



REFUND REQUEST FORM

Refund requests must be completed in full, signed and dated to be processed. Please print clearly. Reservations made online must be cancelled online and will receive a refund to the credit card used during the booking process.

Name: _____ Address: _____

City: _____ Province: _____ Postal Code: _____ Phone #: _____

Email: _____

Reason for Refund: _____

Campground: _____ Site #: _____ Amount Requested: _____

REFUND DIRECTION

I would like to receive my refund as a cheque. The address provided at the top of this page is my current mailing address. Cheques can take up to four (4) weeks to process.

I would like to receive my refund via Electronic Funds Transfer (EFT)/direct deposit. I have attached a void cheque and/or completed the direct deposit form on the back of this page. Direct deposit will take approximately two (2) weeks to complete.

I understand that this request will be reviewed by KCCA and if approved a refund will be issued in the manner specified above.

Date

Signature

KCCA STAFF USE

Request Received by: _____ Date: _____ Time: _____

Request Approved by: _____ Date: _____

Deductions (based on KCCA's Cancellation/Refund Policy) Total Payment Received: _____

Reservation fee: \$ _____

Reservation #: _____

Cancellation fee: \$ _____

One night stay: \$ _____

Other: \$ _____

Total Amount Refunded: \$ _____

Request Denied by: _____ Date: _____

Reason for denial: _____

ELECTRONIC DIRECT DEPOSIT

Kettle Creek Conservation Authority is offering you the opportunity to receive payments by direct deposit instead of a cheque. By enrolling in this program, you will receive your payment directly to your bank account avoiding delays for cheque issuance and mailing. A remittance will also be emailed to you indicating the amount, date of deposit and invoice number if applicable. Please complete this form and return it to by email to jessica@kettlecreekconservation.on.ca or alternatively you can drop it off at the Dalewood or Lake Whittaker gatehouse.

Complete the information below, or you can provide KCCA with a void cheque or direct deposit form from your bank.

Name of Financial Institution	
Bank Code (3 digits)	
Transit Number	
Account Number (7 - 12 digits)	

I hereby authorize KCCA to automatically deposit my refund to my bank account.

Date	Signature
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Personal information on this form is collected under the authority of the Conservation Authorities Act, R.S.O. 1990, c. C.27 for the purpose of administering the payments of accounts owing by the Kettle Creek Conservation Authority. Questions concerning this collection should be directed to KCCA's Information and Privacy Officer at 519-631-1270 ext. 223 or by mail to 44015 Ferguson Line, St. Thomas Ontario N5P 3T3.

CANCELLATION/REFUND POLICY

- Check in/out time for campsites is 2 p.m.
- Check in time for cabins is 3 p.m.
- Check out time for cabins is 11 a.m.
- Reservation fees, change and cancellation fees are not refundable under any circumstances.
- Day use permits are not refundable.
- Campers evicted from the campground for any circumstance are not eligible for a refund.
- Camping is an outdoor experience. Therefore, no refunds will be approved for discomforts of nature including rain, snow, or temperature changes and insects.

No Cash Refunds

No cash refunds will be generated at the campground. Gate attendants are only authorized to provide refunds as calculated by KCCA's reservation system to debit and credit cards based on the original form of payment. If cash was the original form of payment, or if you believe there is a discrepancy in the refund provided at the gatehouse, a refund request form must be completed. Cash refunds and refund request forms will be processed through KCCA's Administration Centre. Refund request forms may take up to 30 days to process. If approved, based on the criteria noted in this policy, a cheque or EFT will be issued to the address provided.

Temporary Permit

KCCA offers a 20-minute temporary day-use permit for short term visits such as dropping off or picking up visitors or to view a campsite before booking. A temporary day use permit is valid for 20-minutes only with no exceptions. If the permit is cancelled within 20-minutes the user is refunded the day use permit fee. If the permit is not cancelled within 20 minutes the user is charged the full day use permit fee.

Prior to Arrival - Campsite

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. Reservations made online must be changed or cancelled using the online system. All cancellations, regardless of reason, are subject to a cancellation fee.

Prior to Departure - Campsite

When cancelling prior to departure time, a refund for the amount of unused days will be granted, provided that the permit holder checks out/requests a refund at the gatehouse before 2 p.m. on the day of departure. Permit holders who fail to check out prior to 2 p.m. will forfeit that night's camping fees and are only eligible for subsequent night's camping fees. All shortened stays or cancellations, regardless of reason, are subject to a non-refundable cancellation fee per site refund.

Cabins

Prior to arrival, full refunds are given 7 days prior to 2 p.m. on the day of arrival. If less than 7 days notice is given, no refund will be issued. Reservations made online must be changed or cancelled using the online system. All cancellations, regardless of reason, are subject to cancellation fees.

No refunds will be provided for shortened stays.

Long weekends

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

No refunds, under any circumstances for cabins or campsites will be processed for early departures on long holiday weekends where a three-night reservation was required.