



Thorpe Farm Centre Touring Rules and Regulations

We ask that you adhere to these rules whilst on your Caravan or Camping holiday at Thorpe Farm to ensure that all site users have the best experience possible.

Please be aware that Thorpe Farm is a working farm and all areas of the farmstead are strictly out of bounds to the public for your own safety.

Occupiers are responsible for their own conduct and the conduct of their children who should be supervised at all times.

We expect everyone to have courtesy, respect and consideration at all times to neighbour's and caravan owners. Bad language, unruly and intimidating behaviour will not be tolerated.

Failure to comply with the park rules will lead to eviction from the park. In these circumstances the company shall not be under any liability to the persons involved and shall be discharged from further performance of its obligations. The management reserves the right to refuse admission to any person, caravan or vehicle and the management reserves the right to evict anyone at any time if their behaviour is deemed to be unacceptable.

1 – Fire

All caravans must be fitted with a fire extinguisher. In the event of fire:

1. Ensure the caravan is evacuated.
2. Raise the alarm
3. Call the fire Brigade.
4. Alert the park owners

2 – Reception in the Shop

The Reception and Farm Shop are open 9.00am to 5.00pm Monday to Sunday (Thorpe Farm reserves the right to change these times should it be necessary). The Cafe / Restaurant is open 9am - 4:30pm Monday - Sunday. During the summer months extended hours may be offered and in the Spring/Winter months shorter hours may apply. Opening times will be published at the entrance to the premises.

Emergency Telephone Numbers:

Owner – Paul Barks – 07909 910255

Warden - 07780 693781

Barnard Castle Surgery Appointments – 01833 690408

Barnard Castle Tourist Information – 01833 690909

Local tourist information is available at the Shop. For more information on the area, please do not hesitate to ask the Site Manager.

3 – Arrival/Departure

Pitches are available from 1pm on the day of your arrival. You are requested to vacate your pitch by 11:00 am on your day of departure. If you wish to extend your stay, please contact the Shop or Park Manager before 10.00 am on your expected departure date. If it is possible to extend your departure time there will be a charge.

4 – Late Arrivals

If you know you're going to arrive later than 5pm, please give us a call at least 24 hours before your arrival day. We can then allocate any requested Electric and update you with the procedures. The warden will give you a call before your estimated arrival time and take you to your pitch.

If you arrive after the Reception opening hours, please call the telephone number located on the external door and a member of the team will meet you and take you to your pitch.

5 – Pitches

Please note that when pitching your caravan, due to fire regulations, there must be at least three metres between an awning and a neighbouring caravan. For tents, or caravans without an awning six metres is required. You will be asked to re-pitch if these distances are not adhered to. One windbreak is permitted per pitch, with a maximum of six poles.

Gazebos are permitted with an additional cost.

6 – Caravans Awnings

The use of Electric heaters in awnings is strictly forbidden

7 – Insurance

Thorpe Farm Caravan Park accepts no responsibility for loss, damage or theft of any property, including vehicles, caravans, and contents thereof.

Customers must ensure that they have adequate insurance and their property is secured at all times.

8 – Speed Limit

The speed limit on-site is 5mph. As there are often young children playing, we ask you to take special care when driving on-site.

9 – Cars

Only one vehicle is allowed per pitch. Extra cars must be parked in the car park. Please remember the 5mph speed limit.

10 – Commercial Vehicles

Parking of Commercial Vehicles on site must be discussed with the owner prior to coming on site.

11 – Electric Vehicles

Electric vehicles must not be charged anywhere on site including your pitch electric point. Please use the nearest electric point at Greta Bridge.

12 – Generators

Generators are not allowed on site.

13 – Barbecue & Fire Pits

Barbecues and Fire Pits may be lit provided they are in enclosed containers and raised off the ground. Please ensure the smoke and fumes do not annoy other site users. Fires must be extinguished by 10.30pm. Do not forage for wood, wood is sold in the Farm Shop.

14 – Dogs

At Thorpe Farm we offer a dog-friendly caravan and camping holiday. However we request that dogs must be kept on a leash at all times whilst on-site. Please be courteous and always clean up after your dog. There is a maximum of two dogs per pitch.

Our dog walking area is superb so please feel free to have a wonder with your dogs, where they can run free but please remember to clean up after them and respect other walkers who may not be as dog friendly!

15 – Wildlife & Vegetation

Please do not feed the animals in and around the site.

Respect for the flora on the park is expected. Please do not allow children to climb, break or otherwise damage the trees and bushes

16 – Noise

Please keep noise at a level which will not disturb other site users, quiet from 10pm around your caravan, awning or tent and silence during the hours of 11pm until 7am.

17 – Walking, Cycling & Motorised Toys

Cycling is permitted on site and on the adjoining bridleway. Motorised toys must adhere to the speed limit of 5 mph and must be supervised at all times by a responsible adult. Quad bikes are not allowed on site.

We have a great selection of walks ranging from 1 mile to 8 miles starting and finishing at Thorpe Farm.

As well as the Heritage wood walk, which is approximately 1 mile long we have an underpass across the side road that takes you under the A66 giving you access to many walking and cycling routes. A map is available from the shop for those who are interested.

