static caravan 2* per night.[2n min stay]	£70.00

\* Please check what equipment is supplied with this accommodation and what equipment you will need to bring.

### **Kielder Camping and Caravan site terms and conditions**

1. Do not drive on the grass. Please! Not even a wheel, it always causes issues.



Note: we reserve the right to charge for ground repair.

2. Prices are per night for one unit. (i.e. Tent, caravan, motorhome, pod or static caravan.) plus extras where required.
3. **Deposit required to book:** To reduce the risk during these uncertain times we require one nights payment at the time of booking. Due to the low cost deposit, this is non refundable. Final payment, if applicable, will be requested 14 days prior to arrival. Please make a note of this date as non settlement will result in the cancellation of your pitch. We will send a reminder to the e-mail booked with along with a secure online payment link.
4. **Bank Holidays and peak periods** during the summer have minimum stay requirements. (Three days for Bank Holiday's) We do not accept non booked customers during Bank Holidays.
5. **Cancellation.** If the booking is cancelled less than 14 days before arrival then a charge equal to the full booking amount will be made. If the booking is cancelled 14 or more days before arrival, the deposit is retained. In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged. As always we recommend guests take additional cancellation insurance in the event of cancellation other than Covid.
6. For Covid related cancellations please see our Covid amendments section 31.
7. Pitch fees cannot be refunded due to inclement weather early departure or late arrival.
8. During busier times of the season visitors will be given a sticker to place on guy lines of tents or in the window of a vehicle or awning. To avoid any confusion this should be visible at all times.
9. Please ensure dogs are kept on leads at all times. Dog mess is an eyesore and a health hazard. If you are a dog owner, you have a legal duty to clean up every time your dog mess in a public place. The management reserves the right to refuse admission and eject from the campsite any dog and/or owner which we consider inappropriate and a danger to others. Please dispose of any filled dog-poop bags in the bins on site.
10. It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). We do not have a secure storage facility. Any visitors using our site or parking facilities do so at their own risk. Kielder Valley Services management staff or employees shall not be liable for any loss or damage to property or personal injury sustained whilst on the campsite premises, howsoever caused.
11. A strict 5 mph speed limit applies on the site at all times.
12. One of the ingredients of camping at Kielder is peace and quiet. Please respect other campers on our site, by keeping noise to a minimum. We operate a quiet time from 10pm – 8am; requiring all campers to adhere to this ruling.
13. The above ruling includes turning music down. From our experience, at this peaceful location, sounds are amplified at night. It is up to the individual to be aware of this, if staying up a little later. Management reserve the right to terminate the booking of any person whose conduct is detrimental to the campsite or comfort of other visitors. However, be aware that booking a visit during a bank

holiday or peak period brings it's own hustle, bustle with an increase in activity. The site, once again, from experience, is inevitably be noisier.

**14. Group bookings: We are pleased to accommodate considerate groups of friends or families. Please specify when booking so we can make sure you are all pitched together. This is a family site . We do not allow stag/hen groups or late night noise/partying. Commencing such activities on site will result in you being asked to leave. I trust you understand our concerns when we are approached for a group booking. We in no way wish to be the 'fun police' but experience has shown that groups of inconsiderate campers have ruined many peoples holiday. We reserve the right to charge a fee if members of the group do not follow our group booking policy. [As deemed by the site manager.]**

15. Late arrivals: For the comfort of our visitors we ask guests to arrive before dark. During the earlier and later times of the season it is advisable to plan ahead so you can arrive before dark or thereabouts. The site is in the centre of a 'Dark Sky Park' There are no street-lights and unless you are a regular visitor to the site you may find it difficult to navigate your way around.

16. Fridays: Prior to booking visitors travelling long distance to us on a Friday are advised to leave earlier rather than later. Leaving work a few minutes early in the afternoon invariably results in a late arrival. This has had a detrimental effect on neighbouring pitches. If you are able, we advise taking the day or half a day off. Sat Navs and route planners only give you arrival times with no stops or traffic issues and some mobile devices are unable to navigate in our 'no signal' area, which is bigger than most appreciate. If you are delayed please phone to inform the site; ensure you leave a message if you get our answerphone. Again, we remind you that we have no mobile coverage en-route for up to 40 miles around us, we strongly advise phoning earlier when you have signal if driving in.

17. Observatory visits: We are the closest camping site to the observatory. Best practice for such a visit is to arrive to on site in good time. We have an Observatory information section on our homepage for your perusal. We recommend you read this from years of customer's advice.

