

# Guide to Life at the Campground

**2017 Summer Season**

**1-844-787-3701**

**506-789-2850**

3, Riverview Drive

Campbellton, NB

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## Campbellton RV Camping

In order to ensure a pleasant summer for all of our guests, we ask that you respect the rules that are in place, the campground property as well as your neighbors.

### Maximum Number of Campers and Equipment per Campsite

- The maximum number of persons permitted at an individual campsite is 6 adults.
- However, the daily rate charged for a campsite is for 4 adults (plus children under 18, if applicable). Additional adults staying at the same campsite will have to pay an extra \$5 per night, plus tax (up to a maximum of 6 adults per campsite).  
For example:
  - 4 adults, 2 children: Regular rate;
  - 6 adults: Regular rate + \$10;
  - 8 adults: You must book 2 campsites.
- An individual campsite can hold, at the most, the following equipment combinations: one registered vehicle (ex. trailer) and a car, truck or minivan.

### Quiet

- Any excessive noise likely to inconvenience other campers in any way is strictly forbidden at all times.
- Motorized vehicles deemed too noisy will be denied access to the campground.
- Curfew is from 11 pm to 7 am.
- Any trade or soliciting is forbidden at the campground.
- Coarse language and inappropriate behavior will not be tolerated. Campers not respecting the rules may be asked to leave without any notice.
- CN Railway has operations near the campground. CN Railway and the City of Campbellton are not responsible for any noise or inconvenience.
- Generators are not permitted.
- Fireworks and firecrackers are not permitted.

### Animals

- Pets must be kept leashed at all times.
- To avoid repetitive barking, pets cannot be left unattended.
- No aggressive animals are permitted on the campground.
- Animals are not permitted inside public buildings (washrooms, laundromat, Restigouche River Experience Centre, etc.) with the exception of guide dogs. Please notify us upon your arrival if you are accompanied by a guide dog.
- During your stay, animal excrement must be picked up and disposed of in a sanitary manner. Pet waste bags are available on site.
- Visitors cannot bring their pet to the campground.



## Layout and Use of Campsite

- Guests are permitted to use a clothesline but it must be taken down when not in use. Under no circumstances are trees, posts or other campground structures to be used as part of a clothesline.
- Sites are to be kept clean and in order.
- Smoking is permitted on campground sites. All other public spaces, tourist and recreational spaces, and playgrounds fall under the New Brunswick Smoke-Free Places Act. Please pay attention to signs and respect instructions.
- Cigarette butts must be disposed of in an appropriate manner.
- Utility sheds, patios, patios stones and other fixed structures are not permitted (includes fences, flags, clotheslines, etc.).
- Outdoor refrigerators are not permitted.
- Tents are not permitted. Pop up campers are allowed.
- Games, activities and sports involving items that may strike individuals or their campers (Frisbee, baseball, etc.) are prohibited.
- Rifles, pellet guns, bows/arrows are not permitted on the campground for everyone's security.
- Cutting, pruning or damaging trees is strictly prohibited.
- Campers are not permitted to attach items to trees or hang items from trees.
- Campers are responsible for their visitors; they have to ensure that Campground Rules are followed.

## Alcoholic Beverages

- Please do not travel throughout the campground with glass containers.

## Fireplace

- Campfires are only permitted in the fire place provided on the site.
- Do not burn garbage or leave garbage in the fire place.
- Only wood sold on site can be burned in the fireplace.
- Do not use flammable liquid (gas, oil, etc.) to light your campfire.
- It is recommended to have a container filled with water nearby.
- Be sure to know where fire extinguishers are located.
- Be certain your fireplace is extinguished before leaving or going to bed.
- Consult the "In case of fire" section of this document before making your first campfire.

## Water and Sewer Systems

- Each sewerage connection comes with a cap. Please verify that the cap is in place when checking out.
- Sewage may be disposed of in the sewerage system on the individual campsite or at the dumping station available in the campground. Campers are permitted to use the dumping station free of charge.
- Disposing of sewerage on the ground is strictly prohibited. All sewer system connections must have an adapter hose.
- Diapers, sanitary napkins and tampons must not be disposed of in the sewer system. Grease and food should also not be deposited in the sewer system.



- Do not insert your sewer hose into the inlet as it can prevent flow from other sites and could stop the line.
- Campers are allowed to wash their trailers on the campsite as long as it does not inconvenience their neighbors.

## **Garbage and Recyclables**

- Garbage and recyclables must be disposed of in an appropriate manner in locations identified throughout the campground.

## **Showers and Laundry**

- Showers and laundry facilities on site are coin operated. Rates are as follows:
  - Showers: \$1 per 15 minutes cycle;
  - Washers: \$2 per load;
  - Dryers: \$2 per load.
- It is important to keep the shower and laundry areas clean for other campers.
- Soiled shoes are prohibited in the showers.
- Shower curtains must be kept closed to avoid excess water on the floors.
- Smoking is prohibited in the shower and laundry areas.

