



## POLICY # 316

### **Greenwood Campground**

#### **Purpose of the Policy**

To establish guidelines for use, rules and regulations and rental charges for the Greenwood Campground.

#### **Policy Statement**

The Town of Sundre has set usage / rental rates to accommodate requests for renting sites in the Greenwood Campground as follows:

#### **Policy**

##### **General**

1. The Greenwood Campground will open the week annually before May long weekend and will close at the end of September or before if expenses out weigh revenues.
2. The Greenwood Campground Host will start work the first week of May to ensure the Campground is ready for guests.
3. The Greenwood Campground Host will report to the Community Services Coordinator.
4. The Greenwood Campground Host will administer the reservations of the sites, the Community Services Coordinator will file any reservations requested before the Greenwood Campground Host starts at the beginning of May.
5. The renter is responsible for coordinating arrangements with the Greenwood Campground Host.
6. The Community Services Coordinator and the Manager of Parks and Recreation will review the annual revenue and expenses in conjunction with budget preparations.
7. There will be no refund or donation of the rental fee. This is a public funded facility; therefore, donations and/or refunds of the rental fee are an unexpected and additional burden to the tax base.

##### **Daily Rate**

A motion of Council will determine the daily rates.

Each additional camping unit situated within an individual site shall be charged an additional daily rate charge at the discretion of the campground manager.

## **Reservations**

### *Individual Reservations:*

The Greenwood Campground Host will accept reservations for individual sites on a first come, first serve basis. Before May, guests email campground@sundre.com to request a reservation for the Campground. After May, the Greenwood Campground Host will contact those guests to confirm their reservations. Once the Host is available by phone (403-638-2130), guests will contact the Host by phone to request a reservation.

### *Group Reservations:*

The Greenwood Campground Host will accept group reservations on a first come, first serve basis. Each group shall appoint a representative who shall be the responsibility of the respective group to ensure its usage. The same reservation procedure will occur as above.

The Greenwood Campground Host will require a credit card number to hold all reservations.

## **Cancellation of Reservations**

There are approved cancellations and unapproved cancellations:

Approved Cancellations are accepted when there is a minimum of 48 hours notice and / or there is a family / medical emergency.

Unapproved cancellations occur when there is a weather cancellation or there is less than 48 hours notice or when a reserved guest does not show for their confirmed reservation date – “no show’s”.

If the cancellation is unapproved, there will be a charge of one night site rental.

## **Registration upon arrival**

Guests proceed to The Greenwood Campground Host at site #6 to register.

Guests may pay cash, cheque or credit card (Master Card or Visa).

Registration is limited to 14 consecutive nights per site.

The Greenwood Campground Host will check occupancy twice daily. In the event that an unpaid patron occupies a site, the Host will request payment. Upon failure to pay, the Host will ask the patron to leave the campground.

If the user is not a patron and is using the site as a picnic area, the Host will advise the user of the Day Use area and the patron will be asked politely to move to that area for future picnics. If a paid patron will occupy the site that the picnic is on, the picnic user will be asked to relocate to the Day Use Area immediately.

The Greenwood Campground is a public area with a trail running along the river. Users of the trail will be asked to stay on the trail or on the Campground roads. If a trail user walks through the

campground sites, that user will be asked to follow those rules and if they refuse, they will be asked to leave the Campground.

If Residents and Visitors use the Campground as a park setting in a recreational capacity, the users are permitted to use that space as long as the user is not interrupting paid guests. The user will be informed of the day use area for future use, but will be allowed to continue their current activities. If the users are being disruptive or using a site that a paid guest is on, the user will be asked to leave the Campground and to use the Day Use Area immediately.

Public Use Area will be considered the trail system, the playground, the Day Use Area, available facility, and the campground roads. Guest Only area will be paid sites (cookhouse included) and showers.

### **Campground Rules**

- Campsites must be kept neat and tidy at all times.
- Quiet hours are in effect from 11:00 p.m. to 7:00 a.m.
- Pets must be **kept on a leash** at all times. Pet owner **must** clean up after pet. The owner of any dog is liable for the damages suffered by any person who is bitten by the dog while anywhere in this campground.
- Consumption of liquor must be contained within the individual sites.
- Fires are restricted to designate sites. **FIRE BANS ENFORCED**
- No vehicles are allowed on grass area.
- Only one vehicle per campsite.
- Removal of firewood from the campground is prohibited.
- Check out time is 1:00 p.m.
- The campground showers are for campground guests only. Use of the showers by non-registered guests will result in mandatory registration subject to the daily rate.
- No pets allowed in campground showers/washrooms.
- No doing dishes in the campground showers/washrooms.
- The Greenwood Campground Host will refuse admittance to a guest or may request guests to leave the campground if the guests are being rude, disorderly or not following the rules and regulations of the campground.

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**Approval**

Signature:



Title: Chief Administrative Officer

Revision: 2

Review Schedule: Bi-Annually

Date: February 28, 2011

Resolution No. 85/11

Next Review: 2013