

2010 EXTENDED STAY CAMPING

Thank you for considering the "Parks of the St. Lawrence" for the upcoming camping season.

We are continuing the equal opportunity reservation process for campers to secure extended stay camping sites for 2010. **New for 2010 is the addition of new sites available for extended stay camping at the following campgrounds: Ivy Lea, Riverside-Cedar and Woodlands.** Please see the attached form for specific site details.

In order to participate effectively, please follow the easy steps outlined on the enclosed reservation request form. If you have any questions, please contact a Customer Service Agent at **1-800-437-2233** or locally at **613-543-4328**. To assist you with the completion of your reservation request, we are enclosing site maps and a list of available sites.

We are continuing to upgrade our campsite drainage and the electrical campsites are being upgraded to higher electric amperage with water added. Once again, our greening and ecology system of recycling tin, glass and plastics in the campgrounds will take place.

In order to reward the loyalty of our extended stay campers a **"Commission Value Pass"** will now be given complimentary with every extended stay campsite booked. You will receive your Value Pass after arriving at your campground. This value pass will provide the permit holder and a guest with great discounts to our attractions and retail areas at Upper Canada Village, Upper Canada Golf Course and Fort Henry, as well as selected local merchants. We appreciate your choice of our facilities and hope that you will enjoy the added value of these offers.

Fees for extended stay camping have increased for 2010 by approximately 4%. New revenues earned will be used for further improvements at all campgrounds. Extended stay campsites that have a water hook-up will have an additional \$109.00 annual fee. Note that the quoted rates for extended stay camping include all taxes.

We are anticipating that reconstruction of the Long Sault Parkway bridges and road will take place during October 2010, which may result in a two to three week earlier closing of McLaren Campground and Woodlands Campground. Campers affected will be offered sites at Riverside-Cedar Campground as compensation if this occurs.

We value your business, and encourage you to participate in the reservation request process. We truly hope you are successful in securing the site of your choice. For those of you who are returning, we look forward to seeing you again this summer, and for those of you who are new, welcome to the Parks of the St. Lawrence. We are looking forward to a *great summer in 2010 with a little less rainfall and more sunshine!*



**NEW EXTENDED STAY SITES SHOWN IN RED / LES NOUVEAUX EMPLACEMENTS POUR SÉJOUR DE CAMPING PROLONGÉ SONT
INDIQUÉS EN ROUGE**
SCHEDULE "A"
ANNEXE « A »
FOR INFORMATION / POUR RENSEIGNEMENTS -
(GST INCLUDED / TPS INCLUS)
1-800-437-2233 OR/OU 613-543-4328 (locally/pour les appels locaux)
(until June 30, 2010 /
IVY LEA CAMPGROUND / TERRAIN DE CAMPING IVY LEA

SITE TYPE / GENRE D'EMPLACEMENT	FEE / TARIF	SITE NO. / NUMÉRO D'EMPLACEMENT
Host Site <i>Emplacement d'accueil</i>	\$1,325.90 1 325,90 \$	151
Basic Site <i>Emplacement sans service</i>	\$1,872.00 1 872,00 \$	57, 95, 96
Basic Site (premium) <i>Emplacement (de choix) sans service</i>	\$2,443.90 2 443,90 \$	100, 101, 107, 110, 111, 114, 119, 143, 146
Electrical Site (15 amp) <i>Emplacement avec électricité (15 A)</i>	\$2,028.00 2 028,00 \$	12, 13 , 20, 21, 22, 23
Electrical Site (30 amp) <i>Emplacement avec électricité (30 A)</i>	\$2,574.00 2 574,00 \$	15, 16
Electrical Site (30 amp) with water <i>Emplacement avec électricité (30 A) et eau</i>	\$2,683.20 2 683,20 \$	1, 2, 6 , 9, 10, 11, 29, 49, 50 , 51 , 129, 150

