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Trust

# Castle Ward



**Caravan Park & Pods**  
**Accommodation Guide**  
**NITB 4★ Rating**



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### Where is the nearest town or village?

Castle Ward is approximately 2 miles from Strangford Village and approximately 8 miles from Downpatrick. Downpatrick is the larger town and has much to offer in terms of shopping and eating out. It boasts a cinema, leisure center, kids indoor play center and a museum (Down County Museum). Strangford is a picturesque village on the shore of Strangford Lough that offers family friendly pubs and quaint shops.

### Where is the nearest bus stop?

There is road side bus stop at the entrance to the main estate to Castle Ward or in Strangford village.

### Do you accept trailer tents/caravans/campervans?

You can bring your tents (there is no electrical hook up for tents) and Caravan/Campervans with electrical and water hook up (please note that there is a central chemical waste disposal facility and drainage area for caravans/campervans). We can accommodate trailer tents but they have to be manhandled on to the pitch.

### Do you have laundry facilities?

A laundry and small drying room are available on site. Machines are token operated - Tokens for the laundry machines are available for purchase in the caravan park office. (£3 each per wash/dry)

### What places are there to visit nearby?

We have many NI properties within easy driving distance, such as Murlough Nature Reserve, Mourne Mountains Rowallane Gardens and Mount Stewart. There are countless other attractions nearby such as Exploris, Down County Museum, Eclipse cinema, S Patrick Centre and many more.

### Do you take credit card payments?

Yes, we accept most credit and debit cards (with the exception of American Express).

### Are you open all year round?

We are open all year except two weeks annual maintenance in January when the site will be closed.

### I am staying in a pod, what do I need to bring

Think of the pod as a replacement for your tent. You will need everything you would bring for your tent, apart from the tent itself.

### Can I have a fire or barbecue?

We don't allow fires, but you are welcome to use a barbecue as long as it is raised off the ground.

### Can under 18s stay at the site

Under 18s must be accompanied by an adult.

### Do I have to pay for the showers?

No deposit is required for bathroom keys. If keys are not returned there will be a charge of £10 per key.

### Can I park my car by my tent

To protect the natural beauty of the site, parking is available beside tent pitches **one vehicle per tent**. (Please see warden for allocation)

## Caravan Park FAQs

Here are some answers to the most frequently asked questions about Castle Ward Caravan Park.

### Where is the nearest food shop?

The nearest grocery store can be found in Strangford Village which is only half a mile from the site.

Strangford Village is a 5 minute drive away and offers two small grocery stores, including a Spar with a post office inside (Shop open 7.30am – 9.30pm weekdays 8.00am – 9.30pm weekends) and Mace (Open 9am - 11pm every day). The nearest large Supermarket is Asda in Downpatrick (15 - 20 minute drive) on the far edge of town.

### Where is the nearest pub/restaurant?

There are two excellent country pubs one with a restaurant area within a two-mile radius of the site. The Whole in the wall (pub), The Cuan (pub/restaurant) and Lobsterpot (pub/restaurant) on the A25, can be reached on foot from the campsite (approximately 20 minute walk along a narrow footpath. Please note this isn't a foot path the whole way and you will have to cross the main road to reach the connection footpath), or a five minute drive away.

Downpatrick also offer extensive choices for eating out.

### Where is the nearest bank?

The nearest banks with cash machines are in Downpatrick (Ulster Bank, First Trust, Danske Bank, Santander and Bank of Ireland). There is a cash machine (which may charge) in the Mace and Spar shops in Strangford. There is also a cash machine out on the main road near the barbers. (Between the barbers & The Cuan)

### Do you take bookings?

Yes, you can book online.

### Do you accept dogs?

Well-behaved dogs are welcome at Castle Ward site but must be kept on leads at all times. Dogs should be exercised away from other campers and any mess cleared up immediately.

### Do you hire freeze packs?

No

### Do you exchange gas cylinders?

No however the Mace in Strangford will be able to do this.

### Where are some good walks/cycle trails for families?

There are 4 trails each with different lengths in Castle Ward Estate, which are suitable for families walking and cycling. We have maps and guidebooks in the caravan park office and our staff are very happy to advise on local routes.

