

2010 Reservation Rules and Policies Falls Reserve Conservation Area

Falls Reserve Conservation Area has recently made significant changes to its reservation policies in order to allow a fair opportunity for all campers to make reservations. New penalties are in place, ranging from 10% to 50% of the cost, for cancelled nights. Please ensure you read the Reservation Rules and Policies before proceeding with your reservation.

To reserve a campsite phone 519-524-6429 or toll free 1-877-325-5722.

A **non refundable fee of \$12.00** will be charged, and is payable at the time of reservation confirmation, for each reservation made. Campers are required to pay the **full** camping fee amount, plus the administration fees at the time of booking. **Note: a 2-night minimum booking is required for reservations and a 3-night minimum booking is required on holiday (long) weekends.**

Payment must be made by Visa or MasterCard for telephone reservations. Cash and debit cards are accepted for in-person reservations made at the Falls Reserve Conservation Area Gatehouse.

Multiple reservations in the same name for the same time period are not permitted.

Reservations must be made in the name of the camper who will be camping and responsible for the site. Reservations may not be changed from one camper to another at the time of arrival. If a change to the reservation is required, **only** the camper registered to the site may make those changes. To make changes to a reservation please contact 1-877-325-5722. A fee of \$7.00 will be applicable for this service. Sites may not be occupied until the camper registered to the site has checked in.

INFORMATION REQUIRED FOR RESERVATIONS - Please have the following information ready when you make a booking:

- Type of site (serviced or un-serviced).
- Arrival and departure dates.
- Name, address, postal code, telephone number of the person camping and responsible for the site (you must be 18 years of ages or older to make a reservation).
- Number of people that will be on the campsite and their with names (maximum of six people per site).
- Method of payment in **FULL** (Visa or MasterCard for phone reservation).

No more than six people may occupy a campsite. The names of all campers must be registered on the camping permit.

A maximum of three pieces of sheltered camping equipment is permitted per site (only one piece of sheltered camping equipment can be a tent or house trailer, motor home or self propelled camping unit).

One vehicle is included with your campsite permit. Each additional vehicle must purchase an *Additional Vehicle Permit* (valid only from 3:00 p.m. to 3:00 p.m. the following day) at a fee of **\$10.00 per night** at time of entry to the park. A maximum of two vehicles are permitted to park on the campsite.

Campsite check-in time is after 3:00 p.m. on the day of arrival. Campsite check-out time is before 3:00 p.m. on day of departure. Your camping permit is valid only from 3:00 p.m. to 3:00 p.m. the following day. Reservations are only held until 3:00 p.m. the day following your scheduled arrival date unless the park is notified. After 3:00 p.m. on the day following your scheduled arrival date the reservation is declared as a **no show**. Once a reservation is declared as a **no show** no refund is given and the campsite will become available to a new camper.

CAMPSITE RESERVATION CANCELLATION / CHANGE and REFUND POLICY

Once a reservation has been confirmed, any changes or cancellations must be made by calling 1-877-325-5722. Please have your booking information ready when calling. Campers who make reservations and subsequently cancel or shorten their length of stay of the reservation before their arrival date will be refunded only a percentage of their camping fees, depending on how long their reservation has been held for them. **Please see chart**. A minimum fee of **\$7.00** applies to all cancellations or changes.

LAST MINUTE NOTICE / CANCELLATION

Campers who cancel after 3:00 p.m., 24 hours prior to check-in time will **not** receive refunds for the first night booking. For additional nights booked but not used only a percentage of payment will be refunded. **Please see chart**.

Campers who cancel after 3:00 p.m., 24 hours prior to check-in time on **holiday (long weekends)** will **NOT** receive refunds for the minimum 3 night booking. If additional nights are booked, a percentage of payment will be refunded for only the additional nights. **Please see chart**.

| How long has the reservation been held from time of booking? | Penalty | Last Minute Notice - park notified after 3:00 p.m., 24 hours prior to arrival date check-in. Note: Last Minute Notice prior to long weekend = 3 night minimum + percentage of additional cancelled nights booked, based on how long the reservation was held from time of booking. |
|--|-------------------------|--|
| 1 month or less | 10% of cancelled nights | Last Minute Notice - 1 night + 10% of cancelled nights |
| More than 1 month, up to 2 months | 20% of cancelled nights | Last Minute Notice - 1 night + 20% of cancelled nights |
| More than 2 months, up to 3 months | 30% of cancelled nights | Last Minute Notice - 1 night + 30% of cancelled nights |
| More than 3 months, up to 4 months | 40% of cancelled nights | Last Minute Notice - 1 night + 40% of cancelled nights |
| More than 4 months | 50% of cancelled nights | Last Minute Notice - 1 night + 50% of cancelled nights |

* Chart indicates penalties towards all cancellations.

* A minimum fee of \$7.00 applies to all cancellations or changes. This is in addition to the penalties outlined in the chart above.

Example 1

Booking made on April 1st for arrival on September 1st:

- If cancelled/changed from April 1st - May 1st, a 10% penalty applies
- If cancelled/changed from May 2nd - June 1st, a 20% penalty applies
- If cancelled/changed from June 2nd - July 1st, a 30% penalty applies
- If cancelled/changed from July 2nd - Aug 1st, a 40% penalty applies
- If cancelled/changed from Aug 2nd - Aug 31st (before 3:00 p.m.), a 50% penalty applies
- If cancelled after 3:00 p.m. on Aug 31st, 1 night penalty (3 night penalty if during long weekend) + 50% penalty on remaining nights.

Example 2

Booking made on June 5th for arrival on August 25th.

- If cancelled/changed from June 5th - July 5th, a 10% penalty applies
- If cancelled/changed from July 6th - Aug 5th, a 20% penalty applies
- If cancelled/changed from Aug 6th - Aug 24th (before 3:00p.m.), a 30% penalty applies
- If cancelled after 3:00 p.m. on Aug 24th, 1 night penalty (3 night penalty if during long weekend) + 30% penalty on remaining nights.