RIVERSIDE-CEDAR CAMPGROUND / TERRAIN DE CAMPING RIVERSIDE-CEDAR

SITE TYPE / GENRE D'EMPLACEMENT	FEE / TARIF	SITE NO. / NUMÉRO D'EMPLACEMENT
Electrical Site (15 amp) <i>Emplacement avec électricité (15 A)</i>	\$2,028.00 2 028,00 \$	244, 245, 246, 247, 248, 249, 250, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 273, 274, 275, 276, 277, 278, 279, 280
Electrical Site (15 amp) with water <i>Emplacement avec électricité (15 A) et eau</i>	\$2,137.20 2 137,20 \$	229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 251, 252, 253, 254
Electrical Site (30 amp) with water <i>Emplacement avec électricité (30 A) et eau</i>	\$2,267.20 2 267,20 \$	255, 256 , 257, 258 , 270 , 271, 272

UPPER CANADA MIGRATORY BIRD SANCTUARY CAMPGROUND
TERRAIN DE CAMPING DU SANCTUAIRE DES OISEAUX MIGRATEURS UPPER CANADA

SITE TYPE / GENRE D'EMPLACEMENT	FEE / TARIF	SITE NO. / NUMÉRO D'EMPLACEMENT
Basic Site <i>Emplacement sans service</i>	\$1,872.00 1 872,00 \$	1, 2, 3, 4, 33, 34, 35, 36, 37, 69
Electrical Site (30 amp) <i>Emplacement avec électricité (30 A)</i>	\$2,158.00 2 158,00 \$	30, 31, 32, 67, 68
Electrical Site (30 amp) with water <i>Emplacement avec électricité (30 A) et eau</i>	\$2,267.20 2 267,20 \$	5, 6, 7, 8

LONG SAULT PARKWAY-McLAREN CAMPGROUND / CHEMIN DU LONG SAULT-TERRAIN DE CAMPING McLAREN

SITE TYPE / GENRE D'EMPLACEMENT	FEE / TARIF	SITE NO. / NUMÉRO D'EMPLACEMENT
Basic Site <i>Emplacement sans service</i>	\$1,872.00 1 872,00 \$	154, 155, 156, 157, 158, 159, 160, 161, 162, 163
Basic Site with water <i>Emplacement avec eau</i>	\$1,981.20 1 981,20 \$	94
Electrical Site (15 amp) <i>Emplacement avec électricité (15 A)</i>	\$2,028.00 2 028,00 \$	165, 166, 167, 168, 169, 170, 171
Electrical Site (15 amp) with water <i>Emplacement avec électricité (15 A) et eau</i>	\$2,137.20 2 137,20 \$	20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35

LONG SAULT PARKWAY-WOODLANDS CAMPGROUND / CHEMIN DU LONG SAULT-TERRAIN DE CAMPING WOODLANDS

SITE TYPE / GENRE D'EMPLACEMENT	FEE / TARIF	SITE NO. / NUMÉRO D'EMPLACEMENT
Electrical Site (15 amp) <i>Emplacement avec électricité (15 A)</i>	\$2,028.00 2 028,00 \$	8, 9, 10, 58, 59
Electrical Site (15 amp) with water <i>Emplacement avec électricité (15 A) et eau</i>	\$2,137.20 2 137,20 \$	11, 12, 13, 14, 15, 16, 50, 51, 52, 53, 54, 55, 56, 57

GLENGARRY CAMPGROUND / TERRAIN DE CAMPING GLENGARRY

SITE TYPE / GENRE D'EMPLACEMENT	FEE / TARIF	SITE NO. / NUMÉRO D'EMPLACEMENT
Basic Site <i>Emplacement sans service</i>	\$1,222.77 1 222,77 \$	96, 121
Electrical Site (15 amp) <i>Emplacement avec électricité (15 A)</i>	\$1,352.00 1 352,00 \$	82, 83, 84, 85, 86, 87, 88, 89 , 90, 91, 92, 94, 95, 97, 98
Electrical Site (30 amp) with water <i>Emplacement avec électricité (30 A) et eau</i>	\$1,617.20 1 617,20 \$	99, 100, 104, 105, 106, 108, 109, 110

2010 EXTENDED STAY CAMPING SUMMARY OF PARK RULES

This is only a summary of basic rules based upon the regulations and by-laws made under the authority of the St. Lawrence Parks Commission (SLPC) Act. For a complete description, please refer to this Act, Regulation 1023 and the SLPC By-Laws. These documents are available for examination at the Park Office or The St. Lawrence Parks Commission Administration Building (13740 County Road 2, Morrisburg, Ontario, K0C 1X0). The penalty for violation of the laws that apply in the Parks of the St. Lawrence parks may be eviction from the park or a fine imposed by the Courts or both.

