

# LEEKWORTH Caravan & Camping Park TEESDALE

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## PLEASE BOOK ONLINE

**We are a small family-run business so please help us by checking availability & making your booking online.**

A pitch is for a caravan, campervan, trailer-tent or tent and includes 2 adults.

Hot water showers are provided (they require a 50p coin).

Parties of over 6 persons will need to reserve 2 pitches.

If you would like to book more than one pitch please read our FAQ's where further instructions can be found.

**We have a strict no noise policy after 10.30pm so if you want to stay up late partying-this is NOT the site for you! For this reason no Stag or Hen parties, sorry.**

Booking is recommended in peak season, for all Bank Holiday weekends a 3 night minimum stay for electric pitches and 2 night minimum stay for non-electric are required.

The owners reserve the right to charge for an additional pitch for extra large tents or gazebos/pup tents and extra persons.

DAY VISITORS ARE WELCOME BUT **MUST** CALL PRIOR TO ARRIVAL TO CHECK AVAILABILITY DUE TO LIMITED PARKING SPACES. ALL VISITORS MUST PARK IN THE VISITORS CAR PARK BEFORE THE MAIN GATE AND NOT NEXT TO CARAVANS. ON ARRIVAL PLEASE REPORT TO RECEPTION WITH VEHICLE REG. NUMBER- £2 per person. DEPARTURE IS TO BE BY 7PM AS THE GATES ARE CLOSED FOR SECURITY.

**PLEASE read our terms below, especially our cancellation and refunds Policy**

## **WE RESERVE THE RIGHT TO VARY THE FOLLOWING IF CONDITIONS DEMAND**

Unlisted additional charges are at the discretion of the site manager.

### **Refund, cancellation and amendment policy**

By making a booking, you agree that this refund, cancellation and amendment policy will apply to your booking.

All refunds, cancellations and amendments will be dealt with in line with this policy. When we refer to “you” or “your”, we mean the camper – the person making the reservation.

Provisional bookings will be held for 10 days at which point unless a deposit payment has been made reservations will be automatically cancelled.

### **Cancellations and refunds**

i) The reservation may be cancelled at any time by the visitor. If a cancellation occurs the following refund policy applies (Please note A and B incur a £25 admin charge):

- A. **Cancellation up to 1 month beforehand** – 100% refund.
- B. **Cancellation between one month and 14 days beforehand** – If full balance has been paid 50% will be refunded, if deposit ONLY has been paid there will be no refund and Leekworth Caravan & Camping Park will retain the deposit.
- C. **Cancellation in last 14 days** – no refund.

ii) Refunds cannot be given in the event of leaving due to inclement weather or the decision to cut short a holiday which has been previously paid for.

iii) In the event of severe weather, the need to evacuate the site or if the pitch becomes unusable, inaccessible or unavailable due to circumstances beyond the visitor’s control either prior to or during a stay, the site manager will use their discretion and make the decision if a full refund will be offered.

iv) If you do not turn up when you have made a booking, by 9pm on the first day of the booking (without letting the site know), we will treat you as having cancelled the booking and you will not be entitled to a refund of your deposit.

**Note:** If you believe that your arrival will be delayed beyond 8pm it is important that you call us in order for us to ensure there is someone available to greet you on arrival.

v) If you leave the site early for any reason (including the weather, unless we class the conditions as being too severe to camp), or you leave early without giving a reason, we will keep any unused fees and you will not be entitled to a refund.

vi) If adverse circumstances, for example flooding, result in the proprietor cancelling your booking at any time, a full refund of your deposit or unused camping fees will be made. If the site needs evacuating in an emergency

situation and there is insufficient time to process a refund on site, you will be contacted as soon as possible after the evacuation in order for the refund to be arranged.

vii) Making amendments (changes) to advance bookings. You can make any amendments to your booking either through the internet or directly with the site, as long as more than 14 days' notice before the date your booking is due to start is given. If you want to make amendments 14 days or less before your booking starts, you must contact the site direct. Whether it can meet your needs depends on site-specific considerations, such as pitch availability. This applies only to making amendments to an existing booking.

