

# Parks Reservation Service

## *Policies & Frequently Asked Questions*

### *When can I make a reservation?*

- **Monday, March 18, 2019 at 7:00 a.m.:** Reservations open for cabins, yurts, group-use areas and Birds Hill Provincial Park campsites.
- **Monday, April 1, 2019 at 7:00 a.m.:** Reservations open for Winnipeg Beach and all campgrounds in Whiteshell Provincial Park. These include: Betula Lake, Big Whiteshell, Brereton Lake, Caddy Lake, Falcon Beach, Falcon Lakeshore, Nutimik Lake, Opapiskaw, Otter Falls, West Hawk Lake and White Lake.
- **Wednesday, April 3, 2019 at 7:00 a.m.:** Reservations open for all remaining provincial park campgrounds.

For on-line reservations, please take a moment to confirm your on-line User ID and password. If you have forgotten your password, or need assistance prior to **March 15, 2019**, please contact us at 204-945-4344.

Online reservations will be available seven days a week / 24 hours a day starting at 7:00 a.m. on that first day.

Our call centre is available to book your vacation getaway in the great outdoors during the following hours. Please call 204-948-3333 in Winnipeg or 1-888-482-2267 toll free.

March 18 to March 20, 2019 Monday to Friday	7:00 am to 6:00 pm
March 21 to March 29, 2019 Monday to Friday	9:00 am to 1:00 pm
April 1 to April 5, 2019 Monday to Friday	7:00 am to 6:00 pm
April 8 to June 21, 2019 Monday to Friday <i>Closed April 19 (Good Friday)</i>	9:00 am to 1:00 pm
June 22 to August 31, 2019 Monday to Friday Saturday	9:00 am to 4:00 pm 10:00 am to 4:00 pm
September 2 to October 11, 2019 Monday to Friday	9:00 am to 1:00 pm
<b>In person</b> 200 Saulteaux Cres, Wpg. March 18 - October 11, 2019 Monday to Friday	8:30 am to 4:30 pm

## **Helpful Hints**

More campers have found online reservations to be fast and easy.

More campers call on Mondays and Tuesdays to make their reservations than any other day of the week. To avoid any delays in answering your call, try calling in the afternoon to beat the morning rush. The morning is usually when our call volumes are the highest.

### ***What is a reservation window and how does it impact on me?***

A reservation window is the period of time before your planned arrival date when you are unable to book a site. If a park has a 2-day reservation window, you cannot make a reservation within 2 days of your intended arrival date. For instance, if you want to reserve at Moose Lake for a Friday evening arrival, you must book your site by midnight on the previous Wednesday.

Our computerized locations have zero reservation window. Reservations at these locations can be made up to 3:00 p.m. the day of arrival.

### ***Are there a minimum number of nights that I have to book?***

For most campsites, you only have to book one night unless you plan to visit over a long weekend and then you are required to book a minimum of 2 nights and must include Saturday night. Certain locations offer sites that require a 7 night minimum stay and must include a Sunday to Sunday.

Cabin and Yurt reservations require a 2-night minimum at all times.

### ***How many nights can I reserve?***

You can reserve a campsite up to 21 nights on any single reservation. Back-to-back reservations exceeding 21 nights on the same campsite are not permitted to ensure fairness of access to all campsites by all campers. Making back-to-back reservations (exceeding 21 nights) for different sites in the same campground is permitted. There is a 14-night maximum in effect for cabins and yurts.

### ***What information do I need to make a phone reservation?***

When you call the reservation service, you can make the booking process faster and easier by having the following information available:

- arrival and departure dates
- your name, address and telephone number
- type of camping unit
- preferred park/campsite/service
- number of people in your party
- Visa or Mastercard and the expiry date

Note: If you are making a reservation for another party, you must have their information available at the time of your call.

### ***Can I make an online reservation for another person?***

Yes you can! You will need their account information or you can create an account for them if you have all of their correct information. Please remember that the name on the reservation must be the permit holder who checks-in and occupies the site.

