



Camping Reservation Policy and Campsite Information

For a full list of park rules, regulations and operations standards please refer to the Overnight Camping Policy & Guide.

Falls Reserve Conservation Area

80900 Falls Reserve Line, Benmiller, Ontario N7A 3Y1 | 519-524-6429 | falls@frca.on.ca

Reservations

1. All campsite reservations require full payment of camping fees for the entire duration of stay and non-refundable reservation fee at the time of booking.
2. \$16.00 non-refundable fee is applied for each campsite reservation processed.
3. 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. Campsite bookings are only available for the current camping season beginning in the new year. Please note, during the winter off-season when the park is closed to camping, staff may not be available to accept phone bookings.
4. If multiple reservations are made for the same time frame, each campsite must be reserved under a separate name, address and contact of the individual that will be occupying the campsite. Once a reservation is made only the individual named on the reservation may make change, cancel or check in to the campsite for the reservation. Up to 3 separate reservations can be made at a time.
5. 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.
6. Any reservations reassigned from one person to another will be charged an administration fee.
7. A **maximum of 6 people is permitted on each campsite**. This includes adults, children, babies and visitors.
8. 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 are prohibited. The owner is responsible for their dog and shall prevent or stop all barking behaviour in the Conservation Area as it can be a disturbance to other campers.
9. Campers are to check in to the campsite prior to 8:00 p.m. on scheduled arrival date unless arrangements have been made prior directly with the park staff for a later arrival.
10. Reservations are held until 12:00 pm (noon) the day after your scheduled arrival date at which point the reservation is considered a “No Show” and no refunds are issued.
11. **Check in time is after 2:00 pm. Please no early arrivals.** Park staff require this time to prepare each campsite for the next arrivals.
12. **Check out time is before 12:00 p.m. (noon) on departure date. Please no late departures.** Park staff need time to prepare each campsite for the next arrivals.
13. Renewing or Extension of campsite permit - If you want to renew or extend any campsite permit, the campsite renewal must be done prior to 12:00 p.m. (noon) on permit expiry date.
14. 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
15. A 2-night minimum stay is required when the reservation includes a Friday or Saturday night during summer weekends in July and August.
16. Maximum stay for overnight campsites is 28 nights.
17. Any administration fee or refund is at the full discretion of the Park Superintendent.

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 or cancellations to your reservation can be made by logging into your account at <https://maitlandvalley.goingtocamp.com/> and editing your 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 applied for administration of a booking:
 - \$16.00 Reservation Fee for each campsite reservation
 - \$16.00 Change Fee for each change of a reservation
 - \$30.00 Cancellation Fee for each cancellation of a reservation
4. Change to a reservation within 6 days of arrival date: forfeit 1 night of camping fee (applied for a reduction of nights booked). All changes after this point are made through park staff.
5. Change of reservation dates within 6 days of arrival date whereas full booking is moved to another date within the same camp season: a re-booking Reservation Fee is applied. Booking is cancelled by staff with NO REFUND of booked camping fees paid and a new booking is made in place of cancelled booking.
6. Cancellation of a reservation within 6 days of arrival date: forfeit 1 night of camping fee.
7. Cancellation of a (Summer Weekend) reservation within 6 days of arrival date: forfeit 2 nights of camping fee. Applied when booking falls on a Friday or Saturday night of any weekend during July and August.
8. Cancellation of a (Holiday Weekend) reservation with 6 days of arrival date: forfeit 3 nights of camping fee. Applied to bookings held on a Friday or Saturday night of the following 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
9. Cancellation of a reservation that was booked within 6 days of arrival date: a Cancellation Fee applies.
10. Any changes made to the reservation after a camp permit is issued on arrival will be subject to administration fees.
11. No refund for shortened stay, inclement weather, or other unforeseen event.
12. Any administration fee or refund is at the full discretion of the Park Superintendent.

Camp Permit Fees

Falls Reserve Conservation Area is supported solely by fees generated at the park. 100% of all park revenue supports FRCA operations, improvements, and infrastructure. Falls Reserve Conservation Area is not a Provincial Park or provincially funded area.

1. Fees for the upcoming season are set each October and approved by the Maitland Conservation Membership. Draft fees are posted publicly and

open for public comment and feedback. Final approval of fees occurs at the November meeting of the Maitland Conservation Membership. Once approved, new fees become public and come into effect January 1st of the new year.

2. For a complete list of park fees, please review the fees at <https://mvca.on.ca/camping/frca-fees/>
3. Fees for individual overnight campsites may vary based on the campsite amenities available.
4. Payment of overnight campsite fees is due in full, prior to occupancy of the campsite.
5. Overnight camp permit fees are not transferrable. Renting, subletting, or assigning others the use of the campsite without notifying or confirming with the Superintendent or designate is prohibited.
6. Under the regulation a Permit Fee is required for any activity or purpose when a person enters or occupies the Falls Reserve Conservation Area property. A person who holds a Camp Permit issued by the authority shall produce the permit for inspection at the request of the officer.

