



# Camping Refund Policy and Refund Request Form

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

## General Information

- Refund requests for overnight camping can only be requested online/via email by filling out the form below and submitting it to [falls@frca.on.ca](mailto:falls@frca.on.ca).
- Refunds and refund request forms will not be issued at the gatehouse other than refunds in-line with reservation, cancellation or change policies.
- Refunds will not be issued via cash.

## Shortening your stay

Campers shorten their stay for many reasons. Some of these reasons are beyond the park's control. Shortening your stay has financial implications for the operations of the park and limits opportunities for other campers to extend their stays.

There are **No Refunds** for:

- Shortening your stay on holiday weekends or minimum stay requirements.
- Issued Additional Vehicle Permits (AVP).
- Terminated permits due to eviction from the park.
- Inclement weather, insects, pests, mild illnesses, personal equipment complications, work related affairs, etc.

## Refund Application Form

The Refund Request Form is posted on the FRCA documents page. Key items to note about the refund application process:

1. The Refund Request Form must be filled out and submitted to [falls@frca.on.ca](mailto:falls@frca.on.ca) within 6 months of the affected trip departure date.
2. Please attach any documentation to the email that could support the refund request.
3. The Refund Request Form and any supporting documentation will be reviewed by the Park Superintendent.
4. Refund applications can take up to 6-8 weeks to process.

You will be contacted via email with the final decision, and if the refund request has been approved or denied.

## How to Fill Out the Refund Request Form

Below are the options for filling out the Refund Request form:

1. Digitally
  - a. Download Adobe Reader (for free).
  - b. Open the Refund Request Form and fill out the required information.
  - c. Save the form.
  - d. Email the completed form to [falls@frca.on.ca](mailto:falls@frca.on.ca).
2. Print and Scan
  - a. Print the Refund Request form.
  - b. Fill out the required information.
  - c. Scan the form back to your device.
  - d. Email the completed form to [falls@frca.on.ca](mailto:falls@frca.on.ca).