

Staff Report

Report To: Council
Report From: Adam Parsons, Manager of Parks and Open Space
Meeting Date: April 27, 2020
Report Code: CS-20-049
Subject: Campground Refund Policy

Recommendations:

That in consideration of Staff Report CS-20-049 respecting a Campground Refund Policy, Council:

- 1) adopts the Campground Refund Policy and Refund Request Form (Attachment 1);
- 2) amend the [Parks By-law](#) (Attachment 3) to include the Campground Refund Policy as Schedule 'B'; and

Strategic Initiative:

3. Leverage our City's Assets in order to enhance tourism opportunities;
5. Attract new and retain existing residents;
7. Encourage and Promote participation in cultural activities and active lifestyles;
10. Maximize revenue sources and funding opportunities;
11. Optimize the City's operations while maintaining or improving quality of life;
14. Maintain, improve and promote the use of our local parks and trails.

Background:

History

Camping has been an important part of Harrison Park since the establishment of the Harrison Park Family Campground in 1921 with the help of the local Motor Club.

Today it has evolved into a modern 100 site campground with water and hydro services, 3 comfort stations, laundromat, and "The Kitchen", a multi purpose communal space open to users during the camping season.

The Kelso Beach Campground, established to support special events like Summerfolk and the Salmon Spectacular, consists of 100 sites with water and limited amperage electrical services. A comfort station with washrooms and showers and a picnic pavilion are also on site.

In the 2019 camping season, there were 6,156 campsite rental bookings combined at both of the City operated campgrounds that generated \$268,086.39 in revenue. The vast majority of those stays were fulfilled without issue. Exact numbers were not tracked, however staff believe under 100, or less than 1.6% of bookings resulted in refund requests.

Various reasons for requesting a refund were received and can be generalized by the 8 categories below, and the typical outcomes in 2019:

Complaint	Typical Outcome
Health issues or loss of a family member	Credit for a future stay.
Sites were too small	Advised of Booking Policies and larger sites suggested for their next booking. No refund or credit issued.
Refund Policy not published online	Directed to the Refund statement on the City's Campgrounds Website and Campground rules provided on check in. No refund or credit issued.
Chose site incorrectly based on past experience	Communicated that the layout and numbering had changed for 2019. Indicated the new number for the preferred site. No refund or credit issued.

Complaint	Typical Outcome
Disturbance from other campers	No refunds or credits issued.
Unaware of a large public event at the park during their stay	Informed at the time of booking that the event was taking place. No refund or credit issued.
Unable to attend on a date booked	Credit issued for a future stay.
A camper chooses to leave mid booking (i.e. booked for 3 nights and chooses to leave after 2)	No refund or credit issued.

The purpose of this report is to:

1. Outline the challenges related to requests for campground booking refunds;
2. Establish a new Campground Refund Policy that creates clear expectations for staff and campground users; and
3. Recommend the draft Campground Refund Policy (Attachment 1) be adopted as Schedule 'B' to the Parks By-law.

Current Refund Request Framework

Staff currently rely on the Campground 'Campground Policy' (attachment 2). Many of the rules from the 2008 staff report were adopted as Schedule 'A' to the [Parks By-law](#) (attachment 3).

Need for a clearer policy

This report seeks to establish a new refund policy that contemplates the realities of how the campground enterprise has evolved since 2008:

- Customers expect and deserve a transparent burden of denial for a refund claim;
- Online bookings make 50% booking deposits and 50% upon arrival impractical and out of sync with other public and private camping operators. The industry standard is to collect 100% of the booking fee at the time of booking.

Currently, complaints are typically received by seasonal staff at the campground booth. When a request for refund is made, the customer is referred to the Manager of Parks and Open Space.

The manager then follows up with staff and the customer to understand the nature of the request and to determine a resolution to the request. Each request requires multiple calls, emails and communications with customers and front line staff.

Policy Review

Staff researched refund policies at many public and private southwestern Ontario and Bruce Peninsula campgrounds. The Ontario Parks camping reservation refund policy was also used to inform the development of this policy.

A summary of key points and clauses from referenced policies is included as attachment 4.

Analysis

The purpose of the policy is not financially driven, but intended to improve transparency and the customer's experience when a request is made. It is anticipated that this policy will reduce the amount of refunds and credits issued by a nominal amount or result in a net zero change financially.