## Caravan Park NITB 4★ Rating

Situated on the 820 acre walled demesne. The caravan park consists of 28 hard stand sites all serviced with electric & water. Laundry facilities with two washing machines and tumble dryers & stand off drain for Camper Vans.

With breath taking views of Strangford Lough explore the many trails that wind their way through atmospheric woodlands, gardens and parkland and discover how the Ward family discovered this amazing demesne over a four hundred year period.

Enjoy local activities such as the adventure playground, the barn and Victorian playroom or take a walk around Castle Ward Mansion & Gardens. You can enjoy activities such as kayaking, archery, climbing wall or different water sports with Clearsky Adventure.





# Castle Ward Caravan Park 2017

## Pitches & Pricing

BASIC PITCH PRICE is based on season, pitch type and tent size as follows:

### Pitches

- 10 bookable tent pitches – No electric and water hookups
- 2 standard pods (2 adults and 1 child) and 2 family pods (2 adults and 3 children)
- 27 hardstanding caravan pitches with electric and water hookups

### Pricing

Our pricing structure is set out below. To obtain a quote and book your stay, please go to our online booking page: <https://www.nationaltrust.org.uk/castle-ward/features/places-to-stay-at-castle-ward>

Tents & Caravans - The total cost is made up of: **BASIC PITCH PRICE**

Basic tent pitch price includes 1 tent, 1 car or motorbike.

Basic caravan pitch price includes the caravan and 1 car or motorbike.

Basic Pod pitch price includes 1 car or motorbike.

### High Season is:

1<sup>st</sup> March 2017 to 31<sup>st</sup> October 2017 (inclusive)

### Low Season is:

1<sup>st</sup> January to 28<sup>th</sup> February and 1<sup>st</sup> November 2017 to 31<sup>st</sup> December 2017 (inclusive)

### Minimum stay

There is a minimum stay of two nights during Bank Holiday and Castle Ward events.

**Please note: There is an admission point at the Caravan Park.** Visitors can receive free admission to the property if they become a member.

Visitors	Low Season	High Season
<i>(pay normal admission)</i>	<b>Rates</b>	<b>Rates</b>
Small Tent (1 adult)	£20.68	£22.68
Small Tent (2 adults)	£28.86	£30.86
Large Tent (1 adult)	£24.68	£27.68
Large Tent (2 adults)	£32.86	£35.86
Large Tent (family)	£36.95	£39.95
Caravan (1 adult)	£27.68	£28.68
Caravan (2 adults)	£35.86	£36.86
Caravan (family)	£39.95	£40.95
Members	Low Season	High Season
<i>(receive free admission)</i>	<b>Rates</b>	<b>Rates</b>
SMALL TENT	£12.50	£14.50
LARGE TENT	£16.50	£19.50
CARAVAN	£19.50	£20.50

- You must not use the caravan/camping pitch or pod for any dangerous, offensive, noisy, illegal or immoral activities or carry on any act that may be a nuisance or annoyance to us or any neighbors.
- You must comply with any general regulations relating to our site. These can be found displayed in the wardens office.
- Barbecues are permitted, provided they are raised off the ground.
- For fire safety, cooking for pod residents is permitted in the designated area only and must be raised off the ground. Please do not use gas stoves or naked flames inside the pod. Cooking inside tents or pods is NOT permitted and can be lethal due to carbon monoxide poisoning.
- Smoking is not permitted in or around the Pods.
- We ask all campers to be quiet between the hours of 23.00 and 07.00 and refrain from excessive noise at all other times.

### Right to evict

We reserve the right to ask any camper/s to leave who present a danger, menace or disturbance to other campers including excessive noise and failure to adhere to campsite regulations.

### Arrival and Departure

- Arrivals are from 2pm until 8pm and all pitches and pods must be vacated by 12noon on day of departure.
- Any stay that extends beyond this period will be subject to a charge for any additional day/s.
- If you have a booking and arrive after the shop-reception has closed, please ring the duty ranger on 078 2799 3231
- If staying in a pod, you will be issued with a set of keys to the pod on the first day of your stay. Please return them before you leave or you will incur the cost of a replacement set.

### Pets

- No pets are allowed inside the pods, except assistance dogs.
- Dogs should be kept on a lead at all times and exercised away from the main camping areas. You are responsible for any mess, which should be cleared up and disposed of immediately.

