

Group Camp Booking Policies Falls Reserve Conservation Area

Falls Reserve Conservation Area

80900 Falls Reserve Line
Benmiller, ON N7A 3Y1

Tel: 519-524-6429
Website: www.mvca.on.ca/frca
Email: falls@frca.on.ca

Toll Free Reservations: 1-877-FALLSCA (1-877-325-5722)

1. The following policies apply for all group site bookings:

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.

You must be 18 years of age or older to book a group site.

All park rule and regulations apply while occupying the group campsite, rowdy behaviour is unacceptable. A full list of rules and regulations are available on our website at www.mvca.on.ca and from park staff.

NOTE: Alcohol is not permitted in the Falls Reserve Conservation Area on Victoria Day and the preceding five days (May 16 to May 21, 2012 inclusive).

When making a reservation, you will be asked for the following information:

- email address
- arrival/departure dates
- your name, address, postal code and telephone number
- number in the party (can not exceed 50 persons)
- method of payment (e.g. credit card number and expiry date)

To make a Group Site Booking payment of full site fee is required at the time of booking.

Additional nightly fees of \$6.00 per adult and \$3.00 per child (5 to 12 years) are charged at time of arrival to the park. There is no nightly fee for children under 5 years of age.

A group site must be reserved for a minimum of two nights if your booking falls on a Friday or Saturday night. A 3-night minimum booking is required on and during long weekends.

No more than 50 people may occupy a group site.

Campsite check-in time is after 3:00 p.m. Check-out time is before 3:00 p.m. on day of departure.

2. Cancellations or Changes to a Group Site Booking:

To cancel or change a group site booking, call 1-877-FALLSCA (325-5722). For all group site cancellations a \$50 minimum cancellation fee will apply.

No refunds, under any circumstances, will be processed on group site fees paid; unless seven days advance notice is given prior to 3:00 p.m. on your scheduled day of arrival.

When cancelling prior to departure time - a refund for the amount of unused days will be granted for situations approved by the Park Superintendent, subject to a \$50 penalty. A refund request must be submitted before 3:00 p.m. on the day of departure or the visitor forfeits that night's camping fees and is only eligible for the subsequent nights' camping fees. Minimum booking amounts apply.

No immediate refunds to credit cards will be issued until approved by the Superintendent. No cash refunds will be issued. Written requests for refunds made after the permit is issued (including requests related to reservations made by telephone) are processed through Maitland Valley Conservation Authority's Administration Centre. Requests may take up to 30 days to process. If a refund request is approved by the Superintendent, a cheque will be mailed directly to the address provided by the camper.

Campers evicted from the campground for any circumstance are not eligible for a refund.

Booking/Change/Cancellation fees are not refundable.

Camping is an outdoor experience. Therefore, no refunds will be approved for discomforts of nature including rain, snow, temperature change and insects.