The draft campground refund policy and refund request form are included as attachment 1.

The draft Campground Refund policy includes a refund request form and is supported by item 4 of the draft policy:

- 4. Refund requests must be made via the attached Request for Refund Form, and submitted electronically to hregistration@owensound.ca, or submitted in person to the campground office at Harrison Park. No other method of refund request submission will be considered.*

This method creates a single contact and tracking method for refund requests to ensure the policy is administered consistently and transparently, and are addressed in a timely manner.

The desired result is an improved, more efficient customer service experience for our visitors, and to support staff in their decision making as it relates to campground refund requests.

The policy endeavours to establish clear guidelines in terms of:

- That refund requests will be accepted via the refund request form only;

- Clear timelines for submitting a request and written response by staff;
- Clearly defines the terms for cancellation;
- How mid-booking departures are to be administered (i.e. a camper books for 3 nights and chooses to leave after 2).

Financial/Budget Implications:

A nominal reduction in refunds and credits issued, or no financial impact.

Communication Strategy:

This Report;

Posting the Campground Refund Policy on the City’s Campground website;

Include the Campground Refund Policy as a mandatory form to be completed as a condition of acceptance with each online and in person campground booking.

Consultation:

Review of Southwestern Ontario Municipal Campground Refund Policies

[Review of Ontario Parks Camping Refund Policy](#)

Attachments:

Attachment 1 – Draft Campground Refund Policy and Refund Request Form

Attachment 2- January 15, 2008 Staff Report to the Recreation and Parks Advisory Board ‘Campground Policy’

Attachment 3 – [Parks By-law](#)

Attachment 4 – Summary of Campground Policies Reviewed

Prepared by: Adam Parsons Signature on File

Reviewed by: Kristan Shrider Signature on File

Supported by: Pam Coulter Signature on File

Submitted by: Wayne Ritchie Signature on File

Title: Campground Booking Refund Policy

Department/Division: Community Services, Parks and Open Space

Purpose:

1. To establish clear policy for staff and campground users for administering campground booking refund requests.

Scope:

2. This policy applies to all campground booking contracts including online bookings, and bookings confirmed in person at the campground booth, via email and/or by phone.

Definitions:

3. For the purposes of this policy,

“Campground” means Harrison Park Family Campground and Kelso Beach Campground

“Campsite(s)” means a site booked via confirmed booking contract

“Confirmed Rental Booking Contract” means the document produced via the City’s facility booking system when a booking is completed online or via the campground office, including payment of all or a portion of the booking fee

“Booking Fee” means the applicable campground booking fees detailed in schedule H of the City’s [Fees and Charges By-law](#).

“Credit” Equivalent value of a booking contract that remains on the patron’s account for booking a future use of an Owen Sound Facility.

Title: Campground Booking Refund Policy

Policy:

4. Refund requests must be made via the attached Request for Refund Form, and submitted electronically to hregistration@owensound.ca, or submitted in person to the campground office at Harrison Park. No other method of refund request submission will be considered;
5. Refund request forms must be completed and submitted by the rental party named on the confirmed rental booking contract;
6. Where a refund request is made post visit, a refund request form must be submitted within 7 calendar days of the departure date on the confirmed rental booking contract. Refund request forms submitted more than 7 calendar days after the departure date on the confirmed rental booking contract will not be considered;
7. The City will endeavour to respond in writing to all qualified refund request form submissions within 5 business days of receipt of the form;
8. A 100% refund will be granted when a request for refund form is received by staff 14 days or more in advance of the arrival date on the confirmed contract;
9. If a refund request form is received by staff between 7 and 13 days in advance of the arrival date on the confirmed contract, a 100% credit will be applied to the customer's facility booking account;
10. No refund or credit will be issued for refund request forms received within 6 and 0 days in advance of the arrival date on the confirmed contract;
11. In the event a camper chooses to depart before the departure date on the confirmed rental contract, no refund or credit will be considered or applied for any reason save and except extenuating circumstances stated in 14;
12. In the event of a late arrival, a campsite booking will be held for 24 hours after the [standard check in time](#) on the arrival date on the confirmed rental booking contract. Failure to notify of late arrival that exceeds 24 hours will result in the loss of the reservation with no refund or equivalent value offered;

Title: Campground Booking Refund Policy

13. Conditions such as weather, high insect populations, site dimensions, existing typical campsite conditions or impacts by other users at Harrison Park Family Campground and/or Kelso Beach Campground, oversized equipment compared to the recommended equipment size for each site etc. do not constitute a valid reason for a refund.

