

Booking confirmation email and information.

Thank you for deciding to stay with us.

This document is to confirm that you are all booked in with us at Wylam Camping and Caravanning site (formerly Stephenson's Arms Camping and Caravanning Site).

The following is standard content and for your information.

How to get here.

Driving.

Driving southbound through the village of Wylam and take the last left before the bridge over the River Tyne onto Stephenson's Terrace (from the A69). Or, driving northbound take the first right after the bridge onto Stephenson's Terrace (from the A695).

Follow Stephenson's Terrace round to the end and you should see the Stephenson's Arms building with the white fence in front of you. Follow the road to the right, down the lane and you should see the entrance to your left.

Please note that there is no longer access to the site by the side of Stephenson's Arms house and there is no access from Falcon Terrace (please do not turn down next to the Fox and Hound pub).

Walking – From West to East.

If you are coming from Hadrian's Wall, we are 2.5 miles/50 minutes away from it via Heddon on the wall. From Heddon-on-the-wall follow the signposts to 'route 72 cycleway' which is the coast-to-coast cycle way, walk down through Heddon-on-the-wall and through Close House (golf course with a public right of way) to route 72 cycleway. Once at the cycleway turn right following the signs to Wylam. We're next to the first house on your right once you arrive at Wylam and follow the track to the site.

Walking – From East to West.

We're right next to Route 72 coast to coast cycleway. We're next to the first house on your right once you arrive at Wylam from Newcastle.

Cycling –

Again, we're right next to Route 72 coast to coast cycleway. We're next to the first house on your right once you arrive at Wylam from Newcastle. Alternatively, we're next to the last house on your left as you're leaving Wylam from Hexham. Just follow the track along to the site.

What to do once you arrive.

Firstly, if there is no one on site then please let us know, either by calling, texting or what's apping us on [07341436439](tel:07341436439), when you have arrived with us.

We ask that you consider pitching on the right-side/Northeast side of the site as this has most of the evening sun. If you require extensions to reach the electric hook ups, then please let us know and we'd be happy to lend you some for the duration of your stay (needless to say, please return them after use).

Pitching up.

The site is 2.5 acres and there is lots of areas to pitch up at. However, for rigid units we do recommend that you pitch to the right-hand side of the track leading into the site (weather permitting).

That way you are not disturbed by our neighbours and you have most of the evening sun.

If you need extension cables for an EHU then we have provided some for you to use on the fence line next to the EHU. All we ask is that you wrap them and hang them after use. We have no hardstanding pitches so if we have had a lot of rain then we do suggest you have a walk around the site to see where you'd like to pitch.

Prices for rigid units.

Unlike other sites we don't charge per person, for dogs, extra cars etc.

We only charge per rigid unit and the price is: -

- £25 per night with an electric hook-up.
- £20 per night without an electric hook-up.

Prices for campers.

If you are camping with us in a tent (including roof top tents) again, we don't charge per person, for dogs, extra cars etc.

We only charge per person and the price is based on age: -

- £10 per adult per night
- £5 per child (anyone under 18)
- £5 per Electric Hook Up point used per night

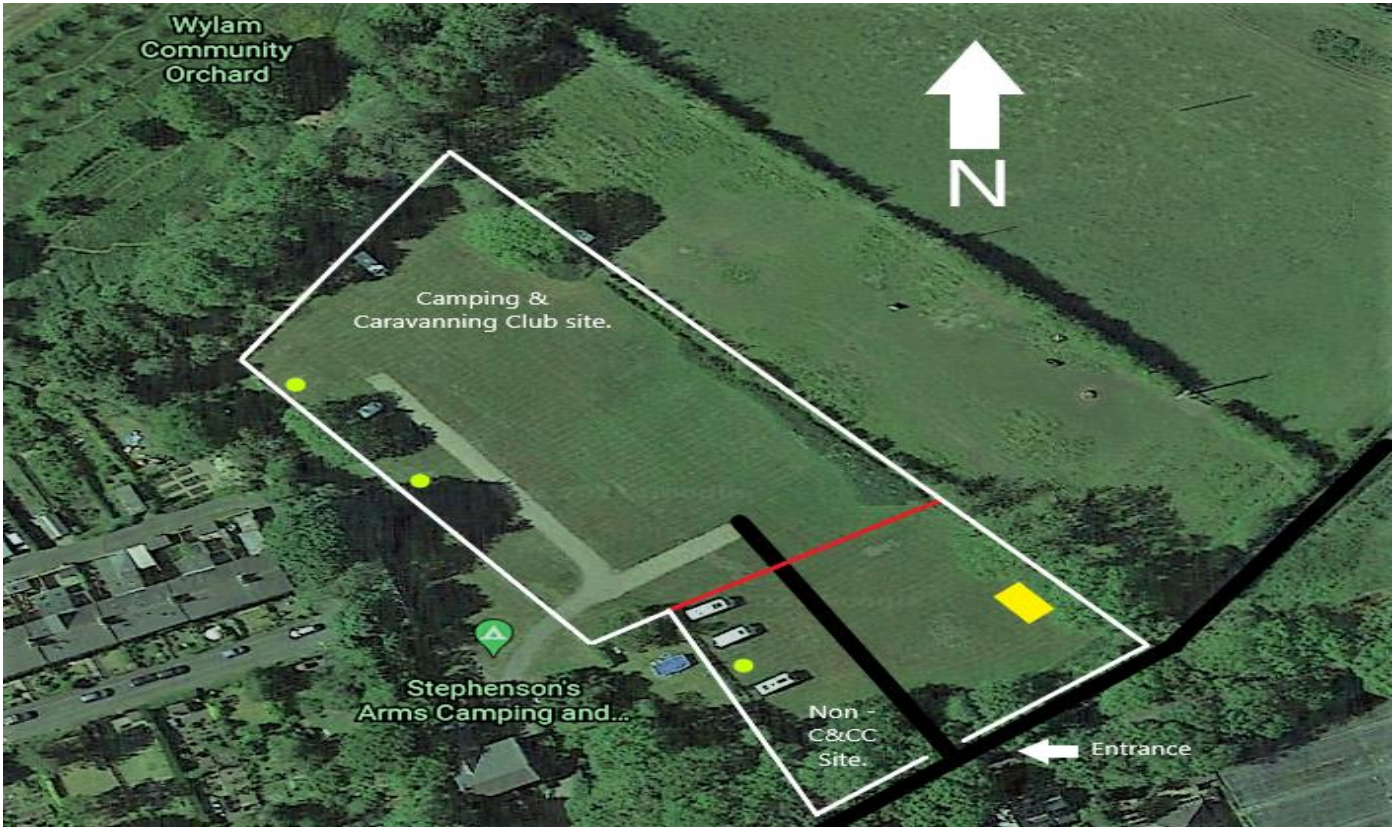
Paying.

