

## **OPERATIONS POLICY**

<b>TITLE:</b> Legacy RV Park Booking, Deposit and Cancellation Policy		<b>POLICY #:</b> O-01-2025
<b>Authority:</b> Public Works	<b>Effective Date:</b> May 1, 2025 <b>Review Date:</b> Annually	
<b>Issued By:</b> Brian Bennewith, DPW <b>Issued Date:</b> May 1, 2025	<b>Approved By:</b> Brian Bennewith <b>Approved Date:</b> May 1, 2025	

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**PURPOSE:** To establish procedures for booking, deposit, and cancellation practices at the Ashcroft Legacy Park

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### **BOOKING PROCEDURE:**

#### **1. Reservation Requests:**

- Reservations can be made by email, phone, or in person at the Park office
- For phone reservations, please call 250-819-5327 May 1 – September 30.
- For email reservations, contact [ashcroftlegacypark@gmail.com](mailto:ashcroftlegacypark@gmail.com)
- In-person reservations can be made May 1 – September 30 at the Park office.

#### **2. Booking Confirmation:**

- All reservation requests are subject to availability and confirmation by the RV Park Management.
- A valid credit card is required to secure a reservation.

### **DEPOSIT:**

#### **1. Deposit Requirement:**

- A deposit equivalent to the first night's stay is required to confirm a reservation.
- The deposit will be charged to the credit card provided at the time of booking.

#### **2. Payment Methods:**

- We accept all major credit cards for deposit payments.

#### **3. Deposit Refund:**

- The deposit is fully refundable if the reservation is canceled at least 48 hours before the scheduled arrival date.
- Cancellations made less than 48 hours before the scheduled arrival date will result in forfeiture of the deposit.

### **CANCELLATION:**

#### **1. Cancellation Procedure:**

- Cancellations must be made by contacting the Park office directly via phone or email.

## **2. Cancellation Charges:**

- Cancellations made at least 48 hours before the scheduled arrival date will receive a full refund of the deposit.
- Cancellations made less than 48 hours before the scheduled arrival date will result in forfeiture of the deposit.
- No-shows will be charged for the entire reservation period.

## **3. Early Departure:**

- Guests departing earlier than the reserved departure date will not be eligible for any refunds.

## **ADDITIONAL INFORMATION:**

### **1. Check-in and Check-out Times:**

- Check-in time is 3:00 PM.
- Check-out time is 11:00 PM.
- Early check-in and late check-out may be available upon request and are subject to availability.

### **2. Pet Policy:**

- Well-behaved pets are welcome.
- Please use "poop bags" provided and always pick up after your dog.
- All dogs must be on leash while off your site on common grounds.
- A maximum of two pets per RV site is allowed.

### **3. Quiet Hours:**

- Quiet hours are from 10:00 PM to 7:00 AM.
- Please be considerate of your neighbors during these times.

### **4. Code of Conduct:**

- All guests are expected to abide by the RV Park rules and regulations.
- Any behavior deemed inappropriate by management may result in immediate eviction without refund.

## **NOTE:**

- This policy is subject to change without notice.
- By making a reservation, guests acknowledge that they have read and agree to abide by the Ashcroft Legacy Park's policies and regulations.