Appendices:

14. Request for Refund Form
15. [Harrison Park and Kelso Beach Family Campground Rules](#)

Revision History:

Resolution Number	Date

- Refer to the City policy CS-XXX [Campground Booking Refund Policy](#) before submitting your request;
- This form must be submitted to hregistration@owensound.ca or in person during operating hours to the campground booth at Harrison Park, 75 2nd

Title: Campground Booking Refund Policy

Ave E. Owen Sound Ontario. No other method for requesting a refund will be considered;

- Only forms submitted by the rental party named on the confirmed rental booking contract will be considered.;
- The City of Owen Sound reserves the right to request copies of additional documents such as a medical or death certificates to support the refund request;

Name:	Date:	Contract #:	Site #:

Email:	
Home Address:	
Phone Number:	
Method of Payment (circle one):	Cash Interac/Debit Visa Master Card

Title: Campground Booking Refund Policy

Reason for Refund Request:

Signature:

Date:



MEMORANDUM

To: Chair and Members From: John Howard
Dept.: Recreation & Parks Advisory Dept: Operations
Committee
Division: Division: Public Works/Parks

DATE: **January 15, 2008**

SUBJECT: **Campground Policy**

BACKGROUND:

City Council at its in Camera meeting of July 24th, 2006 considered the above noted matter and the following resolution was adopted;

“ That staff develop a policy through the Recreation and Parks Advisory Committee to be forwarded to City Council respecting ways of dealing with problem campers and a process of dealing with complaints and concerns brought forward by staff to their supervisors.”

COMMENTS:

The following outlines the recommended procedures, based on past and present practice for dealing with complaints that arise in the Harrison Park Family Campground. The present “Campground Rules,” which were approved by City Council and are printed and distributed to each camper when they register are also attached for the Committee’s information.

Campground Complaints

In situations where the activities and or behaviour of persons registered as campers in the Harrison Park Family Campground contravene the longstanding rules and negatively affects the enjoyment by other campers or visitors to the park the following procedures should be followed;

1. Campers will be provided with a copy of the “Campground Rules” and Campground Registration staff will bring them to the attention of all campers when they check-in.

2. Campers not following the rules will receive a maximum of 3 warnings, depending on the type and severity of the infractions. During the initial contact parks staff will remind the offending parties of the rules and request their cooperation and understanding.

3. Failure by campers to cooperate with campground staff and to abide by the rules of the campground could result in the guilty party(s) being evicted.

4. Situations involving contravention of the campground rules, which are witnessed by staff, or revealed via complaints received from other campers, are to be recorded on a "Campground Incident Form," noting the date, time, campsite/location and details of the incident, including names of the individuals involved, as well as any witnesses.

5. Incidents involving theft, violence, threatening, drunken or other abusive behaviour should be considered serious offenses. Staff should request the assistance of the Owen Sound Police to have the offending persons evicted from the campground as soon as possible.

6. All completed "Campground Incident Forms" outlining incidents will be given to the Parks Superintendent for information and appropriate follow-up. Incident forms will be kept on file for a minimum of 3 years.

7. In extreme situations or where the campground staff report incidents involving "repeat offenders" (persons or groups who have caused trouble in the campground on a number of occasions and tend to return year after year) the Superintendent shall confer with the Public Works Manager, or designate, and consideration will be given to banning these individuals, families or groups from the Harrison Park Family Campground for the remainder of the season, one, two, three years, or for life. These individuals will be advised, in writing, of any such ban.

RECOMMENDATIONS

The Recreation and Parks Advisory Committee review and receive this report from the Parks Superintendent for consideration to be included in a Policy.