You cannot completely change the dates you booked, as this would constitute a 'cancellation' with less than 14 days' notice, and any new dates as a completely separate booking.

Admission to the site is at the discretion of the proprietor or, in their absence, another staff member.

We let the pitch, tent or cottage to you with the expectation that you will follow the usual customs of good camping, and with due regard to the comfort, health and safety of yourself and others.

We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.

Please note that we cannot accept bookings from persons under the age of 18 unless they are going to be accompanied by an adult for the duration of their stay.

### **Vehicles**

Vehicles on site must have a current and valid road fund licence and insurance. Drivers of vehicles, including motorcycles, must hold a full current driving licence to drive on site.

Sleeping in private cars or vans with side and rear windows may be allowed on the site, at the discretion of the management, provided the vehicle has specially designed internal sleeping accommodation such as fully reclining seats and fitted curtains. A tent attachment for changing purposes must be erected. Intention to use this arrangement must be made clear on booking.

Vehicle movement is prohibited between 11pm and 7am.

All cycles should have appropriate lighting if used at a time when it would be required.

Essential repairs can be carried out so that an unserviceable vehicle can leave site, however, general maintenance and servicing is not allowed.

Vehicle and/or unit washing, is not allowed.

**Drivers, motorcyclists and cyclists are required to adhere to the sites 5mph speed limit, all roads are monitored 24 hours by CCTV cameras.**

### **Trading**

i) Touting and commercial advertising is not allowed, no advertising notices should be displayed on a unit.

ii) Trading is not allowed on site, unless agreed with a member of the site team.

iii) No vans, pick-ups or commercial vehicles are allowed unless prior arrangements have been made with management.

### **Recreation**

i) Please be considerate of other campers when playing Ball games, Frisbee, cricket, etc.

ii) A Football field is provided for all games.

### **Noise**

i) Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others. Please keep noise to a minimum after 10.30pm and, if rising early, remember that others may not be such early birds.

ii) The Site is closed from 11pm to 7am during which time noise should be kept to a minimum and no vehicle movements are permitted.

iii) Generators may be used at the discretion of the site manager who will advise of the most appropriate running times. Customers may be asked to refrain from using them if they cause a disturbance.

### **Sanitation**

i) Servicing chemical toilets must only be done at a Chemical Disposal Point, using water from that source.

ii) To avoid damage to our sewerage system we ask customers to use only biodegradable chemical fluids that do not affect the natural bacterial balance within the system.

### **Children and Safety on site**

It is the responsibility of parents and guardians to ensure children are supervised at all times whilst on site and around the adjacent river.

The river that runs parallel to the site is fenced, and is a reasonably safe environment by making sure you take care, however be aware there are some steep banks and deep pools of over 6 feet in places.

**Children are not the responsibility of Leekworth Caravan & Camping**

**Park**, and cannot be held responsible or in any way to blame should any harm befall them or anyone else in your party.

Special consideration should be given to the use of toilet blocks (all children need to be accompanied to the toilet block). Please strike a balance between their enjoyment and that of others.

### **Pets**

Dogs are welcome by prior arrangement / booking, but the owners are responsible for the behavior of their animals and they are chargeable at £2 per dog.

No more than 2 dogs are allowed. Dogs must not be left unattended at any time.

We do not allow on site any breed of dog listed under the Dangerous Dogs Act 1991.

No animal is allowed to be loose on the campsite and must be kept on a lead no longer than 2 metres.

Proprietary pet cages are only allowed within the confines of the unit including an awning.

Pets should be exercised off site, around by the river.

Owners must ensure that their pets do not foul on the site and are responsible for cleaning up after them.

If it is deemed a pet is creating a nuisance or causing disturbance to others, their owner will be asked to remove them from site.

