

KILBY PARK CAMPGROUND RESERVATION POLICY

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

- Online reservations can be made on April 5, 2020 starting at midnight on the website campgroundbooking.com
- Phone in reservations can be made between 10 am and 3 pm on Monday or Tuesday starting on April 6, 2020. NO email reservations will be accepted. NO phone messages or walk-ins will be accepted.
- **A 14-DAY MAXIMUM STAY WILL BE IN EFFECT FROM JUNE 18th TO SEPTEMBER 7th** Campers will be required to provide a name that cannot be changed once the booking is made. At least one of these campers must be present during the stay and identification will be required to keep the reservation valid. At least one member of the camping party **MUST** be 18 years or older.
- **Reservations can only be made 2 months in advance of desired date.** (ie: On June 18 you can book up until August 18)
- 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.
- **Non-Transferable policy: A reservation cannot be transferred to another site. Reservations cannot be transferred to another person/party.** 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.
- Long weekend (Statutory Holiday) reservations have a 3 day minimum reservation.
- Weekend reservations have a 2 day minimum reservation.
- For the call center there is a reservation fee of \$6/night to a maximum of \$18 plus a \$5 call center charge.
- For online reservations there is a flat fee of \$7 for one night, 2 nights \$12 and 3 nights \$18.
- There is a charge for an extra vehicle of \$10 per vehicle per night.
- **NEW** There is now a charge to launch your boat. Campers will be charged once to launch their boat during your stay. Your trailer must be parked on your campsite.
- Full payment (including reservation fees) is required at time of booking. This year we only accept credit cards.

Refund and Change Policy

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

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 11 AM 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.

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 and in the park.

- **Errors while making a reservation** - Refunds will not be granted for errors that customers make on their reservations.
- **Early Departure** - Vacating your campsite early is not grounds for a refund.
- **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 for updates. (if no updates are present, assume the park is open)
- **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.
- **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.
- **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 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.

THE RESERVATION ATTACHED HEREBY AGREES TO THE FOLLOWING:

- **LIABILITY:** The Kilby Campground and Boat Launch facilities are operated by the Fraser Heritage Society and the use of the facilities are at the user's own risk. Campground guests are responsible for their visitors. The Fraser Heritage Society assumes no responsibility or liability for the safety and security of RV tenants/campers/visitors. The Fraser Heritage Society is not responsible for loss or damage to RV tenants' or camping guests' property due to theft, vandalism, fire, any casualty or act of God. Registered guests and all other users of this property expressly assume all risk of such loss or damage and must carry their own insurance.

- **DISCLAIMER:** The Fraser Heritage Society provides its services, including but not limited to its sites, utilities, boat launch and amenities on an “as is” basis and makes no representation or warranties of any kind, either express or implied. By staying at or using campground or boat launch facilities, you agree to these terms and that under no circumstance will the Fraser Heritage Society be liable for direct, indirect, incidental or any other type of damages resulting from your use of any part of the resort. This includes, but is in no way limited to, loss or injury caused in whole or in part by our negligence or things beyond our control.
- **INDEMNIFICATION:** Camping and/or boat launch guests shall indemnify and hold harmless the Fraser Heritage Society, its officers, and employees from all claims, liability, and expenses, including but not limited to attorney and other professional fees, for injury to persons, loss of life, or damage to property arising out of the tenant’s exercise of his rights hereunder.
- **RESERVATION OF RIGHTS:** The Fraser Heritage Society reserves the right to amend these rules without prior notice to residents or guests. The Fraser Heritage Society, at its discretion, reserves the right to refuse entry on the campground to any person and to evict current guests. The Fraser Heritage Society also reserves the right to refuse to accommodate current and returning guests that have violated rules and regulations and/or have vacated the campground without paying all fees.

COVID-19 INFORMATION - GUIDANCE FOR CAMPERS

Under current Coronavirus restrictions we are asking campers to consider the following guidelines to help us minimize the risk of transmission of infection among fellow campers.

- Please do not enter the campground if you are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat that are not related to a pre-existing illness or health condition, or are otherwise required to isolate or quarantine.
- If you develop symptoms of illness during your stay, please inform us by calling 604-796-0414. We have a response plan in case of this type of emergency.
- Your personal information that is collected at registration could be used for contacting you in case of a COVID-19 outbreak.

COVID-19 Risk Mitigation

The general policies and procedures for camping at Kilby during this pandemic are:

- **Physical Distancing:**
 - Please park your RV to the right hand side of the campsite to create a barrier between sites for physical distancing between you and your neighbour;
 - Keep 2 meters apart from other campers when walking through the site or on the beach.
 - At this time we are ordered to limit all public gatherings larger than 50 people, therefore we will be controlling the number of people on the beach.
- **Visitors:**
 - Up to four visitors including children are allowed at your campsite during your stay.
 - It is best that your visitors are a part of your ‘bubble’
 - All guests are asked to leave your campsite by 10 pm.
 - These are temporary measures set out by the Province to reduce possible outbreaks of COVID19.
- **Coughing & Sneezing Etiquette:**
 - To help stop the spread of germs: Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in the trash.
 - If you don't have a tissue, cough or sneeze into your elbow, not your hands.

- **Pit Toilets & High-Touch Surfaces:**
 - Please use your own RV's washroom for your safety;
 - The washrooms are open but have high-touch surfaces and are shared-use facilities. Due to staffing limitations the washrooms are **not** disinfected after every use. We will monitor the washrooms for cleaning and disinfection during the day, but will not be attended to after 5 pm;
 - Bring alcohol-based sanitizer and carry at all times for proper hand hygiene. If you do not have hand sanitizer please see camp host or park staff;
 - Stay 2 meters apart while waiting for use of the washrooms
 - Be cautious when using water taps and garbage cans, as these areas have high-touch surfaces.
- **Payments:**
 - Reserve your campsite in advance of your arrival. Please be prepared to show your identification and reservation number upon arrival;
 - If payment is required please see our camp host or park staff for credit card payment.
- **BC Residents Only:**
 - To support staying local this summer, BC Parks has limited camping to BC residents only – this includes both reservable sites and first-come, first-served sites.

DO YOUR PART... While enjoying this Park.

Please practice & respect physical distancing and follow all BC's Public Health Authority's guidelines to help prevent the spread of Coronavirus while visiting this Park.

“Be Kind, be calm and Be Safe” – Dr. Bonnie Henry

KILBY

CAMPGROUND

Thank you for choosing Kilby Park Campground. For further information or to make another reservation, please call (604) 796-9576.

Operated By:

Fraser Heritage Society, 215 Kilby Road, Harrison Mills, BC V0M 1L0

The Fraser Heritage Society is a community based, charitable, non-profit society, with a volunteer board.

www.kilby.ca