John Howard, Parks Superintendent

Campground Rules

Registration

- All campers must register prior to 10:00 p.m.
- Check in time is 2 p.m.; Check out time is 1:00 p.m.
- Each site is allowed 1 picnic table, 1 vehicle
- 1 camping unit & 1 tent per site.
- 2 adults & up to 4 children or 4 adults per site.
- 50% non-refundable deposit due at the time of booking, balance is due upon arrival.
- Method of payment – VISA; MasterCard; Debit; Cash; Cheque (payable to the City of Owen Sound)

Visitors

- Visitors must register at the office
- The park closes at 11:00 p.m. to non-registered users.
- Must park in designated areas.

Alcoholic Beverages

- Confined to campsites only

Pets

- Pets welcome but must be leashed and not left unattended
- Be a responsible pet owner and “stoop and scoop.”

Quiet Time

- 11 p.m. to 8 a.m. but excessive noise or abusive language will not be tolerated at any time.
- Courtesy and consideration for all campers must be exercised.

Campsites

- Campsites must be maintained in a neat and tidy condition.
- Please place garbage and recyclables items in the containers provided.
- Campfires must be confined inside the rings provided.
- Do not use cooking grills on picnic tables.
- Please supervise your children.
- No outside firewood is allowed – firewood is supplied at a nominal fee.
- Obey all signs in the park & observe posted speed limits.
- Motorcycles/trail bikes allowed in park for transportation purposes – no joy riding.
- Rowdiness & drunkenness are absolutely prohibited.
- Do not move to another campsite without permission from Registration staff.
- Campers are responsible for any damages caused.

Pump Out

- Do not dump grey water; i.e. dish water on ground or in any water course.
- Please use dumping station provided near parks yard.
- Porta-potties should be dumped at dump station, not in toilets.

Park staff

- Management reserves the right to evict anyone from the Park for detrimental conduct or failing to observe the rules and regulations.

**City of Owen Sound
Harrison Park Family Campground**

INCIDENT REPORT

DATE: _____ **TIME:** _____
(of incident)

LOCATION: _____
(campsite #, building, etc.)

DATE REPORTED: _____ **TIME REPORTED:** _____

DETAILS/DESCRIPTION: *(include names of persons involved, witnesses, police badge #'s, etc)*

Submitted by: _____

Date of this Report: _____ / _____ / _____
Month Day Year

Attach additional sheets if required



By-law No. 1992-014

“A By-law to Regulate and Control the Management of all Existing Parks Belonging to the Corporation of the City of Owen Sound”

Originally Passed and Enacted January 27, 1992

Amended By By-law:	Passed On:
1992-192	November 23, 1992
1992-206	December 21, 1992
1994-029	March 7, 1994
1994-126	September 19, 1994
1994-133	October 3, 1994
1996-165	October 28, 1996
1997-176	November 24, 1997
2003-148	September 29, 2003

Consolidated Version
Revised and Verified February 12, 2014

Consolidated for Convenience Only

This is a consolidation copy of a City of Owen Sound By-law for convenience and information. While every effort is made to ensure the accuracies of these by-laws, they are not official versions or legal documents. The original by-laws should be consulted for all interpretations and applications on this subject. For more information or original signed copies of by-laws please contact the City Clerk’s Department.

BY-LAW NO. 1992 - 014

THE CORPORATION OF THE CITY OF OWEN SOUND

**A BY-LAW TO REGULATE AND CONTROL THE
MANAGEMENT OF ALL EXISTING PARKS BELONGING
TO THE CORPORATION OF THE CITY OF OWEN SOUND**

WHEREAS City Council is desirous of establishing certain regulations concerning the maintenance and control of all parks belonging to or under agreement with The Corporation of the City of Owen Sound pursuant to the Public Parks Act.

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE CITY OF OWEN SOUND HEREBY ENACTS AS FOLLOWS:

DEFINITIONS

1. For the purpose of this By-law:

Amended by By-law 1992-192

1.1.1 **Camping** shall mean to establish temporary living quarters.

1.1 **City** shall mean The Corporation of the City of Owen Sound.

1.2 **Parks** shall mean all land and appurtenances thereto, including Greenwood Cemetery, under the management of the City.

1.3 **Vehicle** includes a motor vehicle, including an automobile, motorcycle, motorized snow vehicle, and any other vehicle propelled or driven otherwise than by muscular power, and a trailer, traction engine, farm tractor, road-building machine, and any other vehicle drawn, propelled or driven by any kind of power including muscular power.

