

INTERNET CAMPGROUND RESERVATION POLICY

Council Resolution No. 100/15

Effective Date: May 1, 2015

Revised February 23, 2016

Revised: February 15, 2017

Section: Public Works
Administration

Purpose:

The District of Hudson's Hope Internet Campground Reservation Policy allows you to book a campsite so that you can travel to your favourite park or try something new with the confidence of knowing your site is assured. You can use this program to view site availability, and reserve a site.

Definitions:

The Internet Campground Reservations will be run through Checkfront online booking system. The following campgrounds are included in this reservation system:

- King Gething Park;
- Alwin Holland Park;
- Dinosaur Lake Park; and
- Cameron Lake Park

Camping Units mean a tent, camper, trailer, motor home or any other unit constructed, intended or equipped to be used as temporary sleeping quarters by travellers.

Policy Application:

The District will use the Internet Campground Reservation system for the purpose of allowing customers to reserve campsites in the District run campgrounds. Customers will be able to book campsites for the current year starting on May 1st of the year. A non-refundable reservation service fee of \$6.00 per night per campsite will be charged to a maximum of \$18.00 per booking. This fee covers the operational costs and ensures the reservation service pays for itself and is not subsidized by the taxpayers.

Procedures or Guiding Principles:

Rules and Regulations:

- Reservations will open for the season on May 1st annually at 9:00 am local time.
- Reservations are taken on a "first come-first served" basis and may be made online at www.hudsonshope.ca.
- Full pre-payment of all camping fees is required.
- The maximum stay in one campsite is seven (7) nights.
- Check out time is 11:30 am. Check-in time is 1:00 pm.
- There is a non-refundable reservation service fee of \$6.00 per night to a maximum of \$18.00 per booking.
- Approximately ½ of the campgrounds sites are available for reservation. The remaining sites will be

taken on a “first come–first served” basis and cannot be reserved. You can see which sites are reservable on our website.

- Season Pass holders will be provided with a promo code to make reservations, but will still be required to pay the non-refundable \$6.00 reservation service fee to a maximum of \$18.00 per booking..
- You may book only one camping unit per campsite at reservation. Additional camping units MAY be allowed if space permits, at the discretion of the campground attendants. IF allowed, a discounted fee of \$15.00 will be charged for each unit and must be paid by cash.
- Campground Attendants visit the park twice daily. Firewood can be purchased from the campground attendants for \$5.00 per bundle. Cash only.
- A reserved campsite is held until 4:00 pm on the day following the scheduled arrival date. At this time, the original reservation is cancelled and the campsite is released for resale.
- To help you plan your stay, we have added photos and campsite specific information. Please note there may be minor differences in the campsite information and photos may not be available for every site; these differences are not grounds for refunds. These details are intended to assist visitors to select an appropriate campsite when the reservation is made, and to receive their specific site when they arrive. If you want to camp close to a friend, near a trail or by the water, you can now select the site that meets your needs.
- Reservations need to be completed one day in advance. As the campground attendants are making bookings in the campgrounds at the same time, if there happens to be a double booking on the same day, the online reservation will be fully refunded or you can be moved to an agreed upon site. We will contact you as soon as possible if this occurs to remedy the situation.
- If you need to contact the District Office to have your reservation completed by a staff member, an additional \$5.00 service fee will be applied. You can avoid this charge by reserving online. Our contact number is 250-783-9901.
- Changing a Reservation can be made by contacting the District Office at 250-783-9901, during regular business hours:
 - There is a non-refundable change fee of \$6.00 per change to entire reservation
 - Changes to date or campsite location can be completed depending on availability, but must be requested at least 2 days before arrival.
 - If a date change occurs on same day of arrival, 2 night’s camping fees will be forfeited.
 - Changing to a different campground is considered a cancellation, the reservation charge will not be refunded and all cancellation penalties apply. Changing sites within the same park may occur without penalty, but must be pre-approved by the Campground Attendant and depends on availability.
- Cancelling a Reservation can be made by contacting the District Office at 250-783-9901, during regular business hours:
 - The original reservation charge is non-refundable.
 - There is a non-refundable cancellation charge of \$6.00 per reservation.
 - If you want to cancel your reservation we require **more** than 7 days’ notice for all user fees to be refunded, this does not include the non-refundable fee of \$6.00
 - If you want to cancel your reservations 7 days or **less** before your scheduled arrival date you will forfeit one night charge and the non-refundable fee of \$6.00
 - If you want to cancel your reservations **on the day of arrival**, you will forfeit two nights charges and the non-refundable fee of \$6.00
 - If you do not show for your reservation by 4:00 pm on the day following the scheduled arrival date all fees are forfeited. The campground attendant will have the right to give the site away to another customer.
 - Refunds are NOT given for an eviction, vacating your campsite early, or due to inclement weather.

