



## Catfish Creek Conservation Authority



# Refund Policy

Camping is an outdoor experience. Refunds are not permitted due to inclement weather of any kind, nor for other circumstances beyond the control of the Conservation Authority.

### **Cancelling Reservations Prior to Arrival**

Cancellations on Transient Camping must be made with a minimum of 24 hours notice from the date of arrival (using our 2 pm check in as the beginning of the 24 hours).

Otherwise, the camper will be refunded the amount paid LESS one-night camping.

### **The Reservation fee is Non-Refundable.**

Refunds for Cancellations on Seasonal Camping shall not be given, except under special circumstances (i.e. medical, sale of trailer), and must be authorized by the Conservation Areas Supervisor or Corporate Services Coordinator. Any refunds will be calculated as follows: time spent camping x the retail daily/weekly/monthly rate + \$50.00 administration fee = total amount due, less seasonal fee payment received = refund amount

Refunds on camping that are requested due to an immediate family death, must complete a refund request form and provide supporting documentation such as an obituary.

### **Early Departures or Late Arrivals**

Refunds for early departures will be given, minus one nights stay.

No refunds will be given for late arrivals.

### **Reservation of Facilities**

Refunds will be issued, providing written notice of cancellation is received 3 weeks prior to the reserved date.

### **Reservation Fees**

For all campsites and/or facilities, reservation fees are charged at the time of booking.

Visitors may book a campsite without a reservation if they intend to begin camping the day they arrive, and will not be charged a reservation fee. Reservation fees are non refundable, even if a reservation is cancelled.

### **Issuing Refunds**

- Refunds on transient camping may be issued through the Visitor Centre but must be refunded in the same form of remuneration as the reservation was made, except cash which a Refund Request Form must be filled out. Gate attendants are only authorized to provide refunds as calculated by the campground software to debit and credit cards based on the original form of payment.
- All refunds for seasonal camping must be authorized by the Conservation Areas Supervisor or Corporate Services Coordinator.

### **Day Passes for Temporary Drop Offs**

Visitors that are just dropping something/someone off or picking up will need to purchase a Day Pass. If the visitor returns to the Visitor Centre within 30 minutes of arrival, a refund for the day pass will be issued by gate staff.

### **Evictions**

Any camper(s) evicted from the campground are not permitted a refund under any circumstances.