1.4 **Parking Space** means that part of any drive, roadway, or area designated by the City for the parking of vehicles marked with signs so designated.

1.5 **Roadway or Drive** means that portion of a park which is set aside for the use of vehicular traffic by the City but does not include service lanes.

1.6 **Person** includes any body corporate or politic, and the heirs, executors, administrators or other legal representatives of a person to whom the context can apply according to law.

Amended by By-law 1992-192

1.7 **Motorized Snow Vehicle** shall include any vehicle *designed to travel* on snow and propelled or driven by any kind of power, excluding muscular power.

1.8 **Commercial Motor Vehicle** means any motor vehicle having permanently attached thereto a truck or delivery body and includes ambulances, hearses, casket wagons, fire apparatus, police patrols, motor buses and tractors used for hauling purposes on the highways.

1.9 **Road Closing** shall mean the shutting off of a roadway or drive by a barricade or other device by and upon the authority of the City.

APPLICATION OF THE BY-LAW

2. This By-law applies to all recreational and parkland premises under the control and management of the City.

GENERAL PROVISIONS

3. No person shall, within the limits of the parks:

3.1 Walk or ride any horse except upon the roadways, trails or paths designated by the City for such use.

- 3.2 Drive, park or leave standing, any vehicle, except authorized emergency vehicles, elsewhere than on the roadways or drives or other place designated for the purpose.
- 3.3 Park or stand any vehicle in such a manner as to obstruct traffic or prohibit pedestrian travel.

Amended by By-law 1996-165

- 3.4 *Sell or keep for sale, any goods, wares, merchandise, confectionery, tobacco or refreshments of any kind unless authorized by the Parks, Recreation and Culture Director and after having obtained all necessary licences.*
- 3.5 Wash, paint, repair, service or lubricate any vehicle.
- 3.6 Drive a vehicle on any roadway or drive designated as a service lane, except with the authority of the City.
- 3.7 Drive or operate any commercial vehicle other than an authorized emergency vehicle, or a vehicle making legitimate deliveries to Park premises.
- 3.8 Park or stand any vehicle unattended except in a park in which the operator and/or occupants of the said vehicle is or are visiting.
- 3.9 Park or stand any vehicle in any park other than so designated as a parking or standing area. All vehicles so parked or standing must be parked or standing in conformity with the line or markings designated therefor. Vehicles parked in contravention of this section may be towed away by the City or its agent at the owner's expense.
- 3.10 Drive any vehicle upon a roadway or drive while such roadway or drive is closed.

Amended by By-law 1994-029

- 3.11 *Operate any vehicle at a speed in excess of 20 km./hour or as posted or so as to interfere with, or endanger a person in the park, notwithstanding, no person shall operate any vehicle in excess of the limits prescribed in By-law No. 1989-62, as amended, being 'A By-law to Provide for the Regulation of Traffic.'*

Amended by By-law 1997-176

- 3.12 *Drive or operate any motorized snow vehicle in any park or in any area of any park, save and except those parks or areas of parks so designated by the City as on the attached Schedule 'B'.*

Amended by By-law 1997-176

- 3.13 *The driver of a motorized snow vehicle, not being the owner is liable to any penalty provided under this By-law and the owner of the motorized snow vehicle is also liable to such penalty, unless at the time the offence was committed, the motorized snow vehicle was in the possession of a person other than the owner or his chauffeur without the owner's consent.*

4. It shall be lawful for any police officer, constable, caretaker, or any persons duly authorized by the City, to exclude from the Parks, any disorderly or drunken person, and to remove therefrom any person or persons violating any regulation or By-law of the City for the care and maintenance of the said Parks, or any person or persons exhibiting disorderly conduct therein.

- 4.1 No person shall wilfully break, deface, or otherwise damage any of the gates, locks, bolts, or fences of the City, or any of the seats or benches, buildings or other property or equipment placed by the City in the parks for the accommodation of the public or any other City property contained in the said parks.

Amended by By-law 1992-192

- 4.2 No person shall deposit *litter* or strew any refuse or waste paper, wrapper, container or garbage anywhere within the said parks, or into the waters abutting on park property or waters within any park property, except in the receptacles provided for that purpose.
- 4.3 No person shall walk on the grass or sward of the said parks when warned by signs not to do so, nor step on any flower or shrubbery bed.

