

Rates, Fees and Cancellations

Kilby Park Campground General Information and Rules

2024 CAMPING FEES (PER NIGHT)

Season	Dates	Bush Side	Beach Side	Senior Rate (65+) *	Day Use
Winter Season	January 1 st to February 28 th (Main Campground Closed)	N/A	\$20	N/A	\$15
Shoulder Season	March 1 st to April 30 th	\$30 *FCFS Sites are \$35	\$30 *FCFS Sites are \$35	\$5 discount (issued at check-in with valid ID)	\$15
High Season	May 1 st to September 30 th	\$35	\$40	N/A	N/A
Shoulder Season	October 1 st to October 31 st	\$30	\$30	\$5 discount (issued at check-in with valid ID)	\$15
Winter Season	November 1st to December 31st	\$20	\$20	N/A	\$15

**Seniors will be required to show proof of age at check in to qualify for senior's rate
All prices are subject to increase without notice*

RESERVATION FEES

Charge	Online Reservation	Phone Reservation
Reservation charges (non-refundable)	Flat fee for one night \$7 2 nights \$12 3 nights \$18	\$5 call in person charge Flat fee for one night \$7 2 nights \$12 3 nights \$18

NO SHOWS

- 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 to let us know. This will avoid the site being left empty.
- You will receive a courtesy call before the site is released. **Please ensure we have the correct phone number on file.**

CANCELLING RESERVATION

- If a reservation cannot be fulfilled, the permit holder should cancel their reservation at least 14 days in advance to receive a 100% refund (less reservation fees) or risk charges as laid out in the cancellation guidelines below.

	more than 14 days prior to Check-In Date	Within 7-14 days prior to Check-In Date	within 1-7 days prior to Check-In Date	No Shows
Cancel	all camping fees refunded (less *cancellation and reservation fees)	1 night camping fees forfeited (less *cancellation and reservation fees)	2 night's camping fees forfeited (less *cancellation and reservation fees)	all camping fees forfeited

*\$10.00 cancellation fee

Please see Kilby Campground Policies for more information regarding our refund policy

REFUND POLICY

- Possible Grounds for a Refund

1. **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 for updates.
2. **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.
3. **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.
4. **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 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, wind, heat, flooding, etc.) or wildfire smoke. Customers should check 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 or 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.