18. We ask that you do not 'break camp' before 8.00am on the day of departure. If you have to leave before 8.00am ensure you keep noise to a minimum.

19. Pitched visitors are to vacate their pitch by midday on the day of departure and we ask you not to arrive any earlier than 2.00pm on day of arrival. (We realise life is never always clear cut with arrival and departure times. If either of these timings are problematic please discuss with the manager.)

20. Visitors to Pods or site static caravans are to arrive between 2.00pm and 7.00pm. Please inform the warden if your arrival time is expected to be after 7.00pm so key collection can be arranged.

21. Guests in Pods or site static caravans must vacate by 11.00am on the day of departure. Please hand the keys back to the warden or deposit through the letter box found on the door to the wardens site office, should he be unavailable.

22. Pods and Statics: The hirer is responsible for the contents and fabric of the holiday caravan and pod during the period of the booking. Please leave our accommodation as you would expect to find it. If you leave the holiday caravan or pod in an untidy state we reserve the right to charge for the extra cleaning. All damages or losses must be paid for and should be reported to the warden immediately.
23. We offer free Wi-Fi. Coverage is extremely limited and operation cannot be guaranteed.
24. We endeavour to maintain all services in a fully operational state but cannot be responsible for loss of water/pressure or electricity due to weather conditions or factors beyond our control.
25. Chemical toilets can only be emptied at the Chemical Disposal point. A drive over grey water release point has recently been installed.
26. Please do not litter our campsite, it is unsightly, lazy and illegal.
27. Generators are not permitted on site.
28. Barbecues, off the ground, are allowed. We also have built in BBQ stands around the site. Do not dispose of coals, hot or cold around the site or in our plastic bins. Use the METAL bins found at our refuse area. CCTV is recorded 24 hours a day and is monitored by site staff. Having had near misses with forest and bin fires over the last few years, we take this rule extremely seriously.
29. All persons staying or visiting Kielder Camping and Caravan Site use the facilities provided entirely at their own risk. Kielder Valley Services cannot accept any liability for loss, damage or accident to persons or property.
30. Electric hook-ups are rated at 10 amperes to supply camping and caravanning appliances only.
31. Children under the age of 16 must be accompanied by an adult at all times.

*In the event of a serious breach of the above conditions Kielder Camping and Caravanning site (Kielder Valley Services) and its owners reserve the right to terminate a holiday/pitch booking and ask the offenders to leave the campsite.*

### **31. Amendments addressing our Covid responsibilities**

- (a) On booking we request one night's stay as a non refundable deposit. A balance payment for the full amount will be due 14 days before the holiday starts, offering a higher degree of confidence that the holiday can take place during this uncertain time.
- (b) **Cancellation** If booking less than 14 days prior to your visit, the full cost of your pitch is required. If you need to cancel due to genuine Coronavirus restrictions, we offer an opportunity to move the dates to the current or next season. [Subject to

availability with no further costs or charges to yourself] To take advantage of this policy, the cancelling customer must inform us by midday the day before arrival. If the customer does not notify the accommodation provider by the rebooking deadline, it will be assumed that the holiday will be going ahead. From this point on the flexible rebooking policy will no longer apply.

- (c) With our flexible rebooking policy, low deposit and late balance payments, no refunds are available to the customer on any funds paid to the campsite [either the deposit or the balance payment]. If the customer fails to pay the balance by 14 days prior to the holiday start date, the deposit may be deemed to be forfeited by the campsite and the booking cancelled. In such an event the flexible rebooking policy will no longer apply.
- (d) Our rebooking policy is only available for cancellations related to genuine Coronavirus restrictions. Flexible rebooking is not available for cancellations related to weather or any other reasons.
- (e) We recommend guests secure a reputable holiday insurance to cover any other eventualities.

#### Force Majeure

You agree that Kielder Camping and Caravanning site (Kielder Valley Services) will not be held liable for any: Act of God including tempest, fire, flood, storm, or natural disaster. War, civil war, sabotage or act of terrorism. Government sanction, embargo, import or export regulation or order. Labour disputes, including strikes, lockouts, boycotts or other industrial action. Failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water or communication services.

*As previously mentioned within these terms, we highly recommend that you have suitable holiday insurance to cover such concerns.*

This contract will be governed by the laws of England and Wales.

We reserve the right to amend this website and our terms and conditions at any time without prior notice.