- 4.4 No person shall break, peel the bark off, cut, deface, place signs or hand bills on or otherwise damage or destroy or remove any tree in the parks.
- 4.5 No person shall destroy, injure or remove any of the shrubs, flowers, flowering plants, roots, bulbs, or grass growing or being in the said parks.
- 4.6 No person shall wilfully suffer or permit any horse, mule, ass, goat, cat, dog, cattle, swine, geese, poultry, or any domestic animal of any kind of which he or she is the owner or has the custody, or over which he or she commonly has control, to go at large in the said parks, or to do any damage therein or thereto.
- 4.7 No person shall play at any organized games within the said parks except where provision has been made by the City for the playing of such games, and in places where the playing of games is approved by the City, and all schedules for games to be played on park property must be submitted to the City for approval before such games are played.
- 4.8 No person shall play or practice golf in any park.
- 4.9 That after a period of substantial rainfall, the decision to use or postpone the use of a field be left to the discretion of the Superintendent of Parks or his or her representative and that the spokesperson for each league be required to contact the Parks and Recreation Department before 4:30 p.m. on weekdays for instruction as to the playability of the field. On Saturday, Sunday and holidays, the groundskeeper is to be contacted directly and who will have the authority to permit or not permit games to be played.
- 4.10 The City may at any time, when it is deemed advisable to do so, close to the public, any park or any portion of any park, or any building in any park, and may require the payment of a fee by any person desiring to enter such park or building, and no person shall enter any park or any portion of any park or any building in any park so closed, without first paying the fee for admission to a person duly authorized by the city for the collection of such fee. The amount of such fee shall be fixed from time to time by the City.
- 4.11 The City may designate any time, such park or facility for events described as a carnival, circus, concert, public gatherings of any kind, and may require the payment of a fee by any person or organization requesting the use of such park or facility. Application in writing must be presented to the City which may grant approval, before such an event takes place. The amount of the fee shall be fixed from time to time by the City.
- 4.12 All lands belonging to or under the care of the City shall be and are hereby declared to be a sanctuary for wild birds or all kinds of wild animals, excepting vermin, and no person shall throw any missile or in any way molest or cause them to be molested.
- 4.13 No person shall camp on any park property without first having obtained the authority of the City to do so. The rules and regulations for the designated Family Camping areas at Harrison Park and Kelso Beach, attached to and marked as Schedule "A" to this By-law are hereby declared to be a part of this By-law.
- 4.14 No person shall carry any gun, firearm, air gun, spring gun or a bow and arrow or crossbow which discharges any metal shot, metal pellet, or metal dart or projectile or discharge same on park property, save and except persons lawfully authorized to do so and save and except for ceremonial occasions approved by the City.
- 4.15 No person shall kindle any bonfire without first receiving authorization from the City.

Amended by By-law 1992-206

- 4.16 *No unauthorized person shall be on or perform any activity on an outdoor city recreational ice surface at any time while the outdoor ice surface is being service and/or maintained.*

Amended by By-law 1994-126 and By-law 1994-133

- 4.17 *No person shall fish or clean fish on the floating dock or dock landing located on the east side of Marsh Street (1st Avenue East) opposite Lots 5 and 6 located on the west side of Water Street (2nd Avenue East).*

Amended by By-law 1994-126 and By-law 1994-133

4.18 *No person shall dock a boat for more than two consecutive hours within any twenty-four hour period at the floating dock located on the east side of Marsh Street (1st Avenue East) opposite Lots 5 and 6 located on the west side of Water Street (2nd Avenue East).*

ENFORCEMENT

Amended by By-law 1994-029

5. *Any person who contravenes the provisions of this By-law is guilty of an offence and upon conviction therefor is subject to the penalty set out in the Provincial Offences Act.*

5.1 Upon the default of any person to do anything required to be done under the provisions of this By-law, or to repair any damage caused by any action prohibited by this By-law the City may, upon giving ten days notice in writing to the said person, do the work required to be done, or repair damages caused by the said person, at the expense of the said person. All expenses incurred by the City in doing the said works, including but without limiting the generality of the foregoing materials, labour, equipment, administration and legal expenses shall be paid by the said person and may be recovered by action in any competent court.

