



Policy Code: RO - 001

# Campground Reservation & Regulation Policy

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**REVISION RECORD**

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
December 17 <sup>th</sup> 2020	1	Original Campground Reservation Policy
June 24 <sup>th</sup> 2021	2	Reviewed and Revised Campground Reservation Policy
February 20 <sup>th</sup> 2025	3	Reviewed and Revised Campground Reservation Policy

**1. TITLE:**

**1.1 Campground Reservation & Regulation Policy**

**2. POLICY STATEMENT:**

- 2.1 Campground reservations can be made through the Village of Heisler Office; a Campground Reservation Permit Agreement must be filled out full payment completed in order to gain a campground reservation permit. Permit-holders and Campground Occupants must adhere to campground regulations and policies.**

**3. PURPOSE:**

- 3.1 To ensure every Campground Occupant is treated equally when making a reservation and when staying at the Village of Heisler Campgrounds. Every Campground Occupant must adhere to campground regulations and policies.**

**4. SCOPE:**

- 4.1 The scope of this policy includes all campground Permit-holders, Campground Occupants, and the Staff and Councillors within the Village of Heisler.**

**5. OBJECTIVES:**

- 5.1 The Objective of this policy is to ensure that the ideas presented in the Purpose of this Policy will be upheld.**

**6. POLICY DETAILS:**

- 6.1 If an individual request a reservation for the campground, the individual must fill out a Campground Reservation Permit Agreement to gain a campground permit from the Administration Department of the Village of Heisler, the Permit-holder must make a full payment to confirm reservation.**
- 6.1.1 The Permit-holder must include their name and mailing address, reservation dates and their phone number.**
- 6.1.2 The Permit-holder must adhere to the rules and regulation in place for the campgrounds and public spaces.**

- 6.1.3 Reservation payment must be paid in full to ensure reservation. Payment can be made at the Village of Heisler Office. Payments can be made by cheque, cash or e-transfer sent to [administration@villageofheisler.ca](mailto:administration@villageofheisler.ca).
  - 6.1.4 Reservations are subject to availability.
  - 6.1.5 If cancelation is made more than 48 hours before reservation date then a refund will be issued by cheque.
- 6.2 Permit-holders must adhere to Check In/Check Out procedures
  - 6.2.1 Check in is after 2:00pm of date of reservation.
  - 6.2.2 Check out time is 12:00 noon on last day of reservation.
  - 6.2.3 Late check outs require approval by Village of Heisler Office but are subject to availability.
  - 6.2.4 If a Permit-holder wants to extend their stay they must re-register before 10:00am with Village of Heisler Office. Extension is subject to availability and Permit-holder may be required to move campsites.
  - 6.2.5 All garbage must be placed in provided trash bins located at every other campsite before Check Out.
  - 6.2.6 Cigarette butts must be picked up and disposed of properly before Check Out.
- 6.3 Campground occupants with pets must adhere to municipal bylaws and campground rules and regulations.
  - 6.3.1 All dogs must be kept on leash and dog barking controlled.
  - 6.3.2 Dogs are not to be left unattended on site or in camper for any length of time.
  - 6.3.3 Campsite occupants are required to pick up after their dogs and dispose of their waste in the trash bins.
  - 6.3.4 Pets are not allowed in public buildings.
- 6.4 Campground Occupants must adhere to the set quiet time hours of 11:00pm – 8:00am.

- 6.5 Fires must adhere to the Village of Heisler's fire regulations.**
  - 6.5.1 Open fires must be in designated fire pits and must be attended to at all times by a competent, sober individual. Fire must be fully extinguished before being unattended.**
- 6.6 Alcoholic beverages must only be consumed in the campsites. No open beverages are allowed outside of campsites.**
- 6.7 Campsite Occupants must adhere to the speed limit and parking regulations.**
  - 6.7.1 Campsite speed limit is 10 km/h and failure to comply will result in being asked to leave park immediately with no refund.**
  - 6.7.2 One motor vehicle is allowed per campsite and must fit within the campsite parameters.**
  - 6.7.3 No parking is allowed on roadways and grass without permissions from Administration of the Village of Heisler.**
- 6.8 Public washrooms and showers must be respected by all Campsite Occupants.**
  - 6.8.1 No smoking is permitted within the public washrooms and showers facility.**
  - 6.8.2 No pets are allowed in the Public washrooms and showers facility.**
- 6.9 If campsites are not reserved, they are available on first-come-first-serve bases. Full payment must be paid upon arrival and all rules and regulations must be adhered to.**

## **7. ROLES AND RESPONSIBILITIES**

- 7.1 It is the role of the Administration Department of the Village of Heisler to uphold this policy.**
- 7.2 It is the role of the Administration Department of the Village of Heisler to book reservations, administer permits and record payments.**

- 7.3** It is the responsibility of the Permit-holders to accurately fill out Campground Reservation Agreement, make full payment upon reservation.
- 7.4** It is the responsibility of all Campground Occupants to adhere to municipal bylaws, fire regulations and Campground Rules and Regulations.
- 7.4** It is the role of the Public Works Department of the Village of Heisler to maintain Campgrounds and ensure they are prepared for reservations.

## **8. MONITORING, EVALUATION AND REVIEW**

- 8.1** The monitoring, evaluation and review of this policy is the responsibility of the Administration Department of the Village of Heisler.

## **9. DEFINITIONS AND ABBREVIATIONS**

- 9.1** All Definitions are subject to those found within the Municipal Government Act Revised Statutes of Alberta 2000 Chapter M-26.

## **10. ASSOCIATED DOCUMENTS**

- 10.1** Attached to this document is the Reservation Permit Agreement, which must be completed and submitted to The Village of Heisler Office to make a campsite reservation. Agreement is accepted through mail, e-mail, or in person at the Village of Heisler Office.



**Village of Heisler Campground Permit Agreement**

Between:

Village of Heisler, Box 60, Heisler, AB, T0B 2A0

And:

RENTER'S NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

DATE(S): \_\_\_\_\_

**RENTAL RATES:** Please indicate specific facilities being reserved

- Camping – Fully Serviced \_\_\_\_\_ sites  \$35.00/night  \$210.00/week
- Camping – Power/Sewer \_\_\_\_\_ sites  \$30.00/night  \$180.00/week
- Camping – Park Only (no service) \_\_\_\_\_ sites  \$25.00/night  \$120.00/week
- Sports Grounds Rental – Weekend \$170.00 (incl. booth)
- Sports Grounds Rental – Day \$ 70.00 (incl. booth)

Total Amount: \_\_\_\_\_

Acceptable Payment Methods: Cash, Cheque, or E-transfer to [administration@villageofheisler.ca](mailto:administration@villageofheisler.ca)

\_\_\_\_\_ DAMAGE DEPOSIT – (Not Including Kitchen).

**CONDITIONS:**

Full Payment is required to reserve your rental date & price. Full payment for Sportsground is refundable within 30 days of signing your contract. Anything later is NO refund. Refunds for extenuating circumstances will be considered by the CAO. If cancelation for Campsites is made more than 48 hours before reservation date then a refund will be issued by cheque. Payments can be made by Cash, Cheque, or E-transfer to [administration@villageofheisler.ca](mailto:administration@villageofheisler.ca).

Renter Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CAO Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Council Approved: February 20, 2025

Responsibility: Administration

Next Review Date: February 2028

Motion # \_\_\_\_\_