### Comments & Complaints

Every reasonable care will be taken to ensure that the pitch or pod and also site amenities are presented to a high standard. Should you find any cause for complaint, please immediately contact one of the campsite staff, so that reasonable steps can then be taken to rectify the problem.

National Trust will not normally make any refunds in respect of complaints made after the Visitor's departure from the campsite if the Visitor did not make the problem or complaint known to staff during the Visitor's stay. A comment form may be completed and left at the campsite reception. All complaints made after the Visitor's departure should be made in writing by post or email to:

Jacqueline Baird - General Manager

or

Andrew Russell - Operations & Accommodations manager National Trust

Castle Ward

Strangford

Co Down

BT30 7LS

Email: [Jacqueline.Baird@nationaltrust.org.uk](mailto:Jacqueline.Baird@nationaltrust.org.uk)

[andrew.russell@nationaltrust.org.uk](mailto:andrew.russell@nationaltrust.org.uk)

# Castle Ward Caravan Park & Pod Terms and Conditions 2017

## Booking and Payment

- Full payment is required at time of booking to confirm the booking. Payment can be made either by debit or credit card.
- Bookings can be made up to 24 hours in advance of the day of arrival.
- Special requests, including requests for adjacent camping pitches, must be indicated to us at the time of booking, and cannot be guaranteed.
- Any changes to tent size or equipment specified at the time of booking will be classed as an amendment to your booking. We cannot guarantee we will be able to accommodate changes to the booking and you may be charged extra.

## Cancellations and Refunds

You may cancel the reservation at any time. If a cancellation occurs the following refund policy applies:

- Cancellation up to 1 month before arrival – 100% refund
- Cancellation between one month and 14 days before arrival – 50% refund
- Cancellation in last 14 days before arrival – no refund
- Refunds will not be given if you decide to cancel your booking or leave the campsite early due to inclement weather, illness or other reasons beyond your control. We recommend that you buy holiday insurance to compensate you in these circumstances.
- We may have to cancel or change a booking in a significant way due to events beyond our control. If this occurs, we will return to you any money paid in respect of the booking, for the part of the holiday affected but will not otherwise be liable for any loss caused by cancellation or alteration.
- Transfers will no longer be permitted

## Extreme Weather

In the event of a Meteorological Office Severe Weather Warning for the area of the site, or any unpredicted severe weather event, the site may be closed by the Manager on duty. In this event, the pitch or pod will need to be vacated to comply with our Health and Safety procedures. In this instance a full refund for the remainder of your stay will be offered. We will accept no responsibility for finding alternative accommodation and exclude any liability for any cost incurred by you in relation to any alternative accommodation.

## Occupation Limitations

Occupation for pods is limited to two adults plus one child for a standard pod and two adults plus three children (under 18) for a family pod.

## Your Obligations

- If camping, please ensure that your tent is six metres (about seven paces) away from adjacent accommodation. If you bring more than one tent with you, these also need to be spaced six metres apart.
- Breakages and damages must be reported as soon as is reasonably possible and we may charge you for any camping pitch, facility or site amenity destroyed or damaged.
- We may charge you for the relevant costs if extra cleaning is required.



## Pricing Notes

Tent Sizes	Small Tent	3m x 3m, sleeping up to 2 people
	Large Tent	5m x 5m, sleeping up to 8 people (max 4 adults)

## Gazebo / Mess Tent / Pop Tent

Classed as another structure and you must book and pay large tent fee if required. Pop up gazebos will not be charged if no sides are used. ie roof only as weather protection.

## Pods

**TOTAL POD PRICE** includes the pod plus 1 car/motorbike and:  
 maximum of 2 adults plus 1 child in a standard pod  
 maximum of 2 adults and 3 children in a family pod

Price is based on pod size as follows:

Pod Type	Rates	
	Sunday to Thursday	Friday/Saturday/Bank Holidays
STANDARD POD (2 adults & 1 child)	£36.00	£41.00
FAMILY POD (2 adults & 3 children)	£46.00	£51.00

**2017 Bank Holidays (higher rate per night)**  
 1st January, 17<sup>th</sup> March, 26<sup>th</sup> March, 14<sup>th</sup> April, 17<sup>th</sup> April,  
 1<sup>st</sup> May, 29<sup>th</sup> May, 18<sup>th</sup> June, 12<sup>th</sup> July, 28<sup>th</sup> August,  
 12<sup>th</sup> November, 25<sup>th</sup> December, 26<sup>th</sup> December

## National Trust Members

National Trust campsites are part of National Trust Enterprises Ltd, the commercial arm of the National Trust. As such, we're sorry but there are no reductions on fees for members. All profits generated from the campsites and other Enterprise businesses are ploughed directly back into the Trust's conservation projects.

