

Stonehaugh Campsite

The Old Farmhouse, Stonehaugh, HEXHAM, NORTHUMBERLAND, NE48 3BU

Summary

STAR RATING

★★★

SCHEME

Camping & Caravanning

QUALITY SCORE

74%

VISIT DATE

16 June 2025

VISIT TYPE

Day Assessment

CONTACT

Rupert and Lisa Owners

A consistent result from the recent assessment visit. Stonehaugh Campsite has once again been rated as a Three Star Camping and Caravanning Park, according to VisitEngland Tourism Standards, with a score of 74%.

The park's overall score aligns with its rating, with all individual areas meeting the expectations at this Star level.

It is very encouraging to note cleanliness levels remain at a high standard.

Opportunities to further enhance the quality score are available and are detailed in the 'Potential for improvement' section of this report.

The owners Rupert and Lisa were not on site at the time of the visit this year.

It is anticipated that they remain satisfied with retaining the current rating, which seems well-suited to the park and its clientele.

This is a well-presented park, ideally located for exploring the local area around Hexham area, its nearby villages and the many activities available in the area.

Quality Rating

How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of Three to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

3 STAR	4 STAR	5 STAR
60% - 74%	75% - 86%	87%-100%

There are three levels of quality ranging from Three to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas.

Sectional Consistency Requirements

No section to be more than one star rating band below the overall rating.

The exception is "Cleanliness" which must be of at least the same standard as the overall rating.

	SCORE	PERCENTAGE	RATING
Cleanliness	32	91%	5 Star
Reception	5		
Campers' Kitchen/BBQ/Picnic Tables	4		
Park Grounds	5		
Refuse & Recycling Areas	5		
Male Toilet/Washing Facilities	4		
Female Toilet/Washing Facilities	4		
Touring Facilities	5		
Reception & Reception Services	29	82%	4 Star
Exterior/Frontage	4		
Décor & Flooring	5		
Fixtures/Fitting/Furnishings	4		
Lighting	4		
Space/Comfort/Ease of use	4		
Tourist Information	4		
Welcome/Arrival Procedures/Guest Info	4		
Park Grounds	35	70%	3 Star
Lighting	3		
Signage	3		
Fire Points	4		
Road Surfaces & Paths	3		
Refuse Disposal (inc. recycling facilities)	4		
Campers' Kitchen/BBQ/Picnic Tables	4		
Landscaping	4		
Grounds Maintenance	4		
Park Layout	3		
Car Parking/Late Arrival Facility	3		
Toilet & Washing Facilities	26	65%	3 Star
Exterior/Frontage	3		
Décor	3		
Flooring	4		
Lighting	3		
Heating/Ventilation	2		
Fixtures/Fittings (WCs & Basins)	4		
Fixtures/Fittings (Showers)	4		
Space/Comfort/Ease of use	3		
Touring/Motorhome/Camping Pitches	19	63%	3 Star
Pitch Layout & Spacing	3		
Pitch Quality & Maintenance	3		
Electric Hook-ups	4		
Water Points/Grey Water Disposal	3		
Chemical Water Disposal Points	3		
Washing Up Facilities	3		

Cleanliness

Cleanliness across the park remains at a very good standard.

Reception & Reception Services

The reception area (Not seen internally this visit) remains to a very high standard. It is well stocked with essential items visitors may have forgotten, along with useful local information.

Clear directional signage guides guests upon arrival, and a designated parking bay is provided for convenience.

The welcome handout given at check-in contains comprehensive details about the campsite, local amenities, and all necessary emergency contact information.

Additional park and local tourist information is prominently displayed at the entrance to the amenity block, offering excellent promotion of nearby attractions and events.

Park Grounds

The park is situated within an internationally recognised Dark Sky area, resulting in minimal light pollution and offering excellent opportunities for stargazing. Practical lighting is provided at the amenity block, while reflective strips on bollards and solar stick lights along the track from the village help illuminate pathways after dark.

Signage is intentionally discreet to suit the rural setting, with clear reception signage visible on arrival. Fire points are well maintained, each clearly marked with emergency contact information.

Natural road surfaces are in keeping with the surroundings and are generally well maintained. Good to see potholes on the approach road have been filled. Grass areas are neatly presented at the time of the visit. Picnic benches and tables are thoughtfully positioned throughout the park for guest use.

Bin areas are enclosed in wooden screens for a tidy appearance, and all bins are fitted with secure lids. Recycling is actively promoted, and gravel bases support effective drainage.

Boundary fencing is in good condition, and the surrounding natural landscape contributes significantly to the site's appeal. The park uses renewable energy sources—including solar and wind power—to supply hot water for the showers and electricity for lighting.

A solar panel installation helping to offset rising utility costs in the future.