We ask that you pay before arrival and we support contactless payment methods (we can't use a card machine due to poor signal). But you can pay using a bank transfer to the following details: -

- Name - 'Wylam Camping and Caravanning'
- Account number – 21537031
- Sort code - 04-06-05.

Please give you Camping & Caravanning club membership number or surname as the reference.

Site map.



Please see above a map of the site.

We have a new entrance and there is no longer access to the site from the Stephenson's Arms property and is shown as the black line entering the site from the track.

The Yellow dots are our electric hook up points. Each point has 4 outputs.

We have two distinct sites in the field separated by the red line on the map. The Camping and Caravanning Club site itself and an area we have for our long-term stayers that is separate from the Camping and Caravanning Club site (it is separated by a picket fence on the ground).

If you are interested in becoming a long-term stayer, then please contact us via email for further information.

The yellow square shows where our toilets and shower are with a separate water point and outside chemical toilet disposal area for grey/black water.

Please note that everything outside the white box doesn't constitute a part of the site. This is seen from the site as everything that is fenced off.

The refuse area is next to the entrance with both recycling and rubbish wheelie bins.

Refuse & Recycling.

We have 4 bins for general waste which are green and 4 bins for recycling that are not green.

For recycling the council accepts: -

- Paper
- Cardboard
- Empty drink and food cans
- Plastic bottles
- Empty aerosols

The council does NOT accept: -

X Glass X
X Plastic bags (including bin bags) X
X Hot Ashes X
X Waxed cartons X
X Domestic waster X
X Food waste X

If any of the above is placed in the recycling, then they may not accept it and the bins won't be emptied.

If you require bags, then we have attached some complementary ones to the bins for your use.

The toilet.

Please do not flush anything other than human waste and toilet paper in the toilet.

Please, under no circumstances flush baby wipes etc down the toilet.

We clean the toilets every day and anything left in the toilets during the cleaning process will be removed for the benefit of our other guests.

We do ask that you help, be considerate and clean after yourselves. We do leave some cleaning products out to help you with this.

The shower.

The shower has heated water and is basic. To use then please turn the valve clockwise.

To make the water hotter then please only turn the valve a fraction (as it limits the amount of cold water added to the hot).

We clean the shower every day and anything left in the shower during the cleaning process will be removed for the benefit of our other guests.

We do ask that you help, be considerate and clean after yourselves. We do leave some cleaning products out to help you with this.

Grass cutting.

To maintain the site, we aim to cut it every Wednesday or Thursday (weather permitting) as these tend to be our quietest days.

If you are staying with us during these days, then please be patient as it takes a few hours to complete and we may need to unplug you from the EHU points to ensure no cables are cut.

Daily routine.

Tom, Andy or Ian will either be on site or visiting the site throughout the day to make sure you are enjoying your stay and to perform their daily tasks (cleaning the shower and toilet blocks, litter picking, checking in etc).

During the checking in process, they will be checking your Camping and Caravanning Club membership numbers that were given during the booking process to ensure that only members are on the Camping and Caravanning club site. If you do not have your membership card with you then you can access it via the Camping and Caravanning Club website or mobile app.

Poor weather and recovery.

We have no hard standing pitches and we sometimes do have very poor weather. When the ground is inclement, we do recommend that once you arrive you do have a walk around to see if there is a suitable grass pitch for you and your unit to ensure that you won't get stuck (as we no longer have a recovery vehicle).

If you do find that you do get stuck, then please call us on 07341436439 and we'll look to recovery you via various means.

Questions or queries.

If you have any questions or queries before or during your stay then please don't hesitate to contact us via phone/text/what's app on [07341436439](tel:07341436439) or via email stephensons.arms.camping@gmail.com.

Few final points for your information.

Our site is basic, but we are constantly looking at ways to improve.

Sometimes when you visit there may be ongoing works or maintenance either on site or next to the site and ask for your patience and understanding if this does happen during your stay.

We are next to a nursery school, forest school and primary school. If you have any concerns about noises from these then, please let us know.

Please remember that we are a family run business, but the site is not our full-time job. If you have any issues during your stay, we again ask for your patience and we will try to resolve the matter.

We ask that all guests follow the member's code of conduct during their stay. A copy of which can be found on

<https://www.campingandcaravanningclub.co.uk/aboutus/policies/uk-camping/club-sites/>

The house, garden, nursery and the forest school are private and ask that you respect that and refrain from interacting from the children as it is the family home of Louise and Matthew.

Finally.

We hope you enjoy your stay with us.

From

Tom and the rest of the family.