

Falls Reserve Conservation Area 2017 Cancellation and Refund Policy

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.
- 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 the site will become available to other campers.
- Reservations cancelled six (6) or fewer calendar days prior to the scheduled arrival date will forfeit 2 nights’ fees.
- A 3-night minimum stay is required on Victoria Day (May 19 - 22), Canada Day (June 29 – July 3), Civic (Aug 4 - 7), Labour Day (Sept 1 – 4) and Thanksgiving (Oct 6 - 9) and a 2-night minimum stay on all other weekends from July 7th to August 31st. Refunds will not be issued during this time period for a shortened stay.
- One vehicle permit is included with the campsite. All additional vehicles must purchase an Additional Vehicle permit at time of campsite registration. The fee is \$13.00 per day per vehicle.
- No refunds on issued Additional Vehicle permits. Additional Vehicle permits are not transferable.
- There are no refunds on terminated permits due to park eviction.
- There are no refunds due to inclement weather or insect pests.

Shortened Stay Refunds

- Refunds are *NOT* approved by gatehouse or seasonal staff, all refunds must be approved through the Park Superintendent or designate.
- Requests for refunds must be accompanied with a Request for Refund form and submitted to the Park Superintendent by submitting to staff at the park gatehouse, email or mailing 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 refund for that night’s camping fees.
- *NO REFUNDS* to credit or debit cards will be issued until approved by the Park Superintendent or designate.
- *NO CASH REFUNDS* will be issued.
- Refund requests are processed through the Maitland Valley Conservation Authority Administration Centre and if approved, may take up to 30 days to process.
- No refunds will be issued on terminated permits due to park eviction.
- Camping is an outdoor experience; therefore *NO REFUNDS* will be approved for discomforts of nature and weather events including rain, snow, temperature change and insects.
- No refunds on Additional Vehicle permit fees. Additional Vehicle permits are not transferable.

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.

- A 3-night minimum stay is required on Victoria Day (May 19 - 22), Canada Day (June 29 - July 3), Civic (Aug 4 - 7), Labour Day (Sept 1 - 4) and Thanksgiving (Oct 6 - 9) and a 2-night minimum stay on all other weekends, from July 7th to August 31st. Refunds will not be issued during this time period for a shortened stay.
- Group campsite reservations cancelled six (6) or fewer calendar days prior to the scheduled arrival will forfeit all fees.
- No refunds are issued on terminated permits due to park eviction.
- No refunds due to inclement weather or insect pests.

Seasonal Camping Refunds

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

Day-Use, Pavilion and Fishing 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/ Bait Refunds

- No refunds issued on firewood, ice and bait sales.