Refunds

Many factors are considered when a camper chooses to shorten their stay. Some of these factors are beyond the park's control. Shortening your stay has financial implications for the operations of the park and limits camping opportunities for other campers.

1. Refunds of any kind will not be issued at the Gatehouse by our park staff other than refunds in-line with our reservation, cancellation or change policies.
2. Requests for refund on overnight camping can only be done through an email to falls@frca.on.ca to the attention to the Park Superintendent. A detailed explanation for this refund request is required along with the booking number included in the email. Please be advised that all refunds are at the discretion of the Park Superintendent and will be review on an individual basis and are subject to the Camping Reservation, Changes and Cancellation Policy.
3. Refunds will not be issued in cash.
4. No refunds given on daily entrance fees or daily Additional Vehicle Permit (AVP) fees and Permits are not transferable.
5. No refunds given when shortening your stay on holiday weekends or minimum stay requirements.
6. No refunds given on terminated permits due to eviction from the park.
7. No refunds given due to inclement weather, insects, pests, mild illnesses, personal equipment complications, work related affairs, appointments.

Campsite Occupancy

1. **Only 6 (six) people may occupy the site overnight.** This includes all occupants (adults, children, babies and visitors).
2. **Only 2 pets are permitted on a campsite at any time.**
3. Campsites are used for temporary “non-permanent” camping only by the camp permit.
4. Campsites are intended for use by the campers that are listed on the Overnight Camping Permit whereas the campsite may include up to and maximum of six camping members.
5. Anyone using the campsite that is not listed on the Camp Permit is a visitor and will be required to vacate the Conservation Area by 10:00 pm nightly.
6. Campers and visitors shall only access the campground for recreational vacation purposes, and for activities permitted under the Conservation Authorities Act or regulations created thereunder.

Camp Visitors

1. **A maximum of six (6) people is allowed to occupy each campsite.**
2. All visitors to the campsite must check in and register at the park gatehouse on arrival.
3. Visitors may only attend the campsite areas if accompanied by the campsites registered campers.
4. Campground visitors are permitted between 8:00 am and 10:00 pm daily. No new visitors will be admitted after 8:00 pm. Campground hours may be restricted, as necessary.
5. Additional Vehicle Permits (AVP) fees are not transferable.

Camp Vehicles

1. All vehicles that enter the Conservation Areas must have a valid Permit.
2. Only one vehicle entry is included with a Camp Permit.
3. A maximum of 2 vehicles are allowed to park on one campsite.
4. All additional vehicles parked on the campsite or other area of the Conservation Area require an Additional Vehicle Permit (AVP), available for purchase at the park gatehouse on park arrival.
5. Additional vehicles include a motor vehicle, a motorcycle, a motorboat, a watercraft, or any trailer that exceeds 10 feet in length at the discretion of the Superintendent or designate.
6. Gooseneck or dump type trailers are prohibited camp equipment in the conservation area.
7. If the utility trailer is being use for sleeping accommodations or used to transport camp equipment into the Conservation Area in place of a Camp Unit RV, the utility trailer is included with the

Camp Permit at no additional fee. The utility trailer then becomes one of the 3 allowed shelters or one of the 2 allowed vehicles parked on the campsite. A maximum of 5 combined pieces of camp equipment per campsite is at the discretion of the Superintendent or designate.

Camp and Permitted Sheltered Equipment

1. A maximum of three (3) sheltered equipment are permitted on a campsite. These shelters may include a Camp Unit RV, tent, or dining shelter.
2. Only one (1) Camp Unit RV is permitted on the campsite. Either a RV camper, RV trailer, RV fifth wheel trailer and RV motor home. Refer to “Camp Units RV”.
3. Location of Camp Unit RV on campsite is at discretion from the Superintendent.
4. Camp Unit RV are to be towed into the park only by licenced passenger vehicles. The use of tractors or other pieces of equipment to transport a Camp Unit RV is prohibited.

Campground Etiquette

1. All campers, family members and visitors at the campsite are responsible for their behaviour and actions and must not interfere with the enjoyment of others at the Conservation Area and will be held liable for any damage, vandalization, or destruction to/of the campsite or MVCA property.
2. **Verbal or physical abuse or threatening behaviours or actions toward MVCA personnel, campers and visitors shall not be tolerated and will result in immediate eviction, without a refund, from all MVCA properties.**
3. Excessive noise or disturbance is NOT permitted at any time. Any fighting, yelling, intoxication or use of obscene or vulgar language shall not be tolerated.
4. No detachable or external amplified speakers are permitted.
5. **Should police involvement occur at a campsite because of camper, family members or visitors’ actions, the camper may be found in violation of park rules resulting in an eviction.**

Zero Tolerance

1. Falls Reserve Conservation Area has a Zero Tolerance Policy towards verbal, threatening or physical abuse of staff or other park visitors. As such, privileges will be revoked at any time without refund at the sole and unfettered discretion of the Superintendent or designate. At any such occurrence those in violation shall leave the Falls Reserve Conservation Area property immediately without question.