

## Kielder Camp Site

Amended: May 25

### **Introduction**

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

Pre-Arrival

**We send an e-mail two days prior to arrival for all booked customers.**

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 six pods all for rent. [Conditions apply]

We can offer advice about the local area.

You can book via our online booking system, via phone or e-mail. We strongly advise you use our booking system.

We cannot guarantee availability to answer e-mails/calls in a timely manner when busy.

### **Arrival & Car Parking Facilities**

The reception area has a car park in front.

There is a car park for large or towing vehicles.

The site is open during the day. If we choose to close the main access to the site we only secure the gate with a bolt, it is never locked when guests are on site.

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. Vehicles are not to 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. For wheelchair users we recommend the use of a Free Wheel styled product. <http://www.gofreewheel.com/> this is due to the uneven, hogging and terrain in places.

Reception staff are first aid trained. We have a basic first aid kit in the office.

A locked defibrillator is available 24/7 after getting the release code from the 999 operator.

See the emergency phone information below.

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.

There is an emergency phone with the ability to contact the on duty manager out of hours or for 999 emergency calls.

It is situated on the office wall labelled "Emergency Phone"

## **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 movable picnic benches & permanent 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 campsite has a main ablution building.

This houses a washing up room, showers, a laundry room, baby changing facilities sinks and toilets. We have a small freezer, fridge, USB and three pin plug charging points for electronic devices. A twin plug at ground level near the door of the room housing the washing machines allows visitors to use a mains powered pump to blow up airbeds.

## **Ablutions**

All of the ablutions are open 24 hours. There is no key or combination required to access. 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.

There is disabled parking opposite the office in the arrivals car park. There is a long chain to the floor allowing all users to flush the toilet.

The sink is 80 cm high.

Parking is available directly outside.



*Figure 1: Location of Disabled Toilet*



Figure 2: Internal view of facilities

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. Full usage instructions are displayed on the wall.

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 reception.

The shop has a limited range of stock. We do not stock perishable goods, offering a small selection of sweets, soda's, chocolate, toiletries and midge repelling products. 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 rubber grass playground mats under the swings and slide play equipment.

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

Dogs are not allowed into the area, which is suitable for children up to 5 years old.

### **Pods.**

We currently have two smaller [First generation] pods, they are powered with two plugs and have two USB points. There is an electric heater on one wall and an led light on the ceiling.

The pod does not contain beds or platforms.

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 the surface.

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 if

deemed fit by our staff.

Strictly No smoking or cooking [This includes BBQ's] within the pods.

There is space to park a car next to the pods.

### **Family Pods.**

We have two family pods, they are connected to the mains with two plugs and have two USB points.

There is underfloor heating and led lighting in the ceiling. The pod does not contain beds or platforms.

Guests can switch the heating off completely or control it's temperature range from 14°C to 20°C via the controller, which is 23cm from floor height.

Internal floor space is 3.85m by 2.25m. Internal height is 2.4 metres.

There is a large window at the rear. Within this is an adjustable blind. You will find below this window a towel/drying rail.

Both pods are accessed using a short level hogging path, with two steps.

Steps are 20cm and 25cm high.

All steps and decking have roughened grip strips screwed securely to the surface.

There is a level decking area measuring 1.8m by 2.45m. This is surrounded by a balustrade.

We allow pets within the pods, but an additional cleaning charge may be administered if deemed fit by our staff.

Strictly No smoking or cooking [This includes BBQ's] within the pods.

Public cooking/admin area.

Level entry to the public covered cooking area.

Stainless steel work surface 85cm high.

The steel work-surface is for small cookers and food preparation, not for disposable or free standing BBQ's.

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.

There is space to park a car next to the pods.

### **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

Each static has two bedrooms. One twin and one double.

Each static caravan has parking for up to two cars.

The static caravans are not double glazed.

There is a strict no pet policy for the caravans. Assistance dogs are welcome.

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. All gas appliances are maintained IAW current Gas Safety (Installation and Use) Regulations.

We ask guests to supply their own bedding, pillows and towels.

Bedrooms have ample storage for clothing.

A dining area with table and chairs adjoins the lounge area.  
Each static caravan has a fire extinguisher and a first aid kit.  
There is limited wi-fi coverage within these caravans with it's own booster. This will have it's own password and is for your use only.

### **Tent area.**

The tent area is a long grassed level strip with a single track running all the way through the site. It has one turning area and a large car park situated at the southerly end. Vehicles are not allowed onto the grass and should be parked at the large car park once offloaded and pitched.

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.

In case of fire.

Fire points are located around the site in red, weather proof, easy access boxes. Each box explains which extinguisher's are housed within along with general instructions.

Fire points 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-styled 2 plug (Commando Type) Pictured below. Customer must bring this with them.

The hard stand is constructed of hogging and is level.

Vehicles are to be parked on the hard stand. If you have filled your hard-stand vehicles are not to be parked on the grass adjacent. They are parked near the refuse area in our overflow car park.

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

To fill motor-home internal water tanks we have a 20m hose attached to our water supply. This can be found next to the ablutions. We have two other water points within the hard-stand area for 'roly barrel' and hand held water containers.

To empty portable or cassette styled toilets the site has a disposal point. This is 55cm high with a wooden lid. A small length of hose, attached to a tap for flushing, is in situ.

### **Additional Information**

Mobile phone coverage is patchy, O2 and Vodaphone are two networks that have good coverage.

We have an emergency phone on site. Should you need to call the emergency services, this is the phone to use. It will also accept incoming calls.

The site offers a free yet limited wi fi service via the BT Guest network; with no password required to login.

We offer a hotspot too for BT customers, you require your BT login and password to access this service. It is only available around the site car park area near the site office. The village has a village pub, local signage offers a menu and timings.

### **Dog walking.**

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.

We are in an extremely remote and isolated location. Please ensure you bring enough supplies to last the duration of your stay. There are no local shops. The local Post Office does exactly what it says on the tin.

The nearest supermarket is in the village of Bellingham: 19miles into England. Or Newcastleton: 14miles into Scotland. Local butchers can be found at these locations too.

Contact Information

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

Telephone: 01434 239257

Email: [steve@kieldercampsite.co.uk](mailto:steve@kieldercampsite.co.uk)

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

### **Hours of operation:**

Reception 9am-7pm. [These timings are approximate and are determined on customer footfall/arrival times]

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 239257 or email [steve@kieldercampsite.co.uk](mailto:steve@kieldercampsite.co.uk)