

## Deposit & Payment Policy

Policy applies to online, phone-in, and walk-in reservations.

Reservations less than 30 days:

- Payment in full is required to complete any booking of 29 days or less.

Reservations 30 days or more:

- For extended stays, we require one month to be paid in full in order to complete the booking.
- Payment for subsequent months must be paid prior to the beginning of the next month. Invoices will be delivered electronically five days prior to the start of the next period.
- No exceptions. Monthly bookings with overdue payments will be cancelled.

All reservations will receive an electronic reservation confirmation. Please review this confirmation and contact the park office immediately if there are any discrepancies.

All reservations booked online or over the phone will be subject to a non-refundable administrative booking fee.

Failure to provide payment on the first day of any booking will result in the immediate cancellation of the campsite reservation.

Credit card information will be stored on file for the duration of the campsite booking.



## **Cancellation Policy**

### **CAMPSITES**

Cancellations 30 days or more prior to arrival:

- Monthly bookings: 75% of camping fees refunded.
- Nightly bookings: 100% of camping fees refunded, minus \$5 booking fee.

Cancellation 15-29 days prior to arrival:

- Monthly bookings: 50% of camping fees refunded.
- Nightly bookings: 50% of camping fees refunded.

Cancellation less than 15 days prior to arrival:

- No refunds.

### **YURTS & PAVILION**

Cancellation 15+ days prior to arrival:

- 50% refund

Cancellation less than 15 days prior to arrival:

- No refunds.

## Reservation Policy

All online and phone-in reservations are subject to an administrative booking fee of \$5.00.

Extra charges that may apply (extra people/pets, tents, oversized RVs, etc.) are payable at the time of booking.

If you shorten your reservation at check in or less than 15 days prior to arrival, you do not receive a refund for those days.

Quilakwa reserves the right to move any booking to another site. Bookings may be subject to site changes without notice to accommodate longer bookings or larger RV units. Quilakwa makes every attempt to accommodate requests and keep groups close together.

Reservation fee payments will confirm that you have read and agree to all policies, rates, rules, and regulations.

Quilakwa management reserves the right to remove or refuse entry to any person who violates or disregards a park policy. No refund will be provided. Park guests and their visitors agree to use this campground at their own risk.

Quilakwa Investments is not responsible for damage, injury, or loss to persons, pets, or property. We reserve the right to make changes to the rules, regulations, and fees, at our discretion.

Thank you for choosing Quilakwa RV & Campground. We hope you enjoy your stay!



## PARK RULES & GUIDELINES

**All customers and/or guests must abide by the following rules and guidelines, no exceptions.**

- Maximum 6 people on a single campsite – either a maximum of 4 adults or a combination of 2 adults and 4 dependent children. Charges for additional campers will apply.
- Maximum of 2 camping units per campsite, with a maximum of 1 trailer. Permitted set-ups are 1 trailer, 1 trailer/1 tent, or 2 tents. Charges for additional tents will apply and are only permitted should space permit.
- Camp fees must be paid upon arrival at the campground. No hook-ups will be provided until Quilakwa has received payment. Payment must be made by cash, debit, or credit. No e-transfers, cheques, or other methods of payment will be accepted.
- Long-term reservations must be paid electronically and in advance. Seasonal reservations may be paid monthly, but each month must be paid by the 1<sup>st</sup> of the month.
- Quilakwa does accept and prefers advanced payments. Cancellations will be charged \$10 up to 24 hours BEFORE the arrival date, and one full day's rate if cancelled within 24 hours of arrival date.
- Quilakwa reserves the right to remove vehicles of guests that refuse to provide payment. Towing will be at the owner's expense.
- Check-out time is 10:00 AM. No late check-outs. Campsites need to be prepared for next guests.
- Guests may check-in as early as 12:00 PM.
- Quilakwa RV & Campground is not responsible for lost or stolen property during your stay.
- Quiet times are from 10:00 PM – 7:00 AM. No generators between these hours. Excessive noise is not permitted at any time. Please be considerate to your fellow campers.
- Speed limit within the campground is 5 km/h, no exceptions.



# QUILAKWA RV & CAMPGROUND

20 ENDERBY-GRINDROD ROAD | ENDERBY, BC | V0E 1V4 | (250) 838-2022

- Use of ATVs, dirt bikes, or other recreational vehicles is not permitted within park boundaries.
- Protect our trees! No trimming, cutting, or gathering from trees. Firewood bundles are available for purchase at the camp office. Please do not climb trees or put any nails into the trees.
- Campfires are permitted ONLY within the fire pits provided, and are subject to Provincial Fire Regulations / Bans.
- Swimming is permitted AT YOUR OWN RISK. There are no lifeguards on duty.
- Children must be supervised at all times. Parents are responsible for their children's safety and conduct, and any injuries or damage that they may incur or cause. Unsupervised children who cause disruption for other guests may be asked to leave the park with their entire group.
- Campers are responsible for everyone on their campsite. Non-registered visitors are required to leave the campground by 10:00 PM. Visitors are required to check-in at the front office upon entering the park. Disturbances past 10:00 PM could result in the group being removed from the park.
- No refunds will be provided for any guest who is removed for violation of park policy.
- Pets are welcome, however must abide by the following:
  - Pets must be kept on a leash AT ALL TIMES, with the exception of within the off-leash area.
  - Owners are responsible for pick-up and disposal of their pet's waste.
  - Pets must not cause a noise disturbance.
  - Pets must not be aggressive.
  - Guests are permitted a maximum of 2 dogs, per site. First dog is free, charges for additional dogs will apply.
- Please be respectful of your neighbor's privacy. Do not enter another guest's campsite without their permission.
- Fireworks and firecrackers are NOT permitted at any time. Sparklers are permitted within the confines of your campsite.



