

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.

Site Information and Safety

Please be aware that Hadrian's Wall Campsite is a rural campsite, and our pitches are set on tiered levels. Many of our pitches are accessed by gravelled roads on a small slope and/or steps. Loose gravel may be slippery at times therefore care is needed at all times. The grass pitches may be uneven and when tents are pitched there are tent pegs that can be a trip hazard. Therefore, during your time with us you will need to be aware and ensure that you are able to take the extra care that's needed on moving around the site. For example, wearing appropriate footwear.

Our site is small and compact. Vehicles including motorhomes, campervans and caravans use our small roads around the site. If you are driving, we ask that you keep your speed down to a minimum

Children will need to be supervised, and we recommend that they do not use bikes/scooters around the site roads.

If you have any concerns about your safety as a result of the above, we recommend that you discuss this with us to get more detailed information and to consider your booking carefully

Dark skies/ nighttime safety

For our guests to appreciate the dark skies, we have very limited lighting on the site, just at the shower block. You will need to bring a torch to walk around the site at night and you will need to take extra care of the gravelled/uneven areas and steps. We ask guests to turn off outside lights to avoid light pollution for stargazing.

We can lend torches to guests and have torches for sale in our shop.

If you have any concerns about your safety as a result of the above, we recommend that you discuss this with us and consider your booking carefully

Safety of boundary walls and fences

The walls and fences around the site are there to form a boundary to our site and areas around the site. They are not built for people to climb on them. There are local footpaths which can only be accessed by leaving the site via the main entrance gate. They must not be accessed by climbing over the walls and fences. We cannot take responsibility for injuries incurred as a result of climbing over or on the campsite fences/walls.

Children need to be closely supervised to ensure that they are aware of the above and to ensure their safety

If you have any concerns about your safety as a result of the above, we recommend that you discuss this with us and that you consider your booking carefully

Booking terms

Once your booking is made, we will send you an email to confirm. Booking and payment of your initial payment 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, more expensive pitch is available, we will charge any additional cost that may be required

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. The car can be parked next to the tent but if the condition of the ground does not allow that we will ask you to park in a suitable place as near to the pitch as possible.

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 need 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

If more than 2 parties are booked and have the intention of being pitched together or of joining each other to socialise during their stay, we consider this to be a "group" booking whether the bookings have been made separately by different people or by the same person.

We will accept group bookings but only if this is discussed with us first.

We are very aware that, with several people gathering together in one space, it can have an impact on other guests. In order to reduce the impact as much as possible we ask all guests who want to book as a group to read and agree to our policies regarding group bookings before making the decision to stay with us. We want to ensure that this is the right site for your holiday needs.

Please note, you may be asked to leave the site without refund if you are part of a non-declared group (more than 2 parties) 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.

THE TOTAL NUMBER OF PEOPLE IN A GROUP (CHILDREN OR ADULTS) CANNOT EXCEED 20

We are not a party site and, as with all of our guests, we ask that you respect other guests. We reserve the right to ask you to leave without a refund if you are in breach of our campsite rules

Please be aware of all of our policies in our terms and conditions but particularly the following that will be relevant to being part of a group.

- We do not allow amplified music. If you are playing music, it shouldn't be heard by anyone else near you and we will ask you to turn the music down or off if it is causing a disturbance.
- When gathering in a group, we ask you to be mindful of others around you. If there are a number of people in your group, please consider how this can feel to other guests on the site. You will need to keep to your own pitches and ensure that others are not feeling surrounded by you.
- Our site is enjoyed by a wide range of people who are here for many different reasons including walkers who will be in bed early to start their walk early the next day and those who enjoy the peacefulness of the outdoors. If you are in a group, it can be easy for the noise levels to rise when a number of people are socialising, but we do have a strict noise policy. **Our quiet time is from 10pm until 8am** and we ask that you keep your voices down and you are not heard by others around you during those times.
- If we, or any of our guests let you know that you are disturbing others, we will ask that you do not question it, that you are considerate, respectful and you follow the noise policy as requested.
- We will not tolerate rudeness or drunken behaviour, and should there be any problems as a result of excessive alcohol intake, we will ask you to leave as soon as it is safe to do so

CHILDREN

- We love to see children enjoying the outdoors and having a good time during their camping holiday. We do ask, however, that children are supervised and that you are aware of where they are and what they are doing at all times
- Please ensure they do not disturb others by playing on other pitches or by throwing balls or objects that may land on others' tents or vans.
- If we, or any other guests comment that the games the children are playing are disturbing them or are causing balls or objects to land on their pitch or van, please be respectful and manage the children's games as needed.

