



Lion's Riverbend Campground Rules & Regulations

Section	Date Passed	Resolution #	Reviewed	Date Repealed	Resolution #
Operations - Parks	May 17, 2016	2016-138			

POLICY

To regulate the procedures and rules related to the Lion's Riverbend Campground.

PROCEDURE

Registration

1. Guests will be required to secure reservations with a valid authorized credit card.
2. Upon arrival/check-in, all guests MUST stop at the office and complete a Registration Form, which will be processed in the order it is received.
3. Campsites will be limited to one (1) registered vehicle per campsite with necessary information including the license, make and model of the vehicle listed on the registration document.
4. Payment for the entire stay must be made at time of arrival and campsites assigned based on availability.
5. Payment will be accepted by way of cash, debit, Mastercard, Visa or personal cheque (as long as sufficient identification can be produced and validated). Only Canadian currency will be accepted.
6. Check-out time is 1:00 p.m. daily. Guests wishing to extend their stay will be subject to availability of campsites and possible re-location to an alternate site.

Reservations – Cancellations/No Shows

1. Reservations may be cancelled up to 48 hours in advance of the intended date of arrival.
2. Failure to cancel a reservation up to 48 hours in advance will be subject to a cancellation fee for each day reserved.
3. A no-show will result in the full charge for the stay reserved, plus a cancellation fee charged to the credit card on file.
4. Guests failing to check-in by 11:00 a.m. the next morning, and who do not contact the campground to advise of late arrival, will be deemed a no-show.
5. Fees will be forfeited and the site will be made available to the next guest.

Reservations - Changes

1. Reservations may be amended or changed (dates &/or locations) depending on availability and occupancy, however, a non-refundable change fee may apply.
2. Change requests occurring within 48 hours of an arrival date that relate to either a later arrival date or a relocation to an alternate campsite will be subject to an additional non-refundable nightly fee plus the change fee.
3. Amendments and changes may be accepted in-person, by phone or email.

Early Departures

1. Handled on a case by case basis at the campground office, unless such change is arranged four (4) or more days in advance of arrival.

Late Arrivals

1. Sites that have been reserved will be held until 11:00 a.m. the next day before cancellation.

2. If a guest is unable to check-in by 11:00 a.m., the onus is on the guest to contact the campground office to determine if a later check in can be accommodated.
3. Sites will not be held as a late arrival for longer than one night and at that time will be subject to cancellation as a no show. All fees will be forfeited.
4. Fees will apply for each night a reservation is held. If a guest wishes to vacate a campsite early, refunds will only be offered in exceptional circumstances (i.e. medical, etc).

Number of Persons per Site

1. Campsites shall accommodate no more than four adults or one single family per site, with a family defined as a parent(s)/guardian(s), with children under the age of 18.
2. All persons must fit into the allowable camping units.

Allowable Camping Units

1. Each campsite is designed for one camping unit.
2. A camping unit is defined as a tent, tent-trailer, travel trailer, truck-guest, motorhome or fifth wheel.
3. If space allows, an additional tent and dining tent may also be accommodated.

Number of Vehicles per Site

1. One registered motorized vehicle is allowed per site.
2. Any additional vehicles associated with a campsite must be parked in a designated parking area.
3. Requests for additional vehicles will be reviewed by the campground attendant and approved at their discretion, based on circumstances.

Minimum/Maximum Stays

1. The minimum number of nights that can be booked for long weekends shall be two nights.
2. The maximum duration of stay shall be 21 days at the same campsite.
3. There are no early departure refunds when a minimum stay requirement is in effect.
4. A guest may need to change camp sites if extending their stay.

Seasonal Camping

1. The Town of Neepawa will consider dedicating up to five (5) sites for the purposes of seasonal camping. Such sites dependent on campground conditions and at the discretion of the Town of Neepawa on an annual basis.
2. The sites will be assigned on a first come-first served basis.
3. The sites will be chosen and pre-determined by the Town of Neepawa.
4. Seasonal unit/s trailers must be in a visually acceptable condition, in good repair, with valid insurance and registration.
5. No physical structures are to be constructed; removal of trailer and all possessions at the end of the season.
6. The fee for the season will be set at the start of each camping season.

Other

1. If a specific site is requested, but not available, the campground reserves the right to assign an alternate site.
2. Tenting is allowed in designated area's only.

Speed Limit

1. The speed limit within the campground shall be no greater than 10 km/hour.

Visitors

1. Registered guests are responsible for the conduct of any visitor.
2. Visitors are NOT allowed to bring pets.
3. Non-compliance with any of the campground policies will result in visitors and possibly the registered guests being asked to leave the premises immediately.

Pets

1. Guests shall notify the campground office if they have any pets.
2. Pets shall be welcome under the following conditions:
 - a. Must be on 6-foot or shorter leash at all times and not be left unattended at any time.
 - b. All pets shall be taken inside the respective camping unit at night.
 - c. Shall not be allowed in any buildings in the campground;
 - d. Guests are responsible for cleaning up after pets immediately;
 - e. Guests are responsible for any damage a pet may cause;
 - f. Aggressive behavior, barking or generally disruptive dogs will not be tolerated;
 - g. Dog pens are not allowed.

Quiet Time

1. In keeping with local law, quiet time shall be 11:00 P.M. – 7:00 A.M.
2. No fires or group gatherings after 11:00 P.M.
3. All fires shall be extinguished by 11:00 P.M.
4. Loud parties and disrespectful behavior will not be tolerated.

Cleanliness & Dumpsters

1. Guests shall maintain a clean and attractive site by removing trash in a timely manner.
2. Dumpsters shall be marked accordingly and are available for the disposal of bagged household trash and recycling only.
3. Washrooms are cleaned daily between 10:00 a.m. and 12:00 noon; as well as any additional times necessary to maintain a sanitary environment.
4. Parents are responsible and accountable for the behaviour of their children, at any and all locations on the grounds including the washrooms.
5. Guests choosing to utilize mats on the grassy areas are restricted to ecofriendly mats or similar, as to not harm any green space in the campground, and be no larger than 10 feet X 20 feet.
6. No lawn ornaments or other decorations shall be permitted.

Dumping Station

1. For the convenience of registered guests, a dumping station is provided. Please dispose of any grey water at the dumping station.

Wi-Fi

1. The Lion's Riverbend Campground offers free Wi-Fi to guests registered at the campground.
2. The attendant will provide the password upon check in.
3. Wi-Fi is to be used in a responsible manner to allow for the enjoyment of all guests.

Disclaimers

1. The Lion's Riverbend Campground and staff, and the Town of Neepawa and staff assume no responsibility for lost, damaged or stolen property, or for the use of our grounds or facilities. Use of the grounds and/or facilities is at the risk of the user.
2. Users also assume full responsibility for injury or illness occurring to themselves or to their visitors.