

# KILBY CAMPGROUND

## RESERVATION POLICY

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*Kilby Park is operated by the Fraser Heritage Society. The Fraser Heritage Society is a community based, charitable, non-profit society, with a volunteer board.*

### Reservation Policy (Reservations are accepted until October 4, 2016)

- Reservations can be made between 10 am and 3 pm on Monday's or Tuesday's by phone or **walk-ins during regular hours of operation**. NO email reservations will be accepted. NO phone messages will be taken.
- One site per person can be reserved, if two parties would like to reserve together the two parties must each book themselves. There is a reservation maximum of 2 weeks per reservation.
- Reservations are **not** transferable. Any reservation owners or holders found to be transferring or selling their reservations to another party, risk the chance that their reservation may be cancelled without a refund.
- If a reservation cannot be fulfilled, the visitor should cancel their reservation at least 7 days in advance to receive a 100% refund (less reservation fees) or risk charges as laid out in the cancelation guidelines.
- Long weekend (Statutory Holiday) reservations have a 3 day minimum reservation. The minimum for Fridays is Thursday, Friday and Saturday. The minimum for Mondays is Friday, Saturday, Sunday. There is no minimum stay for statutory holidays that fall on days other than Mondays or Fridays.
- There is a Reservation charge of \$6/night to a maximum of \$18
- Full payment (including reservation fees) is required at time of booking. Payment must be made by credit card.

### Refunds and Changes Policy

- Reservation charges are NOT refundable.
- Refunds will **not** be given for an eviction, early departure or inclement weather.
- Any changes made prior to the day of arrival are subject to a \$6 fee per change. Any changes made after arrival **MUST** be approved by the park attendant.

### Cancellation Charges

There is a \$6 cancellation fee per campsite. Reservation charges are NOT refundable

- Cancellations made more than 7 days prior to Check-In Date
  - All camping fees (less cancellation and reservation fees) are refunded.
- Cancellations made within 7 days to 1 day prior to Check-In Date
  - 1 night's camping fee forfeited, remaining (less cancellation and reservation fees) refunded.
- Cancellations made the day of arrival
  - 2 night's camping fee forfeited, remaining (less cancellation and reservation fees) refunded.

### No Shows/Late Arrivals

- Reservations are held until 11AM the day after the scheduled arrival date. After this time all fees will be forfeited and the site will be made available to other visitors.

### **Refund Guidelines**

- Reservation fees are **NOT** refundable. Under extenuating circumstances, campers may be eligible for a refund of forfeited camping fees.
- Making an error with your reservation, or conditions such as weather etc. are not grounds for a refund

### **Not Grounds for a Refund**

- Wildlife
  - The presence or interactions with any kind of wildlife (insects, bears, squirrel, raccoons, etc.) even if the wildlife damages or destroys personal property, are not grounds for a refund. The one exception is if the park is closed or park visitors are advised to stay away due to safety reasons (cougar, problem bear, wolf, etc.). This notice would be posted on [www.kilby.ca](http://www.kilby.ca) and in the park.
- Weather and ambient conditions
  - No refunds will be considered for inclement weather (cold, rain, hail, snow, heat, flooding, etc.), even if extreme weather warnings are issued. Ambient conditions (such as the presence of smoke, or adjacent wildfires) will not be grounds for a refund unless the conditions prevent access to the park or there is a declared state of emergency. Customers should check [www.kilby.ca](http://www.kilby.ca) for updates in relation to this (if no updates are present, assume the park is open and accepting reservations).
- Park Conditions
  - Requests for refunds related to in-park conditions must be directed to by the Park Attendant (unsatisfactory conditions, poor customer service, etc.).
- Eviction from your campsite
  - If you have been evicted from the campsite by a representative of Kilby Park for failure to follow the rules and guidelines, no refunds will be made.
- Early Departure
  - Vacating your campsite early is not grounds for a refund.
- General Illness or Pre-existing conditions
  - If someone in the camping party gets ill but does not require medical assistance (see Medical below) or if there are common or expected conditions in the park that trigger an existing condition (i.e., allergic to bees and stung in park, or campfire smoke triggers asthma attack, etc.) would not be considered grounds for a refund.
- Errors while making a reservation
  - Refunds will not be granted for errors that customers make on their reservations.
- Vehicle Breakdown/equipment issues
  - No refunds will be given for vehicle breakdowns, problems related to vehicles or equipment failure
- Change in Plans
  - A change of plans, including but not limited to getting called into work or if child care or pet care arrangements fall through

## **Possible Grounds for a Refund**

- Park conditions that prevent access or cause evacuations
  - Refunds would only be considered if customers are unable to enter/approach a park because of emergencies such as road closure or/and natural disaster or if an evacuation is ordered. In such cases, the onus is on the visitor to check [www.kilby.ca](http://www.kilby.ca) for updates.
- Medical
  - Kilby Park will only consider issuing refunds for serious medical reasons that prevent customers from honouring their reservation. Applications for medical refunds require a doctor's note or proof that a member of the camping party was seriously injured or admitted to the hospital (there are no exceptions to this). Dates on the medical note or documents must coincide with the arrival date in order to support the request. The reservation owner must still try to cancel the reservation if at all possible.
- Death in the immediate family
  - Kilby Park will consider refunding forfeited user fees if there is a death in the immediate family (see definition). Kilby Parks still requires that the customer will do their best to cancel their reservation so that the site can be filled. A death certificate and or obituary notice that clearly demonstrates the deceased's relationship with the reservation holder must be submitted for Kilby to review the request. \*Definition of Immediate family: a parent, spouse, child, grandchild, grandparent, brother, sister, father-in-law, mother-in-law, daughter-in-law, son-in-law, and any other relative permanently residing in the same household.
  - Unfortunately the death of a friend, distant relative or a pet is not considered grounds for a refund.
- Serious Motor Vehicle accident.
  - If the reservation holder or a member of the camping party is involved in a serious motor vehicle accident that prevents them from honouring their reservation, a refund will be considered. An accident report, dated near the customer's arrival date is required to support the request for a refund.

# **KILBY**

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## **CAMPGROUND**

**Thank you for choosing Kilby Park Campground  
for further information or to reserve call (604) 796-9576**

**For more information:**

**Email [campground@kilby.ca](mailto:campground@kilby.ca) or visit [www.kilby.ca](http://www.kilby.ca)**

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on Monday or Tuesday by phone or walk-ins during regular hours of operation.*

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***No Phone Messages will be taken.***