



# Day-Use and Facility Reservation Policies & Information

**Falls Reserve Conservation Area**  
80900 Falls Reserve Line, Benmiller ON  
519-524-6429

## Day-Use Vehicle Entry / Parking Reservations

- Reservations can be made on-line at <https://maitlandvalley.goingtocamp.com/>, by phone at 519-524-6429 (1-877-325-5722), or in-person at the park.
- Once a reservation is confirmed no refunds will be permitted. Changes to reservations are not permitted.
- One vehicle entry/parking is included with each reservation. The vehicle licence plate must match the vehicle entering or parking.
- Payment in full is required at the time of booking for all advanced day-use vehicle reservations.
- Once your reservation is confirmed you will receive a unique barcode in the confirmation email. This barcode will open the gate on your scheduled arrival time and date. The barcode is one time use and should not be shared with others. A copy of the booking confirmation is to be displayed on your parked vehicle.

## Day-Use Picnic Area Rental Site Reservations

- Reservations can be made on-line at: <https://maitlandvalley.goingtocamp.com/>, by phone at 519-524-6429 (1-877-325-5722), or in-person at the Conservation Area.
- Once a reservation is confirmed no refunds are permitted. Changes to reservations are not permitted.
- Multiple reservations in the same name for the same date are not permitted.
- Reservations may not be reassigned from one person to another at check-in. An administration fee of \$4.00 applies to any reservation changes after check-in.
- Payment in full is required at the time of booking for all advanced picnic rental site

reservations.

- A \$20.00 vehicle entry / parking fee is extra and not included with Picnic Area Rental fee.
- The renter of the picnic area site is responsible for all persons connected with this rental.
- Picnic areas are reserved for daily use from 8:00 a.m. to 8:00 p.m.
- Day-use permits are considered a 'No Show' as of 8:00 p.m. Refunds are not issued for 'No Shows'.
- Fires are only permitted in the designated firepit area.
- The general area must be left in a clean and undamaged condition.

## Pavilion or Facility Rental Reservations

- Contact the park directly by calling 519-524-6429 to book the pavilion in advance.
- Once a reservation is confirmed, any changes or cancellations are subject to applicable fees. A minimum cancellation fee of \$30 is applied to all pavilion or facility rental cancellations.
- Cancellations of pavilion or facility rentals made at least 7 days prior to the scheduled arrival date qualify for a full refund (minus cancellation fees).
- Cancellations of the pavilion or facility rental within 6 days of the scheduled arrival date will forfeit all fees paid.
- Payment in full is required at the time of booking for all advanced picnic rental reservations.
- Reservations may not be reassigned from one person to another at check-in. An administration fee of \$4.00 will apply to any changes made to a reservation after check-in.
- A \$20.00 vehicle entry / parking fee is extra

and not included with pavilion rental fees.

- The renter of the pavilion is responsible for all persons connected with this rental.
- Picnic areas are reserved for daily use from 8:00 a.m. to 8:00 p.m.
- Day-use permits are considered a 'No Show' as of 8:00 p.m. Refunds are not issued for 'No Shows'.
- Open fires are not permitted in the pavilion area.
- The general area must be left in a clean and undamaged condition.

### **Pavilion / Facility Rental Refunds**

- Once a reservation is confirmed, any changes or cancellations are subject to applicable fees. A minimum cancellation fee of \$30 is applied to all pavilion or facility rental cancellations.
- Cancellations of pavilion or facility rentals made at least 7 days prior to the scheduled arrival date qualify for a full refund (minus cancellation fees).
- Cancellations within 6 days of the scheduled arrival date will forfeit all fees paid.
- Changes to pavilion or facility rentals made at least 7 days prior to the scheduled arrival date will pay a \$16.00 administration change fee.
- Changes made within 6 days of the scheduled arrival date will forfeit all fees paid.

### **Special Event Land Use Permits**

- A special event must be approved by the Superintendent/Designate.
- A special event land use permit fee of \$75.00 plus HST is applied. Additional fees may apply subject to details listed with the special event land use permit.
- For fundraising events or events that are co-sponsored by the FRCA, a mutual fee agreement may be arranged by the Superintendent/Designate
- All operating costs are to be recovered, and an administration fee applies. Operating costs may include, but are not limited to: event management fee, event preparation,

capital costs for site servicing incurred specifically for the event, any applicable building rentals, and vendor space rental fee.

- All event organizers and volunteers are permitted free entry.
- A standard Land Use Agreement must be executed.
- The FRCA policy with respect to insurance applies (minimum \$2,000,000 liability).

### **Governing Rules and Regulations**

- Ontario Regulations pursuant to the Rules of Conduct in Conservation Areas are made under the Conservation Authorities Act and are available online at [Rules of Conduct in Conservation Areas](#) and enforced by Maitland Conservation Provincial Offences Officers and Park Staff.
- Regulations on angling activities are indicated in the Ontario Fishing Regulations Summary made under Ministry of Natural Resources (MNR) and available online at [Ontario Fishing Regulations Summary](#) and enforced by MNR Conservation Officers.

### **Zero Tolerance**

There is a zero-tolerance policy in place at Falls Reserve Conservation Area. Customers that are verbally or physically abusive towards staff, including abuse relating to park policies, rules or fees, will not be provided further services or be issued a permit or allowed to enter the Conservation Area. Abusive customers will be asked to leave the park immediately without refund.

**The Maitland Valley Conservation Authority and Falls Reserve Conservation Area are not responsible for any lost, stolen, or damaged property.**