- Refunds will be completed by contacting the District Office at 250-783-9901, during office hours.
- The District will only consider refunding forfeited user fees if:
 - The customer attempted to cancel their reservation or notified the District of their circumstances (unless they were unable to) and,
 - The customer has verified the District's website for updates and,
 - There are grounds for refund. The following guidelines are intended to provide rationale in terms of what are and what are not grounds for a refund:

Not Grounds for a Refund:

- **Wildlife:** The presence of interactions with any kind of wildlife (insects, bears, squirrel, etc.), even if the wildlife damages or destroys personal property, are not grounds for a refund. The one exception is if the park is closed or park visitors are advised to stay away due to safety reasons (cougar, problem bear, wolf, etc.). This notice would be posted on the District website and in the park.
- **Weather and ambient conditions:** No refunds will be considered for inclement weather (cold, rain, hail, snow, heat, flooding, etc.), even if extreme weather warnings are issued. Ambient conditions (such as the presence of smoke, or adjacent wildfires) will not be grounds for a refund unless the conditions prevent access to the park or there is a declared state of emergency. Customers should check the District website for updates in relation to this (if no updates are present, assume the park is open and accepting reservations).
- **Park conditions:** Request for refunds related to in-park conditions must be directed to the District Office at 250-783-9901, during regular business hours. (Unsatisfactory conditions, poor customer service, etc.)
- **Leaving early:** Vacating your campsite early is not grounds for a refund.
- **General illness or pre-existing conditions:** If someone in the camping party gets ill but does not require medical assistance (see Medical below) or if there are common or expected conditions in the park that trigger an existing condition (i.e., allergic to bees and stung in park, or campfire smoke triggers asthma attack, etc.) would not be considered grounds for a refund.
- **Errors in making a reservation:** Refunds will not be granted for errors that customer make on their reservations.
- **Penalty window in effect:** Making and cancelling your reservation within the penalty window is not grounds for a refund.
- **Vehicle breakdown/issues related to equipment:** No refunds will be given for vehicle breakdowns, problems related to vehicles or equipment failure.
- **Change in Plans:** A change of plans, included but not limited to getting called into work or if child care or pet care arrangements fall through.

Grounds for a Refund:

- **Incorrect charges:** Occasionally the reservation system experiences technical problems which may result in incorrect charges. Refunds will be considered for customers who are incorrectly charged. The refund will only be for the difference between what they were charged and the correct amount owing.
- **Park conditions that prevent access or cause evacuations:** Refunds would only be considered if customers are unable to enter/approach a park because of emergencies such as road closure or/and natural disaster or if an evacuation is ordered. In such cases, the onus is on the visitor to check the

- District website for updates.
- **Medical:** The District will only consider issuing refunds for serious medical reasons that prevent customers from honouring their reservation. Requests for medical refunds require a doctor's note or proof that a member of the camping party was seriously injured or admitted to the hospital (there are no exceptions to this). Dates on the medical note or documents must coincide with the arrival date in order to support the request.
 - **Death in the immediate family:** The District will consider refunding forfeited user fees if there is a death in the immediate family. The District still requires the customer will do their best to cancel their reservation so that other customers can access the inventory. A death certificate or obituary notice that clearly demonstrates the deceased's relationship with the reservation holder must be submitted to the District to review the request.
 - **Serious motor vehicle accident:** If the reservation holder or member of the camping party is involved in a serious motor vehicle accident that prevents them from honouring their reservation, a refund will be considered. An accident report, dated near the customer's arrival date is required to support the request for a refund.

More information on regulations can be obtained in the Parks, Campgrounds and Facilities Regulations Bylaw No. 588, 1999 and our District of Hudson's Hope Fees and Charges Bylaw No. 880, 2017.