SEVERABILITY

6. If for any reason any section, clause or provision of this By-law is declared by a court of competent jurisdiction to be invalid, the same shall not affect the validity of this By-law as a whole or any part thereof, other than the part which was declared to be invalid.

BY-LAWS REPEALED

7. Where the provisions of this By-law are inconsistent with the provisions of By-law No. 2567 of the City, being 'A By-law to Provide for the Control, Regulation and Management of Greenwood Cemetery', the provisions of the said By-law No. 2567 shall apply. This By-law shall be enforced by the Enforcement Officers appointed by City Council and the Officers of the Owen Sound Police Services.

HEADINGS NOT PART OF THIS BY-LAW

8. The headings in the body of this By-law form no part of the By-law but are inserted for convenience of reference only.

EFFECTIVE DATE OF BY-LAW

9. This By-law shall come into full force and effect upon the final passing thereof.

PASSED this 27th day of January, 1992.

1st reading January 27, 1992

2nd reading January 27, 1992

3rd reading January 27, 1992

Signature on File

Mayor

Signature on File

Clerk

SCHEDULE "A" TO BY-LAW NO. 1992 - 014

HARRISON PARK AND KELSO BEACH FAMILY CAMPING

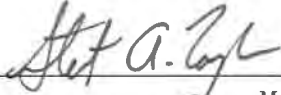
CAMPGROUND RULES

1. All campers must register.
2. Checkout time is 2:00 p.m.
3. Please obey signs in park and observe speed limit.
4. Only one camping unit per campsite.
5. Pool rules must be obeyed.
6. Pets welcome BUT must be leashed.
7. Motorcycles and trail bikes allowed in park for transportation purposes - no joy riding.
8. Campers are responsible for any damage caused.
9. Do not move to another campsite without permission.
10. Roudiness and drunkenness are prohibited.
11. Do not use grill on picnic table, use ground.
12. Restrooms and showers are provided for your convenience.
13. Please supervise your children.
14. Cleaning hours for restrooms are posted.
15. Do not dump "gray water" on the ground or in any water course, use the dumping station.
16. Portable toilets - dump at station, not in toilets.
17. Please place garbage in containers provided.
18. Please observe quiet hours - 11:00 p.m. to 8:00 a.m.
19. Visitors must register.
20. Fuel wood is supplied at nominal fee - please ask staff for assistance.
21. Management reserves the right to evict anyone from the park for detrimental conduct or failing to observe the rules and regulations.


BY-LAW 1992-14

Schedule B

This is Schedule B to By-law 1992-14
passed this 24th day of November 1997.



