

## **Purpose**

1. The purpose of this policy is to establish clear direction for staff and campground users for administering campground and cabin booking refund requests.

## **Scope**

2. This policy applies to all campground booking contracts, including bookings made:
  - a. online;
  - b. in person at the campground booth;
  - c. by email; and
  - d. by phone.

## **Definitions**

3. For the purposes of this policy,
  - “Cabin” means the Heritage cabin located in the Harrison Park Family Campground;
  - “Campground” means Harrison Park Family Campground and Kelso Beach Campground;
  - “Campsite(s)” means a site booked via a 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; and
  - “Credit” is the Equivalent value of a booking contract that remains on the patron’s account for booking a future use of an Owen Sound Facility.

## Policy

- Refund requests must be made via the online fillable Request for Refund Form in effect at the time of the request and submitted electronically. No other method of refund request submission will be considered.
- Refund request forms must be completed and submitted by the rental party named on the confirmed rental booking contract.
- All cancellations or changes to the rental booking contract will be made in accordance with the following:

Timeline	Refund
Greater than 14 days prior to first day of confirmed reservation	75% refund
Less than 14 days prior to first day of confirmed reservation	No refund
Changes to booking	\$20 administration fee

- Where a refund request is made post-visit, a refund request form must be submitted within seven (7) calendar days of the departure date on the confirmed rental booking contract. Refund request forms submitted more than 7 calendar days after the departure date on the confirmed rental booking contract will not be considered.
- The City will endeavor to respond in writing to all qualified refund request form submissions within ten (10) business days of receipt of the form.
- 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 except extenuating circumstances stated in.
- 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 stated on the confirmed rental booking contract. Failure to notify of late arrival that exceeds 24 hours will result in the loss of the reservation with no refund or equivalent value offered.
- Conditions such as weather, insect populations, site dimensions, existing typical campsite conditions or impacts by other users at Harrison Park Family Campground and/or Kelso Beach Campground, oversize equipment compared to the recommended equipment size for each site etc. do not constitute a valid reason for a refund.

12. No refund will be issued if a camper is evicted due to non-compliance with the campground rules or the City’s Parks Bylaw.

**Policy review**

13. The Manager of Parks & Open Space will review this policy:
  - a. every five (5) years to ensure effectiveness and compliance with current business processes; or
  - a. sooner, if required, based on legislative changes.
14. The Manager of Parks & Open Space is authorized to make such administrative changes to this policy as appropriate to keep the policy current. Any revision to the policy’s intent must be presented to Council for consideration.

**Related Information and Resources**

**Internal**

15. [Parks By-law](#)

**External**

16. N/A

**Appendices**

17. N/A

**Revision History**

<b>Authority</b>	<b>Date</b>	<b>Approval</b>	<b>Description of Amendment</b>
Council	2020-05-11	By-law No. 2023-008	
Council	2023-01-16	By-law No. 2023-008	
Council	2024-03-11	By-law No. 2024-037	moved to a new template, added cabin, added refund chart
Director of Community Services	2024-08-26	Administrative	Changed section 4: online fillable form only method to request a refund.