

## City of Melfort Policy Manual

<i>POLICY TITLE:</i> <b>Campground Reservation and Cancellation Policy</b>	<i>POLICY NUMBER:</i> <b>7.1.05</b>	<i>EFFECTIVE DATE:</i> <b>June 12, 2017</b>
<i>ORIGIN:</i> <b>Community Services Department</b>	<i>ADOPTED BY COUNCIL ON:</i> <b>June 12, 2017</b>	<i>DATE AMENDED:</i>

### 1. Purpose

To provide a reservation and cancellation policy for the Melfort South Campground.

### 2. Reservations

- a) If you are booking **over the phone or via email**, the entire balance of the reservation is payable immediately following your booking. Payments can be made to the City of Melfort through cash, cheque, debit card, or money order. Either mail payment to PO Box 2230, Melfort, SK, S0E 1A0 or pay in person at City Hall located at 202 Burrows Avenue West.
- b) You may also go online and reserve your site and payment will be requested immediately via Credit Card. This only applies to certain sites that are available online.
- c) Reservations must be made by an individual that is 19 years of age or older. A minimum of one night stay to a maximum of the entire season that the campground is open.

### 3. Cancellations

- a) You can cancel your reservation at any time during the hours of operation for the booking agent, subject to the terms listed below.
- b) A cancellation fee of \$25.00 will be charged for any cancellations made at least 48 hours prior to 2:00 p.m. of the arrival date. The remainder amount will be issued as a refund.
- c) No refunds will be issued for cancellations made less than 48 hours of 2:00 p.m. of the arrival date.
- d) If you do not show up for your reservation, all camping fees will be forfeited and the City will have the right to give the site away to another camper.
- e) Refunds will not be issued for an eviction, vacating your site early, inclement weather, wildlife, insects, water quality, fire bans, car trouble or getting lost.