## **Free Wi-Fi**

- Access to Wi-fi is free. Methods of utilization will be provided by staff at reception upon your arrival.
- Name of network: RV Wi-Fi.
- Access code: campingrv.
- Contact in case of problems related to the Wi-Fi: 1-877-721-3282 Extension 1.
- Instructions:
  1. Connect to RV Wi-Fi network;
  2. Open navigation page – avoid using Google, search [www.cbc.ca](http://www.cbc.ca);
  3. A connection page will appear – enter access code at designated place;
  4. You are now ready to use the wireless service.

## **Traffic**

- The maximum permitted speed at the campground is 10 km/hr regardless of the means of transportation.
- Only one vehicle may be parked at an individual campsite, in the area designated for this purpose (except for certain sites). Any other vehicles, including visitors' vehicles, must be left in the parking lot at the campground entrance.
- Parking on vacant lots is not permitted.
- We strongly recommended the use of a flashlight at night when circulating on your site or throughout the campground.

## **Electric Carts, All-Terrain Vehicles and Bicycles**

- Electric carts and all-terrain vehicles are not permitted on the campground.
- Bicycles also have to respect the 10km/h speed on the campground.
- Bicycles have to be stored at sunset.



- Travelling across someone's camp site is not permitted.

## Arrival, Extension, Departure

- Check-in starts at 2 pm.
- Campers must vacate their campsites no later than 11 am. If they intend to extend their stay, they must book for the following day(s) by 11 am. If they extend their stay, there is no guarantee they will have the same campsite. Consequently, campground management cannot guarantee the availability of any individual campsite before 11 am.
- Campers who have booked a campsite in advance have no priority if they decide to extend their stay beyond the nights for which they have already paid.
- Campers who vacate their campsites in advance for any reason whatsoever are not entitled to any reimbursement.

## Gate Cards

- Upon arrival, guests will be provided with one or more cards giving them access to the park gate.
- Cards may be returned to reception and / or left in the card drop box at the gate at time of departure. Should you forget to drop off your card, it can also be returned by mail to the address indicated on the back of the card.
- Gate cards are for your site only; do not use your card to give access to other campers or visitors.

## In Case of Emergency

- In case of an emergency, call **9-1-1**.
- The campground address is: **3 Riverview Drive, Campbellton, NB, E3N 0E1**.
- The campground has a defibrillator located at the Restigouche River Experience Centre (the registration building).
- All of our employees are trained in first aid and CPR; do not hesitate to call them.
- Inform customer service personnel of any emergency. They will offer assistance.

## In Case of Fire

- In the event of fire or loss of control of your campfire, call **9-1-1**.
- The address of the campground is: **3 Riverview Drive, Campbellton, NB, E3N 0E1**.
- Evacuate the fire area.
- Alert other campers.
- Alert the personnel.
- Stay on site to answer questions from the Fire Department.
- Only use a fire extinguisher if you know how to do so safely.

## Disclaimer Clauses

- Campbellton RV Camping, the City of Campbellton and the Restigouche River Experience Centre are not responsible for any material damage or bodily injury caused to campers and their visitors by the following: domestic animals permitted on site, a full or partial interruption of electricity, interruption of water service, sewer backup, falling trees/tree branches, fire, vandalism, lost or stolen items.
- Access to Wi-Fi is offered free of charge. Campbellton RV Camping is not responsible for interruptions, poor functioning, viruses, speed/available capacity of the system and all other problems related to the service and system.



- Campers are responsible for their children at all times.
- CN Railway has operations near the campground. CN Railway and the City of Campbellton are not responsible for any noise or inconvenience as a result of those operations.
- Campbellton RV Camping reserves the right to evict any camper or their guests who are found to be in violation of these rules and/or causing disruption to the campground. Those evicted will not receive a refund.
- Campbellton RV Camping reserves the right to change these rules without any prior notification.



## Non-Seasonal campers

### Booking Conditions

- A booking is for one stay (for example, if you book for 3 different stays, you will have 3 separate booking files).
- Bookings can be made via the online booking system at reservationcamping.ca or by phone at (506) 789-2850 and 1-844-787-3701 during opening hours of the Restigouche River Experience Centre.
- To confirm a booking, the client must pay the required fee at the time of booking (see the *Booking fees and payment conditions* section).
- Once a booking has been confirmed, the Campbellton RV Camping management agrees to hold the booked campsite until 11 am on the day after the client's scheduled day of arrival. If we have received no notice from the camper by that time, the booking (the entire stay) will be cancelled.
- When booking your site, it is important to include in the "Equipment Length" tab the combined total length of your recreational vehicle and of your car, truck or minivan when detached from each other.

