



Campground Rules & Regulations

Section	Date Passed	Resolution #	Reviewed	Date Repealed	Resolution #
Operations - Parks	June 6, 2023	2023-131			

POLICY

To regulate the procedures and rules related to the campground located at Riverbend Park within the Town of Neepawa (Town).

RULES, REGULATIONS & PROCEDURES

1. REGISTRATION

- a) Guests will be required to secure reservations with a valid authorized credit card through the Town's online program – Campreservation.ca.
- b) Upon arrival/check-in, all guests MUST stop at the office and receive an information sheet.
- c) 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 filled in on the online booking site.
- d) Payment for the entire stay must be made at booking time, with campsites assigned based on availability.
- e) Payment will be accepted by way of cash (Canadian currency only), Mastercard or Visa.
- f) Check-out time is 1:00 p.m. daily. Guests wishing to extend their stay will be subject to the availability of campsites and possible re-location to an alternate site.

2. RESERVATIONS – CANCELLATIONS / NO SHOWS

- a) Full refunds, less a registration fee (\$5.00 + GST) will be given for cancellations initiated two (2) or more days in advance of the arrival date. Any cancellations within the two (2) days prior to arrival will result in a forfeit of all registration fees.
- b) Camping is an outdoor experience; therefore, no refunds will be approved for discomforts of nature including rain, snow, winds, temperature changes and insects.
- c) No refunds for late arrivals or early departures (including minimum long weekend stays).
- d) Reasonable requests for a refund, due to medical reasons or emergencies, may be considered. You must contact the Town office directly.
- e) A 'No Show' is a reservation that has not been claimed by 12:00 midnight on the arrival date. A 'no show' will result in the reservation being cancelled with no refund, and the campsite will become available to a new guest.
- f) Guests evicted from the campground for any circumstance are not eligible for reimbursement.

3. RESERVATIONS - CHANGES

- a) Reservations may be amended or changed (dates &/or locations), depending on availability and occupancy. However, a non-refundable change fee may apply.
- b) Amendments and changes may be accepted in-person, by phone or email.
- c) If a specific site is requested but is not available, the campground staff reserve the right to assign an alternate site.

4. LATE ARRIVALS

- a) Sites that have been reserved will be held until noon the day of arrival. All fees will be forfeited after this time.
- b) If a guest is unable to check-in by 1:00 p.m., the onus is on the guest to contact the campground office to determine if a later check-in can be accommodated.
- c) Fees will apply for each night a reservation is held. If a guest wishes to vacate a campsite early, refunds may only be considered in exceptional circumstances (i.e. medical, etc.).

5. NUMBER OF PERSONS PER SITE

- a) Campsites shall accommodate no more than four adults or one (1) single family per site, with a family defined as a parent(s)/guardian(s), with children under the age of 18.
- b) All persons must fit into the allowable camping units.
- c) Parents are responsible and accountable for the behaviour of their children, at any and all times, and at any and all locations on the grounds, including the washrooms.

6. ALLOWABLE CAMPING UNITS

- a) Each campsite is designed to host one camping unit.
- b) A camping unit is defined as a tent, tent-trailer, travel trailer, pop-up or truck mounted camper or trailer, motorhome, camper van or fifth wheel.
- c) If space allows, one (1) additional tent and/or dining tent may also be accommodated.

7. NUMBER OF VEHICLES PER SITE

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

8. MINIMUM/MAXIMUM STAYS

- a) There will be a minimum booking of two (2) nights when the weekend is a long weekend.
- b) The maximum duration of stay shall be 21 days at the same campsite, pre-arranged, seasonal sites excluded.
- c) A guest may be required to change camp sites if extending their stay.

9. SEASONAL CAMPING

- a) The Town will dedicate a minimum of five (5) sites for the purposes of seasonal camping. Such sites dependent on campground conditions, and at the discretion of the Town on an annual basis.
- b) Seasonal sites will be assigned on a first come-first served basis and must be booked in advance of May 1st of each year to guarantee availability.
- c) The sites will be chosen and pre-determined by the Town.
- d) Seasonal units/trailers must be in a visually acceptable condition, in good repair, with valid insurance and registration.
- e) Campers/trailers, and all possessions, are to be removed at the end of the season.
- f) The seasonal rate will be set at the start of each camping season.

10. TENTS

- a) Those wishing to tent, independent of a camper, will be charged at the rate assigned to the campsite chosen. There is no separate tenting rate.

11. SPEED LIMIT

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

12. VISITORS

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

13. PETS

- a) Guests shall notify the campground office if they have any pets.
- b) Pets (excluding registered guide animals) shall be welcome, under the following conditions:
 - i. Must be on 6-foot or shorter leash, at all times, and not be left unattended at any time;

- ii. All pets shall be taken inside the respective camping unit at night;
- iii. Pets shall not be allowed in any buildings in the campground;
- iv. Guests are responsible for cleaning up after pets immediately;
- v. Guests are responsible for any damage a pet may cause;
- vi. Aggressive behavior, barking, or generally disruptive dogs will not be tolerated;
- vii. Dog pens are not allowed.

14. QUIET TIME

- a) In keeping with local by-laws, quiet time shall be 11:00 p.m. to 7:00 a.m.
- b) No fires or group gatherings after 11:00 p.m.
- c) All fires shall be extinguished by 11:00 p.m.
- d) Loud parties and disrespectful behavior will not be tolerated.

15. CLEANLINESS & DUMPSTERS

- a) Guests shall maintain a clean and attractive site by removing trash in a timely and regular manner.
- b) Dumpsters will be marked accordingly by the Town and made available for the disposal of bagged household trash and recycling only.
- c) 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.
- d) 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.
- e) No lawn ornaments or other decorations shall be permitted.
- f) No physical structures are to be constructed and no objects such as fridges, washers, dryers, hot tubs, swimming pools, etc. shall be placed on the site.

16. DUMPING STATION

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

17. COMPLIMENTARY WI-FI

- a) Complimentary Wi-Fi is available at the campground for registered guests only. Staff will provide the password upon guest check-in.
- b) Wi-Fi shall be used in a responsible manner to allow for the enjoyment of all guests (not to be used for streaming movies/tv or large file uploads and downloads).
- c) The Town will not guarantee WI-FI availability in all camp sites, nor a consistent signal strength.
- d) Guests requiring a reliable/consistent internet connection must ensure they have other means available.

18. DISCLAIMERS

- a) The Town and its 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.
- b) Users and guests of the campground, also assume full responsibility for injury or illness occurring to themselves, or to their visitors.