# Castle Ward Caravan Park and Pods

## Campsite Site Rules

### Arrival Times

After 2.00pm and before 8.00pm

If you're arriving at our campsites without booking in advance, we recommend you aim to arrive at the beginning of the times above to secure a pitch, or to phone ahead for information.

Visitors must register at reception (before pitching).

If you have pre-booked with us and circumstances beyond your control prevent you from arriving within these times, please contact the campsite on 07827993231 and staff will do their best to assist.

### Departure times

Please leave by 12 noon on your day of departure. If you wish to extend your stay, please inform reception before 10am (reception is open from 8am every day).

**Group Bookings - Unfortunately we do not cater for groups.**

### Pitches

When pitching, on arrival on site, please ensure that your tent/caravan is six metres (about seven large paces) away from adjacent accommodation.

Please pitch tents only in the Central reservation. A small tent is defined as a two man tent. Our tent pitches are for a small tent 3 metres x 3 metres and for a large tent 5 metres X 5 meters, any tents bigger than this will be charged accordingly.

### Caravans

All caravans and tow vehicles must be reversed onto the pitch. No awnings or canopies are permitted on pitches 7, 8, 9, 10, 11.

### Camping Pods.

As the Pods are an integral part of the Caravan Park the same terms and conditions apply. Guests will require all camping equipment. Please bring your own beds/bedding, general camping items and a torch.

No cooking or smoking is permitted inside the Pods. You may barbeque on the designated area outside the Pods.

Access to the general estate from the Pods is not permitted. The placement of the Pods means that access is not suitable for those with limited mobility.

### Minimum stay

There is a minimum stay of two nights during Bank Holiday and Castle Ward events.

### Parking

**Caravans** – Vehicles parked only in designated caravan bays around the perimeter.

**Tents** – Parking is available beside tent pitches on the perimeter of the Central Green one vehicle per tent.

**Pods** – Parking is situated on Strangford Avenue and is limited to one car per POD.

**One-way system** – All to adhere to the one-way system while on site.

### Dogs/pets

Dogs are welcome on site (maximum of two per party), but please notify us at the time of booking. Keep them on a lead at all times and please clean up after your dog, promptly.

Dogs are not allowed inside the pods, except assistance dogs however you must notify us at time of booking if you are bringing an assistance dog with you.

### Quiet please

We ask that our visitors are considerate to their neighbours at all times, but 'quiet please' between 11pm and 7am.

### Fires/Barbecues

For obvious reasons, campfires are not allowed, but barbecues are permitted, provided they are raised off the ground.

### Safety

Cooking inside tents or pods is NOT permitted and can be lethal due to carbon monoxide poisoning.

No Chinese lanterns or naked flames are permitted. No rope swings are to be erected in the surrounding forest.

### Smoking

Smoking is not allowed in or around the pods.

### Special requests

Special requests, including requests for adjacent camping pitches, must be indicated to us at the time of booking, we will always do our best to honour them but they cannot be guaranteed.

### Problem or complaint

Every reasonable care will be taken to ensure that the camping pitch, pod and also site amenities are presented to a high standard. Should you find any cause for complaint, please immediately contact one of the campsite staff, so that reasonable steps can then be taken to rectify the problem.

National Trust will not normally make any refunds in respect of complaints made after the Visitor's departure from the campsite if the Visitor did not make the problem or complaint known to staff during the Visitor's stay. If you supplied an email address at the time of booking, a survey will be emailed to you for your comments after your stay. Alternatively, a comment form may be completed and left at the campsite reception. All complaints made after the Visitor's departure should be made in writing by post or email to:

Jacqueline Baird – General Manager

Or

Andrew Russell – Operations Manager

National Trust

Castle Ward

Strangford

Co Down

BT30 7LS

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