



Camping Reservation Policies and Campsite Information

Falls Reserve Conservation Area

80900 Falls Reserve Line, Benmiller, ON N7A 3Y1
519-524-6429

Overnight Reservations

1. All campsite reservations require full payment of camping fees, and non-refundable reservation fee for the entire duration of stay at the time of booking.
2. Campsite reservations can be made online at <https://maitlandvalley.goingtocamp.com/>, by phone at 519-524-6429 (1-877-FALLSCA), or in-person at FRCA during the camping season. Please note, staffing is limited during the closed camping season (October 14th to April 23rd). Staff may not be available by phone or in-person to accept reservations.
3. If multiple reservations are made for the same time frame, each campsite must be registered under the name of the individual occupying the site. Up to 3 reservations may be made at a time.
4. Campsite permit holders must be at least 18 years-of-age. The permit holder must be the primary campsite occupant. The permit holder is responsible for all occupants and visitors on the site.
5. Reservations reassigned from one person to another will be charged an administration fee.
6. A maximum of 6 people are permitted on each campsite. This includes adults, children, babies and visitors.
7. A maximum of 2 dogs are permitted on each campsite and must be secured on a leash no more than 2 metres (6 feet) in length. Barking dogs disturb other visitors. The owner is responsible for their dog and must prevent or stop all barking behaviour in the Conservation Area.
8. Campers are considered a 'No Show' as of 8:00 p.m. on scheduled arrival date unless arrangements have been made directly with the park for a late arrival. Refunds are not issued for 'No Shows'.
9. Reservations are held until noon of the day after your scheduled arrival date.
10. Check in time is after 2:00 p.m. (Please no early arrivals).
11. Check out time is before noon on departure date.
12. Renewing of campsite permits - if you want to renew a campsite permit, it must be done prior to noon on permit expiry date.
13. A 3-night minimum stay is required when the reservation includes either a Friday and Saturday, or a Saturday and Sunday, for the following holiday weekends:
 - Victoria Day long weekend
 - Canada Day long weekend when July 1st falls on a Friday, Saturday, Sunday, or Monday
 - Civic Holiday long weekend
 - Labour Day long weekend
 - Thanksgiving long weekend
14. A 2-night minimum stay is required when the reservation includes a Friday or Saturday night during July and August.
15. Maximum overnight stay for overnight campsites is 28 nights.
16. There are no refunds for a shortened stay or inclement weather.

Fees and Camping Rates

For a complete list of fees please view the fees document in the camping section of Maitland Conservation's website: <https://mvca.on.ca/>

Changes and Cancellations

1. Once a reservation has been confirmed by either phone, internet or in-person, any changes or cancellations are subject to administration fees.
2. Changes can be made by visiting our website at <https://maitlandvalley.goingtocamp.com/> and editing your account booking, or by calling 519-524-6429 (1-877-325-5722). Please have your booking number ready when calling (INMV or FRMV number).
3. The following minimum fee(s) will be charged for changes and cancellations:
 - \$16 for each reservation.
 - \$16 for each change (7 days or more prior to scheduled arrival date).
 - \$30 for each cancellation (7 days or more prior to scheduled arrival date).
 - Cancellations for overnight campsite reservations made at least 7 days or more prior to the scheduled arrival date qualify for a full refund (excluding reservation and cancellation fees).
 - Cancellations of overnight campsite reservations made within 6 days of the scheduled arrival date forfeit a penalty of 2 paid nights or the minimum stay requirement on long weekends and will receive a refund for any remaining nights (excluding reservation and cancellation fees).
 - Changes made to the reservation at least 7 days or more prior to the scheduled arrival date will be subject to a \$16.00 administration change fee.
 - Changes made to the reservation within 6 days of the scheduled arrival date will forfeit the first (1) night of your stay or the minimum stay requirement. Changes made to the reservation within 6 days of the scheduled arrival date must call the park office at 519-524-6429 (1-877-FALLSCA).
4. Any changes made to the reservation after a camp permit is issued on arrival will be subject to administration fees.
5. Requests for refunds prior to or during your visit may be completed online and reviewed at the discretion of the Superintendent or Designate.

Vehicles and Equipment

1. One vehicle permit is included with each campsite. A maximum of 2 vehicles are permitted on each campsite.
2. All additional campsite vehicles must purchase an additional vehicle permit (AVP) that is charged at a daily rate of \$20. AVP's expire at 12:00 p.m. (noon) on the permit departure date.
3. Up to 3 pieces of equipment are allowed on a campsite including sleeping units, dining shelters, tents or tow-in vehicle. Only one piece of sleeping equipment may be a tent trailer, house trailer, travel trailer or self-propelled camping unit. All equipment is at the discretion of the Superintendent or Designate.
4. One picnic table and one firepit is provided on each campsite.

Visitors

1. All visitors to the campsite must register at the gatehouse and purchase an additional vehicle permit (AVP) and park in designated parking areas.
2. All visitors to the campsite are at the discretion of the Superintendent/ Designate. Hours or additional visitors may be restricted at other times.

Zero Tolerance

A zero-tolerance policy is in place at Falls Reserve C. A. Customers who are verbally or physically abusive towards staff, our policies, rules or fees at any time will not be provided further services, be issued a permit or permitted to enter the Conservation Area and will be asked to leave the park immediately without refund.

Please Note – The Maitland Valley Conservation Authority (MVCA) and Falls Reserve Conservation Area (FRCA) are not responsible for any lost, stolen, or damaged property.