With the exception of guide dogs, pets are not allowed in the toilet block or other buildings.

### **Fire**

**Fire points are located around the site, please familiarize yourself with your nearest point.**

**There is a non-smoking policy in all site buildings.**

i) Barbecues must be purpose-built and portable, standing clear of the ground or inside the fire pits. **NO disposable barbeques are allowed onsite.**

ii) There must be no possibility of damage to the grass outside of fire pits. Only fuels for specific use on barbecues should be used.

iii) Camp-fires are not permitted other than in the fire pits provided. Wood is available to buy on site, scavenging for wood anywhere on the site or river bank is prohibited.

iii) Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nail into trees.

### Complaints

Any cause for complaint must in the first instance be addressed with a member of staff.

### Payment Methods

Payment can be made online via our website.

Most Credit/Debit Cards are accepted.

### Deposits

A minimum deposit of 50% per pitch is required for bookings made via this website.

### Shepherds Cottage Bookings

A minimum of 3 nights, unless stated otherwise or confirmed with site management beforehand.

**Shepherds Cottage is available from 3pm on the day of arrival. Check-in prior to 30m is NOT possible. Shepherds Cottage should be vacated by 10.30am on the day of departure.**

Please note that Shepherds Cottage provides all bedding and towels for 2 people.

A £75 returnable housekeeping deposit per booking is payable upon booking. This will be returned within 1 week of departure provided everything is in order upon inspection. (Please call us if this has not been returned within this time).

**It is up to you The Client to check on arrival the cottage and its contents for any damage and inform Leekworth Caravan & Camping Park of any damage within 1 hour of your arrival, if after one hour of your arrival no issues/damage has been reported Leekworth Caravan & Camping Park will assume any damage/breakage's found upon or up to 24 hours after your departure have been caused by The Client and The Client will lose their housekeeping deposit.**

### Stargazer Lotus Belle Tent Bookings

A minimum of 2 nights (3 nights for bank holidays), unless stated otherwise or confirmed with site management beforehand.

**Stargazer Lotus Belle Tent is available from 3pm on the day of arrival. Check-in prior to 30m is NOT possible. Stargazer Lotus Belle Tent should be vacated by 10.30am on the day of departure.**

Please note that the Stargazer Lotus Belle Tent does not provide any bedding or towels.

A £75 returnable housekeeping deposit per booking is payable upon booking. This will be returned within 1 week of departure provided everything is in order upon inspection. (Please call us if this has not been returned within this time).

**It is up to you The Client to check on arrival the tent and its contents for any damage and inform Leekworth Caravan & Camping Park of any damage within 1 hour of your arrival, if after one hour of your arrival no issues/damage has been reported Leekworth Caravan & Camping Park will assume any damage/breakage's found upon or up to 24 hours after your departure have been caused by The Client and The Client will lose their housekeeping deposit.**

### **Day Visitors**

By prior arrangement only. In the interests of security, day visitors must report to Reception. Entry and the subsequent parking will be at Leekworth Caravan & Camping Parks discretion and only allowed when visiting a guest at Leekworth Caravan & Camping Park for which there is a charge of £2 per visitor. Please note hours for visiting are between 9am and 7pm for security purposes.

Day visitors cars must be parked in the designated parking area and not next to Caravans, Campervans or Tents.

### **Backpackers**

A backpacker is defined as a camper who arrives on site by foot, bicycle or public transport, but not any form of motorised vehicle.

### **Car Parking**

There is limited space on each pitch and we allow one car per pitch. Extra cars will be charged at £5 per night, and to be parked in the designated parking area.

### **Checking In**

**Pitches are available from 1.30pm on the day of arrival. Check-in prior to 1.30pm is NOT possible. Please note Shepherds Cottage and the Stargazer Lotus Belle Tent check in time is different.**

On arrival customers should call at reception to make contact with a member of staff and pay any outstanding pitch fees.

