

Pavilion / Event Area 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. Pavilion and Event Area Booking Policies

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 the Pavilion or Event Area.

All park rule and regulations apply while occupying the pavilion or event area, rowdy behaviour is unacceptable. A full list of rules and regulations are available on our website 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
- event date
- your name, address, postal code and telephone number
- number in the party
- method of payment (e.g. credit card number and expiry date)

To make a Pavilion booking, payment in full is required at the time of booking. Park entry fee is extra and is paid at time of entry to the park.

When making an Event Area booking, rates and payment will be determined by the Superintendent.

2. Cancellations or Changes to a Pavilion or Event Area Bookings

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

No refunds, under any circumstances, will be processed on pavilion rental fees paid, unless seven days advance notice is given prior to scheduled day/time of arrival.

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.

Persons evicted from the campground for any reason are not eligible for a refund.

Booking/Change/Cancellation fees are not refundable.

No refunds will be approved for discomforts of nature including rain, snow, temperature change and insects.