

## KILBY PARK CAMPGROUND RESERVATION POLICY

This Park is owned by the Province of BC and cooperatively managed by the Kilby Heritage Society, a charitable, non-profit society, which also operates the adjacent Kilby Historic Site. Although we strive to reflect other BC provincial parks rules and regulations some services (such as the Social Services Camping Fee Exemption) and facilities may differ.

### Reservation Policy

1. **Online reservations:** can be made on March 21, 2022 starting at 9 am on the website [campgroundbooking.com](http://campgroundbooking.com)
2. **Phone Reservations:** the reservation desk is open Thursday to Monday 9 am to 3 pm. Call 604-343-0709 and follow the prompts to the call queue. There will be an additional \$5 fee to use the call centre service. NO email reservations will be accepted. NO phone messages or walk-ins will be accepted.
3. **NEW! All campsites are Reservable.** Due to staffing shortages, there will be no first come, first serve camping this season.
4. To create more opportunities for a greater number of park visitors each person (whether or not they are the registered permit holder) may only camp up to a **maximum of 14 nights from June 15 to Labour Day.**
5. The registered adult (permit holder) becomes the designated representative for the campsite and must provide ID including their name, vehicle licence number(s), the makeup of people in their campsite. This adult is responsible for the actions of all members of their campsite and any visitors to the campsite.
6. **Reservations can only be made 2 months in advance of desired date. (ie: On June 18 you can book up until August 17)**
7. If a reservation cannot be fulfilled, the permit holder 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 cancellation guidelines.
8. **Reservations/sites are not transferable.** Reservation permit holder name must be provided at the time of booking and cannot be added or changed later. Any reservation holders found to be transferring or selling their reservations to another party, risk their reservation being cancelled without a refund. If a customer can no longer use their reservation, they are encouraged to cancel it so that any unused camping fees that are not forfeited as a penalty can be refunded.
9. Weekend reservations have a **2-night minimum reservation**
10. Long weekend (Statutory Holiday) reservations have a **3-night minimum reservation.**
11. For the telephone reservation desk there is a reservation fee of \$6/night to a maximum of \$18 plus a \$5 call in-person charge.
12. For 24-hour online reservations there is a flat fee of \$7 for one night, 2 nights \$12 and 3 nights \$18.
13. There is a charge for an extra vehicle of **\$12 per vehicle, per night.**
14. There is a one-time fee of \$15 to launch your boat. Your trailer must be parked within the boundaries of your campsite.
15. Full payment (including reservation fees) is required at time of booking. We only accept credit cards.
16. **Quiet time** is from 11 pm to 7 am. Excessive noise is not cool! Please remember that sound travels further in open air, especially music and loud talking. Only registered campers are allowed in the campground between 11 pm to 7 am.
17. **Alcohol:** This is a family-oriented campground. No alcoholic beverages are to be consumed outside of your campsite. Excessive drinking may result in eviction.
18. **Smoking:** For the safety and enjoyment of all visitors and to protect parks natural values, smoking and vaping is only permitted within your designated campsites occupied by the registered parties and their guests.

### Refund and Change Policy

1. 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.
2. Refunds will **not** be given for an eviction, early departure or inclement weather.
3. 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 booking. Reservation charges are NOT refundable.

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

### No Shows/Late Arrivals

1. **NEW!** Two weeks prior to the date of your arrival, you will receive an email reminder confirming your reservation.
2. **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. If you can't make your arrival date, please call or email at [reservations@kilby.ca](mailto:reservations@kilby.ca) to let us know. This will avoid the site being left empty.
3. **NEW!** You will receive a courtesy call before the site is released. Please ensure we have the correct phone number on file.

## Possible Grounds for a Refund

1. **Wildfire Smoke** – This will be considered acceptable grounds for camping fee refunds if all the following criteria are met:
  - a. You cancel your reservation; and
  - b. Air quality levels are a 7 or higher on the BC Air Quality Health Index (AQHI) at the station closest to the park on the date of cancellation
2. **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 floods, road closure or/and natural disaster or if an evacuation is ordered. In such cases, it is your responsibility to check [www.kilby.ca](http://www.kilby.ca) for updates.
3. **Medical** - Refunds may be issued 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.
4. **Death in the immediate family** – We will consider refunding forfeited user fees if there is a death in the immediate family. Kilby Park still requires that the customer will do their best to cancel their reservation so that the site can be filled. We may require proof in the form of a death certificate and or obituary notice. \*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.
5. **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.

## Not Grounds for a Refund

1. **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.
2. **Errors while making a reservation** - Refunds will not be granted for errors that customers make on their reservations.
3. **Early Departure** - Vacating your campsite early is not grounds for a refund.
4. **Weather and Ambient Conditions** - No refunds will be considered for inclement weather (cold, rain, hail, snow, heat, flooding, etc.) Customers should check [www.kilby.ca](http://www.kilby.ca) for updates. (if no updates are present, assume the park is open)
5. **Park Conditions** - Requests for refunds related to in-park conditions must be directed to by the Park Attendant (unsatisfactory conditions, poor customer service, etc.).
6. **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.
7. **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.
8. **Vehicle Breakdown/equipment issues** - No refunds will be given for vehicle breakdowns, problems related to vehicles or equipment failure.
9. **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.

## The reservation attached hereby agrees to the following:

1. **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.
2. **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.

3. **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.
4. **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**

Please check our website for the current Public Health Orders and how they may affect your camping experience. 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.
- **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.

**KILBY**  
**CAMPGROUND**

*Enjoy the Beauty of this Park*

Thank you for choosing the Kilby Park Campground.  
Our Campground staff is available if you have any questions.  
Email [reservations@kilby.ca](mailto:reservations@kilby.ca) or visit [www.kilby.ca](http://www.kilby.ca)