

### Cancellation Refund Policy

**Check out time is 2 p.m.**

**Prior to arrival**, full refunds are given 48 hours prior to 2 p.m. on the day of arrival. If 24 hours notice is given, one night of camping fees will be deducted from the refund.

**When canceling prior to departure time**, a refund for the amount of unused days will be granted for situations approved by the conservation area coordinator. A refund request must be submitted before 2 p.m. on the day of departure (checkout) or the visitor forfeits that night's camping fees and is only eligible for subsequent night's camping fees.

**No refunds, under any circumstances, will be processed for long holiday weekends** (Victoria, Canada Day, Civic and Labour Day weekends), unless seven days advance notice is given to 2 p.m. on the day of arrival.

**The \$15 telephone reservation fee and all online reservation/change/cancellation fees are not refundable.**

Day use permits are not refundable.

Campers evicted from the campground for any circumstance are not eligible for a refund.

No immediate refunds to credit cards will be issued except for on-line reservation requests made prior to arrival. All other written refund requests including telephone reservations and refunds requested after a permit is issued are processed through Kettle Creek Conservation Authority's Administration Centre. Requests may take up to 30 days to process. If a refund request is approved by the conservation area coordinator, a cheque will be mailed directly to the address provided by the camper.

Camping is an outdoor experience. Therefore, no refunds will be approved for discomforts of nature including rain, snow, temperature changes and insects.

### Terms of Use

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