### **What information do I need to make an on-line reservation?**

You will be required to set up an account with a personal user name and password. The account will require your name, complete address, 10 digit phone number and an active e-mail address. To complete the reservation process you will need:

- arrival and departure dates
- type of camping unit
- preferred park/campsite/service
- number of people in your party
- Visa or Mastercard and the expiry date

### ***How do I pay for the reservations I make?***

Reservations made by phone or in person may be paid by Visa, Mastercard, cash, cheque, money order, traveller's cheque, and debit and debit/visa card. Some conditions do apply.

On-line reservations can be paid by Visa and Mastercard only.

### ***What are the Check-in and Check-Out times?***

All campgrounds maintain a 4 PM check-in time and 3 PM check out time. Please respect the check-out time for the next incoming camper! Cabins and yurts provide a 4 PM check-in and an 11:00 a.m. check out. This allows campground staff an opportunity to clean the cabin or yurt in anticipation of the next guest. Group Use check in/check out times vary by location. Your customer service representative will advise you on arrival and departure times.

### ***What if I arrive late or want to leave early?***

We understand that there may be times when your arrival is delayed so we will hold your site until 11:00 am the next day before cancellation. If you can not arrive by 11:00 am, you must call the park or call centre to see if a later in- the -day check-in can be accommodated. Sites will not be held as a late arrival for longer than one night and will be cancelled as a "no show" with all fees forfeited.. Fees will apply for each night your reservation is held. (If you want to leave your campsite early, drop by the campground office and the attendant will process a refund on your behalf for the unused portion of your stay. Some restrictions may apply. Early departure refunds are not granted for cabins and yurts.)

### ***What happens if I need to cancel my reservation?***

Let us know if your plans change. The earlier you let us know, the better. For campsite, cabins, yurt and group use reservations, cancellations done 4 or more days in advance of arrival ensure a full refund less the non-refundable reservation fee. If you cancel within 3 days or less of arrival, you will receive a refund less one night camping fee and the reservation fee. Cancellation after the day of arrival or not telling us that you are unable to camp result in the forfeiture of all fees.

### ***What happens if I need to change my reservation?***

Changes to reservations regarding dates and location may be allowed, depending on availability, for a non-refundable change fee of \$4.00; however, changes made within 3 days or less of your arrival date that involve a later arrival or moving to another campground will be subject to an additional non-refundable nightly camping fee plus the change fee.

Name changes for reservation holders are not permitted.

### ***What happens if I do not show up?***

If we have not heard from you and you do not arrive by 11 am the next morning, we consider you a "no-show". At this point, your reservation is considered a no-show and all fees will be forfeited.

### ***How many camping units can I use on a campsite?***

Only one camping unit is permitted per site. If space allows, an additional tent and/or dining tent may be set up on the campsite for use by those identified on the permit. A maximum of six people are allowed per site.

### ***Can I choose the site I want?***

Certainly! If your favorite site is available - book it!

Wheelchair accessible sites are available for reservations through the Call Centre and through our campground offices that are computerized.

### ***Number of Persons per Site***

You are allowed 6 adults or one family per site. A family is generally defined as a parent(s), with children under the age of 18. The addition of a grandparent or similar relative is also allowed. All persons must fit into the allowable camping units.

### ***Are pets allowed?***

Sure, but please remember to clean up after your pet and ensure that your pet is leashed and under physical control at all times.

***Pet Friendly Cabin & Yurt Facilities:***

We are pleased to offer a select number of these facilities that will accommodate cats or dogs. For these facilities, please note: a maximum of two pets per designated cabin or yurt are allowed. Pets are only allowed in cabins or yurts that have been designated as “Pet Friendly”.

***Do I need a Park Vehicle Permit?***

Yes, Park Vehicle Permits are required in Manitoba's provincial parks.

Explorer Pass (annual) - \$40.00 (valid until April 30, 2019)

Casual - \$12.00 (valid for 3 consecutive days)

Daily - \$5.00 (valid for 1 day only)

***Who can I call if I have a question or concern?***

If a customer service representative is not able to address your question or concern, please feel free to contact The Parks Reservation Service at 204-945-4344 or [email](#) us.