### Booking Fees and Payment Conditions

- The booking fee is \$2.50 (plus tax) for reservations of less than \$50; this fee is not refundable.
- The booking fee is \$3.50 (plus tax) for reservations from \$50 to \$200; this fee is not refundable.
- The booking fee is \$5.00 (plus tax) for reservations of more than \$200; this fee is not refundable.
- The fee for cancellations done through the website is \$2.50 (plus tax).
- When clients book a campsite, either via the secured transaction site or by phone, they must pay the cost of the reservation in full.
- The following payments types are accepted: Cash, Debit or Credit Card (Visa, Mastercard, American Express, Discover).

### Modification and Cancellation Conditions

- A booking may be modified for the following reasons:
  - A change in the date of arrival or departure;
  - A change in the length of the stay;
  - A change in the type of equipment used;
  - A change in services;
  - A change in the holder of the booking.
- Cancellations can be done by phone at (506) 789-2850 and at 1-844-787-3701.
- Any campsite changes will be accepted, subject to availability, when the modification is requested.
- No refunds will be granted for late arrivals or early departures for reasons not related to the Campbellton RV Camping.
- Clients who have not arrived on their scheduled date of arrival and, who have not notified campground management, will have their booking held until 11 am on the day after their scheduled day of arrival. The remainder of the reservation will be cancelled without refund and their campsite made available for other bookings after that time.
- No refunds will be given for cancellations made within 7 days of the date of the beginning of a stay.
- Full refunds will be given for cancellations made more than 7 days of the date of the beginning of a stay (booking fees non-refundable).





## Seasonal Campers

- All rules mentioned in this document apply to seasonal campers.
- There are 18 seasonal sites. Some have 2 parking spaces.
- Seasonal sites are equipped with a meter for electrical consumption; electrical costs are added to the price of a seasonal site (as per rate outlined in contract).
- Refer to rental contract for additional information.
- There is room for only one (1) car/truck/minivan on your site (with the exception of the following sites which have 2 parking spaces: 58, 60, 62, 64, 66, 71, 75, 79, 83).
- When booking your site, it is important to include in the "Equipment Length" tab the combined total length of your recreational vehicle and of your car, truck or minivan when detached from each other.
- Trailers/Motorhomes that are more than 14 years old must be in good condition.
- Lawn mowing is done by the camping maintenance personnel. Seasonal campers are not permitted to mow their own lawn.
- Site modifications and/or improvements are not permitted.

## Site Reservation, Cancellations, Payment and Other Conditions

- Site reservations made after March 31<sup>st</sup> shall be paid in full at time of signing this agreement. Payments are non-refundable for any reason.
- Site reservations made before April 1<sup>st</sup> require a 50% non-refundable deposit. Balance of payment shall be made no later than April 1<sup>st</sup>. Post-dated cheque required. Should payment not go through, reservation will be cancelled and 50% deposit will not get reimbursed.
- Seasonal campers wanting to reserve their site for the following season must sign their contract and make the 50% payment (non-refundable) no later than the official closing date of the campground.
- Reservation deposits are non-refundable. Campers wanting to cancel their agreement after March 31<sup>st</sup> shall pay season in full.
- Reservations/cancellations can be done by phone at (506) 789-2850 or 1-844-787-3701 and also at the Restigouche River Experience Centre during opening hours.
- The following payments types are accepted: Cash, Debit or Credit Card (Visa, Mastercard, American Express, Discover).
- The seasonal camper (Lessee) agrees to pay all taxes applicable at time of signing.
- Seasonal sites are metered. Readings will be done monthly. Payments will be due 14 working days after reception of the invoice.
- Non-payment of electricity consumption within time limits may result in immediate termination of this agreement and expulsion of the Lessee's equipment.
- Guests in default of payment will lose their booking privileges for next season.

## Modification Conditions

- A booking may be modified for the following reasons:
  - A change in the type of equipment used;
  - A change in services;
  - A change in the holder of the booking.
- Modifications may be done by phone at (506) 789-2850 or 1-844-787-3701 and also at the Restigouche River Experience Centre during summer season.
- Any campsite changes will be accepted, subject to availability, on a first-come first-served basis. Agreement and cost will be adjusted accordingly.
- In the event that the Lessee would sell his trailer/motorhome and that the new owner would want to continue using the seasonal site for the season, a new lease agreement must be signed with the new owner. Fees of \$100 will apply for the preparation of a new agreement.
- Subletting the Lessee's trailer/motorhome/campsite requires the approval of Campbellton RV Camping Management.



## Campbellton RV Camping

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3, Riverview Drive

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All rates include applicable taxes

Daily 3 services	Daily Rate
Waterfront 50 A – Pull-through	\$ 55
Waterfront 30 A – Pull-through	\$ 48
50 A Pull-through	\$ 48
30 A Pull-through	\$ 42
50 A Regular	\$ 44
30 A Regular	\$ 38
Seasonal	Annual Rate
30/50 A Regular	\$ 1,610
Electricity Meter	\$ 0.16 / kW
Other Rates	Rate per usage
Washers	\$ 2
Dryers	\$ 2
Showers	\$ 1 / 15 minutes
Dumping Station (For campground clients only)	No charge

**7<sup>th</sup> night free!**