- If there are a number of children together and they are playing loudly, please be mindful of how this can feel to other guests and be considerate. Loud shouting and particularly screaming can be very unpleasant for others who are not in your group, so we ask that you supervise this as much as possible.
- While our quiet time is from 10pm, we also expect children to be back at their pitch and settled by 8pm so that others may enjoy some quiet time for the rest of the evening.

Please don't be offended if we ask any of this of you during your stay

We do ask that you consider your group booking very carefully and we are very happy to discuss our group policy with you

Payment

When you book via Hadrian's Wall Campsite website, we will require an initial payment of 50% of the total booking fee when you book. The balance is due 4 weeks prior to arrival. If you are booking less than 4 weeks prior to your arrival, full payment is due

In the event 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

When you book via Pitchup, you will be required to pay a 15% non-refundable deposit which will be paid directly to Pitchup. The full balance is due 6 weeks prior to arrival.

The balance will automatically be taken by Pitchup, but in the event that the balance cannot be taken, an email will be sent to request payment. If payment is not made, we'll assume you want to cancel your booking. The cancellation by you clause outlined below will apply.

Cancellation/Refunds

Cancellation by you (including requests to change your date of stay)

We realise that people's plans can change and there may be a need to cancel.

The cancellation rules apply for all reasons of cancellation including where you cancel your booking for any reason outside of your control including inclement weather, breakdown of vehicles and illness or illness of family members

WE STRONGLY RECOMMEND THAT YOU HAVE ADEQUATE HOLIDAY INSURANCE TO COVER THE EVENT OF CANCELLATION

Booking made directly with Hadrian's Wall Campsite

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 4 weeks' notice or less, we cannot offer a refund

Booking made via Pitchup

If you cancel your booking up to 6 weeks prior to arrival we will refund your payment minus the 15% non refundable deposit which is taken by Pitchup **and** minus our 5% admin fee (an 80% refund)

If you cancel your booking with 6 weeks' notice or less, we cannot offer a refund

Rebooking

We may be able to offer an alternative date within the same year of your date of stay i.e. by 31st December of the year of the date of stay but not during mid or high season – please see our seasonal calendar on our website for these dates. We cannot refund the difference in price when you rebook.

Please note that our grass pitches are closed from October through until May. We may be able to book a mid-season date but please discuss this with us.

If you rebook and cancel again, we cannot rebook again or offer a refund

Late arrival/early departure

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.

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").

Breakfast service

In the high season we offer a breakfast service of takeout breakfast rolls and coffee. However, please do not choose to book our campsite over others because of our breakfast offer as it may not always be available for a number of reason, including staff shortage, equipment failure and service failure. We reserve the right to cancel our breakfast service at any time, and we will not offer a discount, refund or credit note for a future booking due to our inability to provide our breakfast service.

If the breakfast service is important to you, please contact us to discuss this before booking.

Arrival/Departure

You can arrive at your pitch from 1pm onwards. 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 8pm. This is to ensure consideration for, and to avoid disruption to, other campers and our staff.

The campsite reception is closed after 8pm and we will be unable to check you in. Please ensure you leave enough time for your journey to include any possible traffic issues. We do reserve the right to refuse admission without refund should you arrive late

On the day of your departure, please leave your pitch by 11.30am or by 10am if you are staying in the glamping units

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 reserve the right not to allow the use of firepits or BBQs should we deem them to be unsafe due to weather conditions e.g. high winds or very dry, hot weather

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 10.00pm 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

Supervision of children

We love to see children enjoying the outdoors and having a good time during their camping holiday. We do ask, however, that children are supervised and that you are aware of where they are and what they are doing at all times

Please ensure they do not disturb others by playing on other pitches or by throwing balls or objects that may land on others' tents or vans.

If we, or any other guests comment that the games the children are playing are disturbing them or are causing balls or objects to land on their pitch or van, please be respectful and manage the children's games as needed.

If there are a number of children together and they are playing loudly, please be mindful of how this can feel to other guests and be considerate. Loud shouting and particularly screaming can be very unpleasant for others who are not in your group, so we ask that you supervise this as much as possible.

While our quiet time is from 10pm, we also expect children to be back at their pitch and settled by 8pm so that others may enjoy some quiet time for the rest of the evening.

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 and in our glamping units. 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, but we can be flexible so please contact us if you have more than 2 dogs. 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 owners do not adhere to our policy regarding dogs and if dogs persistently cause 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, electric items 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