In the event of poor ground conditions a pitch may not be available. The site manager will endeavour to advise the customer in advance should this occur but no responsibility can be accepted if this is not possible.

On arrival, a pitch may be chosen from those remaining of the type you have booked.

The staff member will do their best to accommodate preferences, however, management and safety issues also have to be met.

Customers are therefore required to abide by the guidance given when pitching.

The customer will be shown to their pitch by a member of staff.

Customers must familiarise themselves with the sites fire regulations and firefighting equipment and its location as soon as they arrive on site.

### **Your Pitch**

You must pitch as directed by the staff, and not encroach upon any other pitches in consideration of fire, risk limitation, safety and access. If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety, privacy and comfort of others, you will be asked to move.

An accurate unit size along with any ancillary equipment you intend to use during your stay (awning, pup tent, toilet tent etc.) is required as part of the booking.

Larger units, both in length and width, will be accommodated where possible and are subject to a surplus charge. It is the customer's responsibility to ensure they have informed the site of the size required to ensure a suitable pitch is available. Where it is possible to accommodate a larger unit, additional fees apply.

Customers are advised that requirements for disabled guests should be discussed with the site prior to booking to check for availability that can meet both the needs and expectations.

The 6 metre rule must be observed: Units excluding guy ropes must be 6 metre apart from adjacent units.

It is a requirement that the unit (along with any ancillary equipment) fits within the confines of the pitch whilst maintaining the above mentioned 6 metre rule. If this cannot be achieved you will be required to pay a surplus charge or remove the ancillary equipment.

All loose equipment needs to be stored within the confines of your unit.

It is the responsibility of customers to ensure the mains electrical cable from the hook-up point to their unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose-made mains supply unit designed for tent camping conditions.

In certain circumstances customers may be required to change pitch or take down gazebos or awnings during their stay. If this is required a full explanation will be offered and a member of staff will advise accordingly.

The transfer or sub-letting of pitches is not allowed.



Prior consent must be obtained by the customer, from a member of the site staff if they intend leaving their unit unoccupied overnight.

A current, contactable mobile phone number should be left with the site staff.

### Checking out

**Pitches should be vacated by 12 noon on the day of departure. Please note Shepherds Cottage and the Stargazer Lotus Belle Tent check out time is different.**

Pitches should be left clean and tidy on departure.

If a customer leaves a unit or any other property on the site without paying or prior arrangement, the site proprietor shall be entitled to make such arrangements as they may deem fit for the removal or storage of such property. The expense of such storage or removal shall be charged to the customer.

In the event of the customer failing to pay such an account within 14 days of an account being rendered, then the proprietor may make such further arrangements as they may deem fit to dispose of the property to reimburse himself for out-of-pocket expenses and to recover any unpaid fees due.

### Responsibility

The proprietor accepts no responsibility whatsoever for loss or damage to persons or property arising out of the use of the site or its facilities.

The management shall not be liable for any loss, damage or theft from or to a vehicle or hire unit.

### Lost Property

All items of lost property will be retained for one calendar month.

Items not claimed after this period will be donated to a local charity or church, this includes any monies.

Any items that are not of use to any of the local charities will be disposed of.

Anything where the owner is readily identifiable will be either directly returned to the owner if still on site or contacted by phone if possible. If it is not possible to contact the owner the items will be passed to the police.

Owners are responsible for the cost of reclaiming their goods.

The following items are excluded from this policy:

- i) Credit or Debit card will be reported to the card issuer. The card issuer will then advise what further action is necessary.
- ii) Items where there is any suspicion of danger to employees or to the public.

- iii) The police will be contacted immediately in such circumstances for advice.
- iv) Unclaimed perishable goods are disposed of the following morning.
- v) Any item that has clearly been abandoned.
- vi) Where items of property are claimed the claimant should be expected to provide a description of the items lost.
- vii) The claimant must sign for all items claimed and record their full name and address.