Toilet & Washing Facilities

The cedar-built amenity building retains its natural timber finish, which continues to weather attractively, giving the exterior a graceful silvery appearance. Some painted sections have been recently refreshed.

Inside, timber finishes on the walls and doors are complemented by waterproof panels in the shower areas and above the wash hand basins. These surfaces are well maintained and presented to a high standard. The quarry-tiled flooring is both practical and easy to clean.

Lighting within the shower cubicles has been upgraded. Additional lighting above mirrors and in key task areas could be considered to further enhance functionality. Ventilation is provided via opening windows, although no heating is currently installed.

Fixtures and fittings are in good condition, and the stainless steel wash basins offer a durable, practical solution. The family bathroom—with a bath, toilet, and wash hand basin—features the same high-quality internal finishes.

Touring/Motorhome/Camping Pitches

All pitches on site are grass-based. While not individually numbered, this flexible layout allows for the accommodation of various tent sizes.

The hook-ups are of a practical, box-style design and are mounted on sturdy supports. Water points are equipped with reflective fittings to aid visibility after dark, and all are securely installed with effective soakaway drainage.

The Elsan point is of a basic design and enclosed by a low-level wall. For added comfort, especially during wet weather, it may be worth considering the addition of overhead cover. A tap, hose, brush, and hand sanitiser are all thoughtfully provided.

The pot wash area is located just inside the amenity block and includes a stainless-steel sink, complete with a washing-up bowl and drainage rack.

Website Feedback

www.stonehaughcampsite.co.uk reviewed.

Good to see the contact details are displayed on the home page on this mobile friendly web site. Good use of social media and with reviews being current and generally positive.

This is full of information and includes photographs of the site - most helpful for anyone requiring this information.

Provision of accessibility information is a key barrier to disabled people participating in tourism. It is therefore a scheme requirement to have accessibility information on your website, stating your venue's key accessibility features. Use the free VisitEngland questionnaires to help you identify the key accessibility features at your venue and promote them in the accessibility section of your website.

In addition, you are encouraged to provide detailed accessibility information, with the recommended format being an AccessAble Detailed Access Guide. Find out more via the AccessAble Your Accessibility Guide portal (not a scheme requirement).

or if need to give URL: <https://visitengland.youraccessibilityguide.co.uk/>

Potential for Improvement

The following to be considered to further enhance the guest experience and in turn raise quality scores going forward –

Mentioned previously but still relevant - Consider the use of an online availability and booking tool, sites such as Pitchup will give you more exposure and help drive online bookings.

The cigarette box outside the toilet block now looks very rusty and should be removed or replaced.

Please add more images to www.RatedTrips.com you can showcase up to 20 images (Currently only 5 displayed) and as a picture speaks a 1000 words this will be a worthwhile exercise. You can manage your own details yourself on www.Ratedtrips.com as long as you have your current password. If you need to reset the password or activate this for the first time, use this link <https://business.ratedtrips.com/user/member-login>

Please also take a look at the benefits available to you as a VisitEngland Scheme member-

RAW Ev Charging may well be beneficial to you moving forward – Fully funded options may be available to you www.rawcharging.com Email Jack jack@rawcharging.com Tel. Jack 07726676870

Clockwork Marketing – Hospitality Marketing Specialists www.clock-work.co.uk Email Pete pete.stevens@clock-work.co.uk Tel. Pete 01803872999

Please consider joining our Visitor Ready Free Scheme as this can be a useful addition and may help bring further enquiries - Details here www.visitorready.com/

Check out the Toolkit -

For essential guidance to help you improve your welcome for customers with accessibility requirements, check out VisitEngland's free Accessible and Inclusive Tourism Toolkit, which includes practical tips and action checklists specific to your business type: explore the toolkit now at www.visitengland.org/access

Highlights

A rural setting within the Wark forest area of Northumberland, easy access to a range of extensive paths and cycleways in the area.

The village of Stonehaugh is within easy walking distance which offers a local community hub and a playground which children can use while staying on the campsite.

Very good standards of cleanliness in evidence.

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Name Stonehaugh Campsite

Standard Holiday Park

Designator Camping and Touring Park

Rating 3 Star

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Specialities (optional)

These have not been awarded or assessed.

Useful Numbers

Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

VisitEnglandAssessmentServices@aamediaigroup.co.uk

Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediaigroup.co.uk

Useful Links

Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs and showcase your facilities.

<http://www.ratedtrips.com/update-your-profile>

Business Support

Advice and support for your business, including training opportunities and discounts.

www.ratedtrips.com/business-support

Participant Benefits

Exclusive offers and discounts to help your business

www.ratedtrips.com/participant-benefits

Participant offers and discounts



Discover more at www.ratedtrips.com/participant-offers

Got a question? – email us at contact@ratedtrips.com

VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.