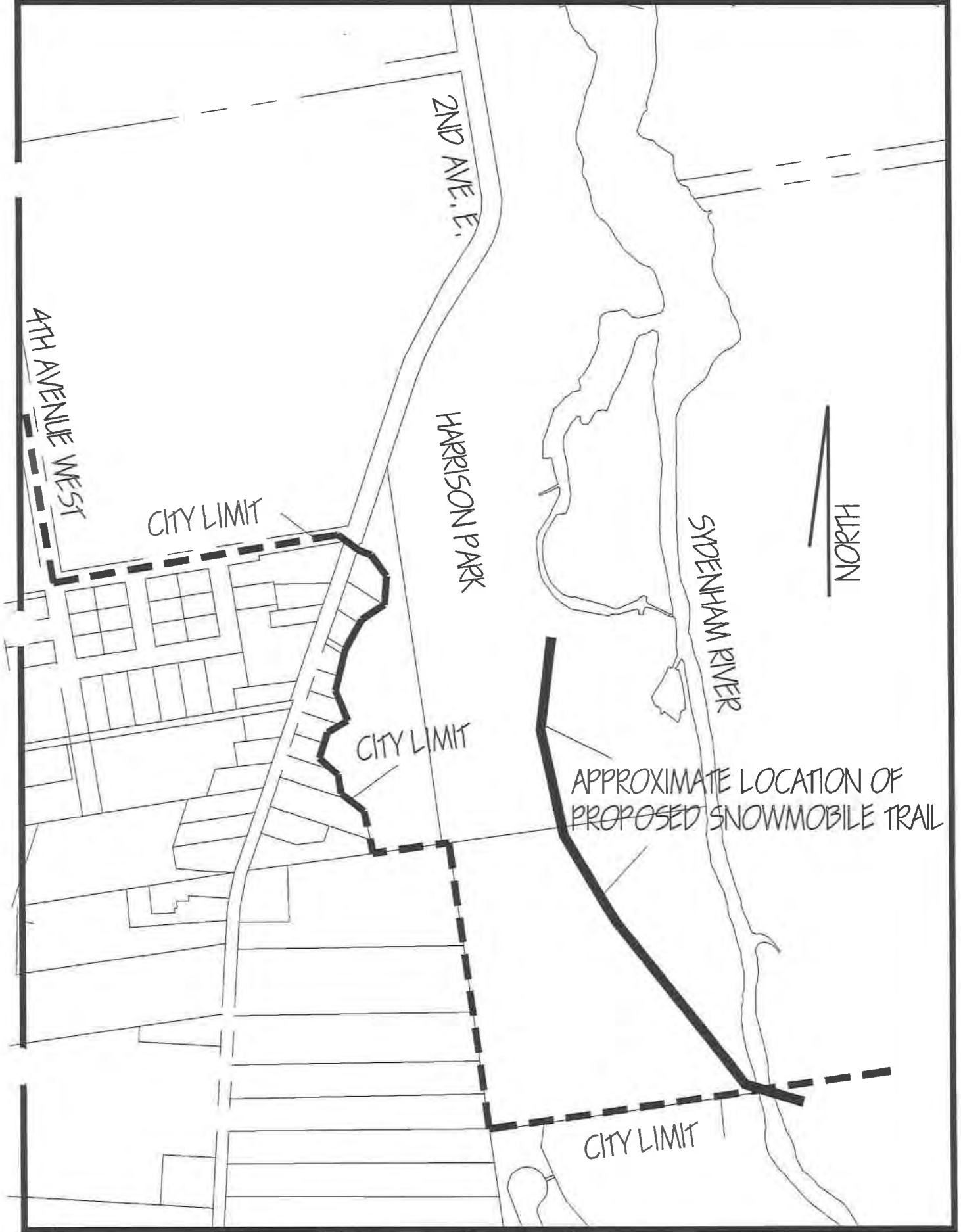
Mayor



Clerk

NORTH 

1:5000 METRIC



CS-20-049 Attachment 4.
Summary of Campground Refund Policies Reviewed

Campground	Key Statements/Clauses
Meaford – Municipal	<ul style="list-style-type: none">- 14 days or greater - 100% refund minus \$25.00 administration fee.- Less than 14 days - no refund. Equivalent value will be offered and must be used within the current camping season. Failure to notify of a late arrival will be treated as a "No Show", and after 24hrs will result in loss of reservation.- Early Departures - In the event of campers departing their reservation early, there will be no refunds or equal credit offered towards next stay.- All cancellations must be administered via email with a confirmation response from staff. During the season from May 7th forward, cancellations can also be made in person or verbally over the phone at park office between 9am and 5pm daily. NOTE...Voice mail cancellations will not be accepted.- Failure to notify of late arrival that exceeds 24hrs will result in loss of reservation with no equivalent value offered.

CS-20-049 Attachment 4.
Summary of Campground Refund Policies Reviewed

Campground	Key Statements/Clauses
Saugeen Shores – Municipal	<ul style="list-style-type: none"> - A refund of weekly or monthly transient camping fees may be granted at the discretion of the Camp Manager, or designate.
Woodland Park –Sauble Beach	<ul style="list-style-type: none"> - Deposits will be returned with a cancellation fee if cancelled up to 7 days notice prior to arrival. Deposit will be forfeited with fewer than 7 days notice. - A change fee will apply to any changes up to 7 days notice prior to arrival.
Ontario Parks – Provincial Government	<ul style="list-style-type: none"> - Refund Request Form - Refunds issued on compassionate grounds - Constraints on how long after a booking a request will be accepted for
Carsons Camp – Sauble Beach	<ul style="list-style-type: none"> - Cancellations made prior to 30 days before arrival, could qualify for a credit of up to 75% of the deposit made if the site is rebooked to another customer. This credit is not refundable but is transferable and may be used on a future stay