



Parks Reservation Service 2023 Launch

The Parks Reservation Service is moving to a NEW platform for 2023. Here's what you need to know:

- **Before March 24**, log in to your existing Parks Reservation Service account and take note of your favourite sites you have reserved in the past.
- **After March 27**, create a new account. Take this opportunity to browse the new site in preparation for the reservation launch dates.

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

- **Monday, April 3** - All cabins, yurts and Group Use areas (includes Hecla and Camp Morton recreation halls)
- **Wednesday, April 5** - Campsite reservations for all western and northern region parks including: Asessippi, Bakers Narrows, Clearwater (Campers Cove & 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
- **Tuesday, April 11** - Campsite reservations for Birds Hill and Winnipeg Beach campgrounds
- **Wednesday April 12** - Campsite reservations for South Whiteshell, including Caddy Lake, Falcon Beach, Falcon Lakeshore and West Hawk Lake
- **Thursday, April 13** - Campsite reservations for Nopiming (Tulabi Falls, Bird Lake, Black Lake, Shoe Lake, Beresford Lake) and North Whiteshell (Big Whiteshell, Brereton Lake, Nutimik Lake, Opapiskaw, Betula Lake and White Lake) campgrounds
- **Friday April 14** - All remaining locations: Birch Point, Camp Morton, Grand Beach, Hecla, Hnaua 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 reservation opening days, reservations will continue to be accepted through the call centre at 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 my existing Parks Reservation Service account be transferred?

No, all users will need to create a new account. Your reservation history 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.

- **To capture your reservation history log into the system before March 24**, please take screen shots or make notes on your favourite sites. Do not create a new account yet.
- **Starting March 27**, you will be able to view our new reservation platform to familiarize yourself with it and create a new account. Remember to create your new account before reservations open on April 3.

I already have an elicensing account for my park vehicle permits and fishing/hunting licenses. Can I use this account?

No, elicensing products are through a different service provider. You will only need to create a new account 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 I still have to wait in line on opening day?

Reservation opening days always see more traffic than other days. We anticipate that there will be wait times and a queue in place as in previous years, but are optimistic that the waits will be shorter in duration than in previous years. We will be reviewing how the new service works and where adjustments need to be made.

Will the queue system improve?

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

Between 6:30 a.m. - 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. everyone 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.

As the people who are ahead of you in line move out of the queue you will see your place in the line will update. Your number will get smaller as you get closer to the front of the line.

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?

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

Will any fees change?

The \$10.00 non-refundable reservation fee will continue to apply to all reservations made.

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

Did Manitoba consider a rolling window system like 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 we review the effectiveness of the new service.

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 their reservations and taking up inventory that they really don't wish to have, just so they can secure their prime dates.

Is Manitoba adding an alert system for campers if there is a cancellation at their favourite site?

This feature will not be available for this season, however Manitoba is carefully looking at options for future enhancements.

More information will be released prior to the opening of the reservation service to help guide campers with account creation and tips and technical advice for using the new parks reservation service on opening days.

Check manitobaparks.com for updates leading up to the opening dates.