

Current Price List.

Price per unit per night.

Backpacker/motorcyclist/cyclist.	£8.00
Tent single occupancy.	£12.00
Two man tent.	£20.00
Three/four man/trailer tent.	£25.00
Five – six man tent.	£30.00
7 man tent +	£45.00
Gazebo or event tent (This is in addition to a tent)	£12.00
Electric hook up for tent.	£7.00
Pod* Deer/Badger/Fox/Duck	£50.00
4 berth Pod* Red Squirrel/Ratty	£70.00
Hardstanding and electric hook up.	£30.00
Static caravan 1* per night.[2n min stay]	£100.00

* 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

One persons view on campsite behaviour may be vastly different to another. Our terms, conditions and advice are here to guide all guests as to the type of behaviour and 'camping etiquette' we expect when staying.

For those new or interested find below an excellent link that supports our views on campsite rules.

[Camping etiquette](#)

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. Arrivals time for the site is 2.00pm, latest 7.00pm. Our office hours are:

Mon – Sun: 9.00am – 12.00pm

Office closes daily: 12.00pm – 2.00pm

Office re-opens: 2.00pm – 7.00pm.

4. Booking in advance: to book in advance we require a non refundable deposit to the value of the first night's stay. The final payment, if applicable, will be requested 14 days prior to arrival. You will be sent a reminder to the e-mail booked along with a secure online payment link option to pay. Non-payment may cancel your stay.
5. Cancellation conditions [General]:

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 15 or more days prior to arrival then a charge equal to the first nights stay will be made.

In the event of a no show or booking reduction [After arrival date] then the full cost of the booking is charged. We will not refund 'a change of mind' from guests once arrived.

We recommend guests take additional cancellation insurance with a reputable company to protect you if you have any doubts or concerns.

6. Cancellation policy, event diary bookings and organised events:

Bookings made under the event diary may well have been organised as a 'one off' where exclusivity has been awarded to competitors and supporters. The site may well be closed to the public.

Due to this dispensation we require payment in full when booking.

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 15 or more days before arrival then a charge equal to 50% of the full booking amount will be made.

In the event of a 'no show' or booking reduction [after arrival date] the full cost of the booking is charged.

We HIGHLY recommend competitors/supporters take additional cancellation insurance with a reputable company to protect you, particularly from injury.

7. Bank Holidays and peak periods: during the summer have minimum stay requirements. (Three days for Bank Holiday's) We will not accept non booked or "on the off chance" customers during Bank Holidays you must book ahead in a timely manner to avoid disappointment.
8. Pitch fees will not be refunded due to inclement weather early departure or late arrival.
9. Flooding: We inherited a site on a floodplain and have erected limited flood defences. We also have a tried and tested action plan to move guests to a safe

area should the need arise. If guests choose to leave the site and not take our advice, then a refund will not be offered under any circumstance.

10. During busier times of the season visitors may be given a label or sticker to affix on to their accommodation. To avoid any confusion this should be visible at all times.
11. Please ensure dogs are kept on leads at all times. 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.
12. 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 messes in a public place. Please dispose of any filled dog-poop bags into the general waste bins on site.
13. Noisy or unruly dogs will not be tolerated. Owners will be requested to address the issue or be asked to leave the site should it continue unchecked. Many owners and their pets can be apart for the day with no-one be any the wiser and no stress to the animal. Other pets, due to the close proximity of passers by feel threatened and warn away potential invaders. All of this is understandable and a minefield for us and guests to manage. So.....to avoid any confusion we ask that no pet is left on site without a responsible and competent adult monitoring. The process to gain access to an unduly stressed animal is both time consuming and emotional to all, hence our decision to not allow pets to remain unattended in vehicles, whatever the weather.
14. It is up to campers to ensure they have insurance cover: campers are responsible in securing/locking any personal belongings. (bicycles for example) We do not have a lockable 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.
15. For the safety of our guests a strict 5 mph speed limit applies on the site at all times. No matter how late, rushed or you are.
16. 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, this includes children and pets under your charge.
17. 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 any bank holiday or peak period brings it's own hustle, bustle with an increase in activity. The site, once again, from experience, is inevitably noisier.
- 18. Group bookings: we do not allow group bookings. [This includes stag or hen nights.] Organised groups such as schools/Duke of Edinburgh expedition stopovers etc may book with prior arrangement. E-mail: steve@kieldercampsite.co.uk to discuss.**

19. **Late arrivals:** Please plan your route and arrival prior to departure. It takes longer to get here than many imagine. 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.

Hard stand late arrivals are to park at the late arrivals point, near the bridge. Using the map link below, the late arrivals parking point is marked on the map next to pitch number 1 as follows:

[Site map](#)

20. **Fridays:** We request that visitors travelling to us on a Friday are advised to leave earlier rather than later. Late arrivals tend to have a detrimental effect on neighbouring pitches. 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.

Our office will close at 7.00pm daily.

21. **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, prior to your event. We have an Observatory information section on our homepage for your perusal. We recommend you read this from years of customer's advice.

22. 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.

23. 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.)

24. **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 alternative key collection methods can be discussed.

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

26. **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. We understand that accidents happen, please inform us of any damage so we can rectify it for the next guest.

27. We offer free Wi-Fi via the BT guest wi-fi service. Coverage is extremely limited

and operation cannot be guaranteed.

28. 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.
29. Chemical toilets can only be emptied at the Chemical Disposal point. A drive over grey water release point is also available.
30. Please do not litter our campsite, it is unsightly, lazy and illegal.
31. Generators are not permitted on site.
32. 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.
33. 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.
34. Electric hook-ups are rated at 10 amperes to supply camping and caravanning appliances only.
35. 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.

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.

Amended December 2022