



## **Online Camping Reservations - Frequently Asked Questions**

### **How do I reserve a campsite?**

To book a site:

Click Book a Site on the main Let's Camp page.

Choose a Check in Date / Check out Date, and which site you would like.

At the bottom of the page, click Next.

*Trailer Information* – This is where you enter information about your trailer / tent. If you do not know the dimensions and license plates of all the guests who will be camping with you, an estimate will be fine and the information can be changed at registration.

*Guest Information* – The first time you make a reservation this is where you fill in your information for registration.

*Payment Information* – Enter your payment information here. VISA and MasterCard are the accepted forms of payment and your credit card will be charged in full.

\*Once your booking is complete, you will receive a receipt by email, as well as a User Name and Password that you can use to make changes to your reservation by logging back into the site.

### **How do I cancel or make changes to my reservation?**

Log in to the Kneehill County Let's Camp page using your User Name and Password.

All of your confirmed reservations will be displayed, choose which reservation you would like to make changes to.

Editing will take you through the booking process again, where you can make changes to your booking.

### **I am booking multiple sites for other people - can I book more than one site at a time?**

Unfortunately, the system is not currently set up to accept bookings for more than one site at a time. We will post any updates to the system on our website.

### **How do I get a refund?**

When you make your first booking in Let's Camp, you will receive an emailed receipt as well as an email with a Login Name and Password.

Log in using your User Name and Password.

All of your confirmed reservations will be displayed, find the booking that you would like to cancel and click on the X to the right of the reservation.

This will take you to the cancellation page, where you can select the Terms and Conditions box, and then click Save (Pay/Refund). The payment will then be refunded to your credit card.

### **What is the refund policy?**

In order to receive a full refund, you must cancel 72 hours prior to your check-in date. If 72 hours notice is not provided, fees for up to 3 camping nights will be forfeited, depending on how much notice is provided.

### **I don't want to cancel my reservation, but I want to change the number of nights that I will be camping at Keiver's Lake for. Will I still get a full refund for the nights that I cancel?**

If you make changes to your reservation beyond updating registration information such as name, address, etc., you will be charged a non-refundable \$5.00 change fee, as per the Master Rates Bylaw.

### **Do I have to pay with credit card?**

Yes, if you are booking online, the accepted methods of payment are Visa and MasterCard. Online reservation fees are payable in full at time of booking. If you are booking one of our First Come First Serve sites in person at the campground, the following methods of payment are accepted: credit, debit, cash, or cheque.

### **Are all of the sites available for online booking?**

No, our lakefront un-serviced sites and lakefront tent sites are still First Come First Serve.