CANCELLATION/REFUND POLICY

- Camping is an outdoor experience. Therefore, no refunds will be approved for discomforts of nature including rain, snow or temperature changes and insects.
- All cancellations, regardless of reason, are subject to cancellation fees.
- Reservation fees, change and cancellations 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.
- Reservations made online must be changed or cancelled using the online reservation system.

Campsite Cancellation Prior to Arrival – Stays less than 7 nights

Cancellation Notice	Refund
48 hours or more from 2:00 p.m. of arrival date.	Full refund minus reservation and cancellation fee.
24-47 hours from 2:00 p.m. of arrival date.	Full refund minus 1 night, reservation and cancellation fees.
Under 24 hours from 2:00 p.m. of arrival date.	No refund.
Booking will be assumed as a no show as of 2:00 p.m. the day after arrival date.	No refund for unused nights. Campsite reservation will be held.

Cancellation Prior to Arrival – Stays greater than 7 nights, cabins and long weekends

Cancellation Notice	Refund
7 nights or more from 2:00 p.m. on arrival date.	Full refund minus reservation and cancellation fee.
Less than 7 nights from 2:00 p.m. on arrival date.	No refund.

Cancellation After Check In

Cancellation Notice	Refund
Early departures for Cabins.	No refund.
Early departures for long weekends.	No refund.
Early departures prior to 2:00 p.m. on day of departure.	50% refund of remaining unused nights.
Early departures after 2:00 p.m. on day of departure.	No refund of that night's camping fees, 50% refund of remaining unused nights.

Long Weekend Bookings

KCCA recognizes the following dates as the long weekends. A minimum three-night stay is required for these weekends, except for the Canada Day weekend, which requires a two-night minimum unless the holiday falls on a Friday to Monday, in which case a three-night minimum applies.

2026 Long Weekend Dates:

- May 15 – May 18
- June 26 – June 28
- July 31 – August 3
- September 4 – September 7

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.

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 payment will be used to the address provided.