
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.

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Policy:

4. All booking cancellations are subject to a fifteen percent administration and processing fee.
5. 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.
6. Refund request forms must be completed and submitted by the rental party named on the confirmed rental booking contract.
7. Where a refund request is made post visit, a refund request form must be submitted within seven calendar days of the departure date on the confirmed rental booking contract. Refund request forms submitted more than seven calendar days after the departure date on the confirmed rental booking contract will not be considered.
8. The City will endeavour to respond in writing to all qualified refund request form submissions within five business days of receipt of the form.
9. An 85% 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.
10. If a refund request form is received by staff between seven and 13 days in advance of the arrival date on the confirmed contract, an 85% credit will be applied to the customer's facility booking account.
11. No refund or credit will be issued for refund request forms received within six and 0 days in advance of the arrival date on the confirmed contract.
12. 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 as stated in section 14.
13. 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

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result in the loss of the reservation with no refund or equivalent value offered.

- 14. 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:

N/A

Revision History:

	Date
2020-053	May 11, 2020