



Falls Reserve Conservation Area 2018 Cancellation and Refund Policies

Campsite Cancellations and Refunds

- Reservation fees are not refundable.
- Once a reservation has been confirmed by either phone or internet, cancellations must be made by calling 1-877-FALLSCA (1-877-325-5722) or by visiting the website. Please have your booking number ready. A \$20.00 fee will be charged to all site cancellations. Additional forfeit of fees may also apply to cancellations.
- If you cancel a reservation six (6) or fewer calendar days before your scheduled arrival date, a minimum of 2-nights fees will be deducted from your cancellation refund. If the reservation included dates that required a minimum stay booking, the minimum stay fee will be deducted from your cancellation refund. If your reservation was for a 1-night booking, you will forfeit the 1-night fee amount.
- Campsite reservations are held until 2:00 pm of the day following your scheduled arrival date. Reservations not checked in by this time are considered "No Show" with no refund issued and the site will become available to other campers.
- A 3-night minimum stay is required if booking falls on the Friday to Monday of a Holiday weekend such as: Victoria Day, Canada Day, Civic, Labour Day and Thanksgiving weekends. A 2-night minimum stay is required on all other weekends within July and August. Refunds will not be issued during this time period for a shortened stay.

Shortening Your Stay Refund Guidelines

- **Refunds are NOT approved by gatehouse or seasonal staff**, all refunds must be approved by the Park Superintendent and or designate.
- Requests for refunds must be accompanied with a Request for Refund form. This form must be submitted to the Park Superintendent either by submitting it to staff at the park gatehouse, or by mailing or emailing it to the Maitland Valley Conservation Authority.
- When shortening your stay and cancelling already paid campsite amounts, a refund for the amount of unused days may be granted in some situations with approval of the Park Superintendent or designate. All shortened stays or cancellations are subject to a minimum \$20.00 non-refundable administration fee per site refund.
- A refund request must be submitted before 12:00 noon on the day of departure to receive a refund for that night's camping fees.
- **NO REFUNDS to credit or debit cards will be issued until approved by Park Superintendent or designate.**
- **NO CASH REFUNDS will be issued.**
- Refund requests are processed through the Maitland Valley Conservation Authority's Administration Centre and may take up to 30 days to process, if approved.
- **NO REFUNDS** on Additional Vehicle permit fees. Additional Vehicle permits are **NOT** transferable.
- **NO REFUND** issued on terminated permits due to park eviction.
- Camping is an outdoor experience and therefore **NO REFUNDS** will be approved for discomforts of nature and inclement weather events including rain, snow, temperature change or insects.

Group Campsite Cancellations and Refunds

- All group campsite reservations are held until 2:00 pm the day following your scheduled arrival date. Reservations not checked in by this time are considered "No Show" with no refund issued and site will become available to other campers.
- Once a group campsite reservation has been confirmed, all cancellations to the group campsite reservation are subject to a minimum \$20.00 non-refundable administrative fee. Additional penalties may also apply to cancellations.
- Group campsite reservations cancelled six (6) or fewer calendar days prior to the scheduled arrival will forfeit all fees.
- A 3-night minimum stay is required if booking falls on the Friday to Monday of a Holiday weekend such as: Victoria Day, Canada Day, Civic, Labour Day and Thanksgiving weekends. A 2-night minimum stay is required on all other weekends within July and August. Refunds will not be issued during this time period for a shortened stay.

- See *Shortening Your Stay Refunds* guidelines above.

Seasonal Camping Refunds

- Refer to the ***Seasonal Camping Refund Policy***.

Day-Use, Pavilion and Pond Refunds

- **NO REFUND** on Day-Use permit fees (considered an admission parking fee). Day-Use permits are **NOT** transferable.
- Pavilion Rental fees are **NOT** refundable.
- Stocked Pond Fishing permit fees are **NOT** refundable or transferable.

Firewood, Ice and Bait Refunds

- **NO REFUNDS** issued on firewood, ice and bait sales.