18 – Cleanliness

We make every effort to keep the site facilities clean and tidy and ask for your assistance in maintaining this standard by using the refuse bins and chemical disposal points provided, and by leaving all facilities clean after use. Please adhere to all the signage around this point. Please report any issues to reception, either in person or by calling 01833 627242.

19 – Rubbish Disposal

All rubbish and waste must be disposed of at the refuse area. Please do not allow your children to play in or around the toilet block or the waste disposal areas.

Do not put any foreign items into the drainage system, including cleaning cloths, diapers, sanitary towels, condoms, cooking fat, engine oil, grease, or paint. Please use the Elsan point provided for emptying toilet waste from Elsan cassettes or “overnight” buckets

20 – Visitor(s)

If you are expecting any visitor(s), please be reminded that they should park in the main car park. Visitor(s) are required to sign in using the visitor(s) form, collect your visitors pass and pay the standard fee of £10 per person in the Farm Shop/ Reception area. All visitor(s) must leave the site by 9.00pm (No Exceptions).

21 – Play Areas

The use of the play areas are entirely at the users risk and children under 10 must be supervised by an adult at all times. Please remind your children that respect for the equipment and others using the play area will be expected. If damages or breakages to equipment occur from misuse charges will be applied. Please inform the management should this occur. Children must leave the play areas at dusk or 10.00pm at the latest.

22– Amenity Block and Rockery

Children must be accompanied and supervised by an adult at all times. These facilities are NOT to be used as a play area for children.

Keep off the rockery outside the Amenity Block. Please do not climb on the boulders on the rockery or run through the shrubs or plants on the rockery.

23 – The Pond

Children must be accompanied at all times when near the pond. Paddling and bathing in the pond is dangerous and strictly prohibited.

24 – Drugs & Alcohol

Please drink responsibly, excessive drinking will not be tolerated, and illegal substances are strictly prohibited on site.

25- Electric Card

1 – Loss of Electric Meter Card

The electric metre card is the pitch owner's responsibility and not Thorpe Farm's, there will be no refund for any credit on any lost cards. Replacement cards will cost £2.00 and can only be programmed in the Courtyard.

2 – Tampering with Electric

All electric infrastructure on Thorpe Farm is owned and maintained by Thorpe Farm staff and certified contractors. All seasonal pitches are supplied with 10 amps. If there is any sign of tampering with the electrics on a pitch, management reserves the right to immediately remove the pitch holder from site without any refunds.

If you plan to leave the site before the Farm Shop/Reception opens at 9am, please drop your electric card into the deposit box located next to the barrier.

3-Early Departure

Please note that any remaining balance on the metre or card will not be refunded.

27 - Photography

We take photos and videos for promotions and sometimes allow third-party filming. If you don't want to appear in any material, pay attention to notices or instructions during shoots. No photography is allowed in the children's play area, wash blocks, and reception/shop. If someone expects privacy, get their permission before taking their photo, like in accommodation or on a pitch.

26 - Damage to Tourers

Guests must report any damage to their property to the warden immediately, providing details of how it occurred. We'll contact guests in writing once we're aware of the incident. If we're responsible, we'll ask for a repair/replacement estimate. We may request alternative estimates if the cost seems unreasonable. If we're found negligent, we'll reimburse repair/replacement costs, pending agreement on estimates or proof of value. We won't cover damage caused by other guests or third parties (unless acting on our behalf), due to data protection laws.

27 - Liability

We accept no liability for any injury, loss, or damage to property, people, or pets on our site due to events beyond our control. This includes subsequent injury, loss, or damage resulting from such events. Events beyond our control include, but are not limited to:

- Fire
- Adverse weather (flood, storm, hail)
- Explosions
- Break-ins, theft, or criminal damage
- Riots or industrial action
- Natural or nuclear disasters
- Epidemics or pandemics
- War or threat of war
- Actual or threatened terrorist activity

We cannot be held responsible or provide compensation for events beyond our control.

We accept no liability for any accident, injury, loss, or damage to any property, people, or pets on our site unless proven to be due to our negligence.

- Guests are responsible for their belongings during their visit. **(to finish)**
Securely lock your accommodations and vehicles, and keep valuables out of sight when unattended.

28 - Refund Policy

Full booking refunds will be paid when more than 14 days notice of the arrival date is given to Thorpe Farm Holiday Park. A 50% refund will be made for notice between 8-14 days of the arrival date. There will be no refund for any requests made within 7 days of the arrival date.

14< days = Full refund
8-14 days = Half refund
<8 days = No refund

Any questions please contact reception on 01833627242.

29 – Terms and Conditions

The Site Manager reserves the right to exclude customers for breach of our terms and conditions.

The management reserves the right to remove any person or property who in its opinion is not suitable to use the Park, or whose behaviour is considered by the management to be detrimental to the interests of other guests.

The Management reserves the right to change and amend these rules and regulations at any time, should it deem necessary.

Failure to comply with the park rules will lead to eviction from the park. In these circumstances the company shall not be under any liability to the persons involved and shall be discharged from further performance of its obligations. No refunds will be issued, should you be asked to leave.

By staying at Thorpe Farm Caravan site you will have agreed to comply with our site rules.

28 – Data Protection

All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.