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MANITOBA PARKS RESERVATION SERVICE 2023 LAUNCH

The Manitoba Parks Reservation Service is moving to a new platform for 2023. Before March 24, campers are asked log into existing Parks Reservation Service accounts and take note of preferred sites from previous reservations. After March 27, users can create a new account and take the opportunity to browse the new site in preparation for reservation launch dates.

Reservations will open at 7 a.m. over six days:

- April 3 - All cabins, yurts and group use areas (including Hecla and Camp Morton recreation halls);
- April 5 - Campsite reservations for all western and northern region parks including Asessippi, Bakers Narrows, Clearwater (Campers Cove and Pioneer Bay), Duck Mountain (Blue Lakes, Childs Lake, Wellman Lake), Manipogo, Paint Lake, Rainbow Beach, Rivers, Spruce Woods (Kiche Manitou), Turtle Mountain (Adam Lake), William Lake and Wekusko Falls;
- April 11 - Campsite reservations for Birds Hill and Winnipeg Beach campgrounds;
- April 12 - Campsite reservations for south Whiteshell including Caddy Lake, Falcon Beach, Falcon Lakeshore and West Hawk Lake;
- April 13 - Campsite reservations for Nopiming (Tulabi Falls, Tulabi Short Haul, Bird Lake, Black Lake, Shoe Lake, Beresford Lake) and north Whiteshell (Big Whiteshell, Brereton Lake, Nutimik Lake, Opapiskaw, Betula Lake and White Lake) campgrounds; and
- April 14 - All remaining locations including Birch Point, Camp Morton, Grand Beach, Hecla, Hnausa Beach, Lundar Beach, Moose Lake, St. Malo, Stephenfield and Watchorn.

NOTE: Otter Falls Campground in Whiteshell Provincial Park will not open for reservations, as the campground will be under construction for flood-related repairs this spring. An opening date is undetermined at this time.

On opening days, reservations will continue to be accepted through the call centre at 204-948-3333 in Winnipeg or 1-888-482-2267. In-person service and payments will also continue to be accepted in Winnipeg (due to office re-locations, the address for in-person service will be released prior to opening of the reservation service).

FREQUENTLY ASKED QUESTIONS

Will existing Parks Reservation Service accounts be transferred?

All users will need to create a new account. Reservation histories will not be transferred to the new system. In the new system, an email address is tied to a single account, where as in the old system household members could share an email address. This will also ensure that outdated contact information is not transferred to the new system.

Can users with an elicensing account for park vehicle permits and fishing/hunting licences use that account instead?

A different service provider handles elicensing products. A new account will be needed to be created for camping reservations.

How will the new enhanced service be different from the old one?

The new Parks Reservation Service platform will provide a modern, user-friendly website for booking campsites. The service will also be mobile-friendly.

Will users still have to wait in line on opening day?

Reservation opening days always see more traffic. It is anticipated that there will be wait times and a queue in place as in previous years, but that the waits will be shorter in duration. Manitoba Parks will be reviewing the new service and where adjustments need to be made.

The new service will use a virtual waiting room and queuing system for campsite reservations. The online queue is an efficient process that allows for fair access to the system, while ensuring that at no point the demand placed on the site is overwhelming.

Between 6:30 a.m. and 7 a.m. on opening days, users on the reservation website will be placed in a virtual waiting room. During this time, no order or queue is established. At exactly 7 a.m., all users in the waiting room will be randomly assigned a unique number in the queue. Users will be admitted into the reservation website based on that number.

After 7 a.m., users visiting the reservation website will be assigned a number at the end of the virtual queue (behind the users who were in the virtual waiting room before 7 a.m.) and will be let into the reservation website when their turn arrives.

More details on the queue system and what to expect on opening days will be released prior to the reservation service opening.

Will the new reservation service have pictures of the campsites?

The new service will have the same campsite photos as the old system.

Will any fees change?

The \$10 non-refundable reservation fee will continue to apply to all reservations.

Camping fees vary between campground and level of service offered and there are no changes to nightly fees for the 2023 camping season.

Did the Manitoba government consider a rolling-window system like in Ontario?

At this time, there will be no change to the booking process and all inventory for the season will open, as in previous years. Changes to the booking process may be considered for future enhancements as the effectiveness of the new service is reviewed.

A rolling-window system is used in jurisdictions that have much longer or year-round camping seasons. Every day becomes an opening day, especially when July and August dates become available for booking.

An elaborate system of cancellation and change rules are required to prevent people from 'sliding' reservations and taking up unwanted inventory, just to secure prime dates.

Is the Manitoba government adding an alert system for campers if there is a cancellation?

This feature will not be available for this season. However, the Manitoba government is considering options for future enhancements.