

THE CORPORATION OF THE CITY OF NELSON

POLICY TITLE:	Campground Policy	POLICY NO:	6140.00. 030
EFFECTIVE DATE:	May 1, 2017	SUPERSEDES:	None
APPROVAL:	Council	PAGE:	1 of 2

PURPOSE:

This policy provides a framework for staff to create consistency in the operation of the City's campground.

POLICY:

This policy defines the length of stay, operating season and the rates that ensure guests have an enjoyable stay; sites are broadly available to visitors and the campground is a family friendly amenity.

PROCEDURE:

FEES

Campground fees and charges are as per the City of Nelson Fees & Charges Bylaw.

GENERAL REGULATIONS

- a) Nelson City Campground operates from May 1st through October 15th
(Dates may be subject to weather conditions)
- b) There is a maximum stay of 14 days. Longer stays may be allowed, on a day to day basis, only, if vacancies exist.
- c) Quiet time is 10:30 pm to 7:00 am. All visitors must leave the campground by 10:30pm.
- d) Campfires are not permitted. Open burning is not permitted, by bylaw, within the City of Nelson.
- e) All dogs must be kept on a leash in the campground. Pet owners are responsible for collecting and disposing of waste from their animals.
- f) Alcohol may be consumed within your campsite only.

CAMPER REGISTRATION

- a) Prior to occupying a site, campers must register with the campground attendant.

- b) Campsite fees are based on one unit per site (tent, RV, trailer) plus one vehicle and the occupancy of two adults and three children. Additional units must relocate to available empty sites or the overflow area and will be subject to an additional site fee.
- c) Children 15 and under are free and children under 18 may occupy a tent on the same site as their family unit, at no additional cost.
- d) Check in time is 2 pm, check out time is 12 pm.

RESERVATIONS

- a) Reservation services are available from April 1st until September 30th of each year
- b) Reservations are handled through campground@nelson.ca or by the campground attendant on site
- c) All reservations will be booked into a shared campground database. All reservation bookings in the database will be considered final and will prevail in the event there is a discrepancy
- d) Full payment is required at the time of booking.

CANCELLATION

- a) Prior to 48 hours: written cancellation is required; the customer will be fully refunded
- b) Within 48 hours: written cancellation is required; the customer shall be charged a minimum of one night camping rate as per the site reserved and the type of camping requested
- c) If no written cancellation is received before the arrival date, then no refunds will be given.

SERVICES

- a) Sani Dump – free to campers, \$10 for non-campers
- b) Wifi - Shaw Go Wifi
- c) Laundry facilities – coin operated washers and dryers on site
- d) Showers & washrooms are available to paying guests of the campground at no additional cost

EMERGENCY CONTACTS:

- Maintenance Issues: Contact the Campground Attendant

- Emergencies: Contact 911

EXCEPTIONS:

The City Manager may at any time make exceptions to this policy.