

OPERATIONS POLICY

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

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

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
- 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.