



**LANCASTER
PARK**  **OUTDOOR
RESORT**

GENERAL TERMS OF USE

1. **Availability of the Reservation Service:** The Lancaster Park Outdoor Resort Reservation Service is available to all campers by telephone at 1-613-347-3452 Monday to Sunday between 9:00am and 8pm or 1pm to 8pm during the spring.
2. **Reservations** are based on availability.
3. **Cancellations:** Cancellations of long weekend reservations result in **no refund*****Cancellations of dates made within **15 days of date of arrival result in no refund*****Cancellations made between between 15 and 30 days or longer before check-in time of the camper's scheduled date of arrival will result in a partial refund.
4. **The total camping fees** of your reservation is payable at the time your reservation is confirmed. Campers may make more than one reservation during one call or session however the full camping fees are due for each reservation.
5. **Check-in time is after 2pm;** early arrivals may pay a fee of \$10.00. Check-out time is 12 noon; for campers wishing to stay longer; a fee of \$10 is required before staying past check out time (based on availability). Campers must inform the campground of late arrivals.
6. **No more than five people** (a single-family group of parents and children under 18) can occupy a campsite. One car per camping site.
7. **Gate Card Deposits:** Lancaster Park Outdoor Resort employs an automatic gate barrier system. **A \$20 cash deposit is required for each reservation upon check in to secure a gate pass for your reserved camping site.** The \$20 cash deposit is fully refundable upon your check out date at 12 noon. For early morning check outs where the office is closed, please place your card in the drop off slot. We will e-transfer your deposit back.
8. **Lancaster Park Outdoor Resort** is independently owned and operated and you should read our rules, regulations and policies prior to completing your reservation. They are posted on the website.
8. **Camping fees:** Fees paid at the time of reservation are for the campsite only and the **stated number of campers and pets;** and **do not include charges for visitor entry** or additional campers into the campground. Guests visiting your campsite will be required to pay a **Visitor Entry Fee.** The fee for one vehicle is included in your campsite reservation and your vehicle must be parked in line with your trailer as to not to block the view of other campers. An extra vehicle may not be parked on your site but parked in the visitor parking section.
11. **Reservations over the phone can be paid by Visa or MasterCard only.**
12. **Reservations are non-transferable.**
13. **Campers making reservations must be 25 years of age or over.** If a camper is under 25 years of age and makes a reservation it will not be honoured when they arrive at the campground, and all fees paid will be forfeited. We are a family based campground and do not cater to groups of young adults.
13. **Authorization number:** An authorization number will be provided at the end of every completed reservation.
14. **Late arrivals and no shows:** If you are unable to reach your destination by 9:00 p.m. on the day of your scheduled arrival but you still wish to retain your reservation, please contact the campground office and leave a message. The telephone number for the campground is: 613 347 3452. Camping fees will be payable on all nights' reserved prior to the camper's arrival at the campground.
15. **Campers** who have not arrived at the campground by 9:00 am on the day following their scheduled arrival and who have not contacted the campground to inform us of their late arrival will be deemed a no-show.
16. **Long weekends:** Please see section 3 for information on Long Weekend cancellations. Long weekends are Victoria Day (May), Canada Day (June/July), Ontario August Civic (August), Labour Day (September) and Canadian Thanksgiving (October).

INFO@LANCASTERPARK.CA

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613-347-3452