

CAMPGROUND POLICIES

Kilby Campground

1. ZERO-TOLERANCE POLICY

To ensure a safe, respectful, and enjoyable experience for all visitors, the Kilby Campground maintains a **zero-tolerance policy** for behaviours that compromise safety, damage property, or disrupt the peaceful use of the campground.

The following behaviours are not permitted and will result in **immediate removal from the campground without refund**:

- Harassment, intimidation, threats, or violence to staff & fellow campers
- Excessive noise or disruptive behaviour, particularly during quiet hours
- Drinking or smoking outside registered campsite
- Dog off leash in any area of the park (including in the water)
- Unsafe or dangerous behaviour, including illegal fires or ignoring fire restrictions
- Vandalism, theft, or damage to campground property or natural areas
- Failure to comply with staff instructions related to safety or campground operations
- Illegal activity of any kind

Our staff are here to help and ensure everyone's safety and enjoyment. Thank you for treating fellow guests, staff, and this historic site with respect.

2. GENERATOR POLICY

This policy restricts the recreational use of generators in provincial parks, conservancies, protected areas and recreation areas. Generator use in provincial protected areas has steadily increased over the past few years, and not all visitors are accepting of their use. Generators can be very noisy and disruptive to a visitor's experience. In addition, the exhaust from generators can pose a serious health hazard for nearby visitors with respiratory medical conditions i.e. asthma. Reducing the hours of generator use will help reduce air pollution, greenhouse gas emissions, fuel consumption and noise levels in protected areas. It is important all visitors have a pleasant stay while visiting BC campgrounds, day-use sites, and marine protected areas. For this reason, we have developed this policy to allow the use of generators, but only during designated time periods. This policy applies generator use within all campgrounds, day-use sites in provincial parks, conservancies, protected areas, recreation areas. This policy applies to generators used on boats moored within the boundaries of a marine protected area. This policy does not apply to commercial vessels or vessels that require continual power generation.

- The use of "inverter generators" (i.e. energy efficient/low noise) is preferred over the use of industrial size generators. Although generator use is permitted, the use of portable solar panels is strongly encouraged.
- Generator use is only permitted between the hours of 9am - 11am, and from 6pm - 8pm.
- Generators must be placed on designated campsite pads, and not in surrounding vegetation.

3. IDLING POLICY

This policy prohibits the unnecessary idling of motorized vehicles and vessels in provincial parks, conservancies, protected areas and recreation areas. We are committed to reducing unnecessary vehicle, vessel and equipment idling as a means of reducing air pollution, greenhouse gas emissions and fuel consumption. Making provincial protected areas "Idle Free Zones" will help to build awareness about the economic, environmental and health costs of idling. This policy applies to all campgrounds, day-use sites, and marine protected areas.

Park Rangers, Park Facility Operators, police, fire, ambulance and/or other emergency motorized vehicles or vessels performing emergency activities are exempt from this policy. Equipment involved in on-site construction is also exempt.

- Idling of motorized vehicles/vessels is not permitted for more than one consecutive minute, notwithstanding the following exceptions:
 - o (i) diesel fueled motor vehicles/equipment may idle for up to five minutes during their initial warm-up period; and

- (ii) motorized vehicles/vessels may idle for the purposes of defogging, defrosting or de-icing windows. Idling must end when fog, frost or ice conditions have been eliminated.
- (iii) During the winter season with below zero temperatures and/or blizzard conditions, and during summer periods of extreme heat, extended idling periods may be necessary for the well being of the operator and passengers.

Definitions

- "idle" or "idling" means the operation of a motorized vehicle/vessel or equipment while they are not in motion and not being used to operate auxiliary equipment that is essential to the function of the motorized vehicle/vessel or equipment;
 - "motorized vehicle/vessel means a vehicle or vessel which is self-propelled by an internal combustion engine, but does not include a motorized wheelchair.

4. 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. (Unless the Air Quality Index is 8 or above.) Customers should check www.kilby.ca for updates. (If no updates are present, assume the park is open).

5. **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.
6. **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.
7. **Vehicle Breakdown/equipment issues** - No refunds will be given for vehicle breakdowns or problems related to vehicles or equipment failure.
8. **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.

Please see "2026 Camping Fees and Refund Policy" for more details.