FOR YOUR INFORMATION:

- At time of booking, payment of all camping fees, including a non-refundable reservation fee will be charged to your credit card.
- All changes to and/or a cancellation of your reservation will result in a fee being charged to your credit card.
- Campers who make reservations and subsequently cancel or shorten the length of stay of their reservation before their arrival date will be refunded only a percentage of their camping fees based on how long their reservation has been held for them.
- All campgrounds operated by The St. Lawrence Parks Commission have a minimum stay policy during peak periods. Please note that there are **NO REFUNDS** for early departures during minimum stay periods.

Extended Stay Camping

- The St. Lawrence Parks Commission reserves the right to rent unoccupied extended stay sites.
- Extended stay campers must maintain a clean and orderly site at all times.

Loud Noise - Disturbing Other Persons

Be considerate. Please keep the volume of your music, voices and other noises to a reasonable level. Interfering with anyone else's use or enjoyment of a park, day or night, is not only inconsiderate - it is also contrary to park regulations. Quiet hours are enforced 24 hours a day.

Alcoholic Beverages

Most campgrounds operated by the Parks of the St. Lawrence permit the drinking of beer, wine and other spirits, but only on a registered campsite. Drinking, or the possession of an open alcoholic beverage container in any other park area is against the law.

NOTE: *You should check with your campground for the dates and parks affected by any alcohol bans.*

Camping and Vehicle Permits

You must have a permit to camp or use your vehicle in the Parks of the St. Lawrence. A Camping Permit authorizes one vehicle and up to three pieces of shelter equipment per site. Only one tent trailer, house trailer or self-propelled camping unit, can be used in combination with two other pieces of shelter equipment, i.e. tent, dining shelter or tarp.

Changing Your Site

In order to change sites, you must first enquire which sites are available for your length of stay. **DO NOT** set up camp until your permits have been confirmed and physically changed by the Gate staff.

Extending Your Length Of Stay

To extend your stay, you must renew your permit at the registration office prior to 1:00 p.m. on departure day, providing the site has no reservations. Site specific reservations do take priority.

Shortening Your Length Of Stay / Refund

To shorten your stay, you must do so at the registration office prior to 1:00 p.m. on the day of your departure.

Check-In / Check-Out Times

Check-in time is 2:00 p.m. and check-out is at 1:00 p.m. for campsites and 11:00 a.m. for Camper Cabins.

Additional Vehicles

Each additional vehicle requires a permit. Every park designates a number of spaces and campsites for additional vehicles. Check for availability in advance with the park.

Parking

Vehicles may be parked in designated areas only.

Unlicensed Motor Vehicles, All Terrain Vehicles

ATV's, off-road motorcycles or any other unlicensed vehicles cannot be used within the Parks of the St. Lawrence and on park roads.

Bicycles

Bicycles are allowed on roads only.

Length Of Stay

In most of the Parks of the St. Lawrence campgrounds, the maximum length of stay, at one campsite, is 23 days. Extended stay camping is available at most parks.

Park Resources

Please help us to protect the park so that everyone may enjoy its beauty. Our parks are full of interesting and precious vegetation, wildlife, natural earth features and archeological and historical sites. Remember, it is against the law to remove or destroy anything in the Parks of the St. Lawrence.

Pets

Pets must be controlled and on a leash of less than two metres. Pets are not allowed in cabins. They are also not allowed in swimming and beach areas or areas adjacent to these locations.

NOTE: *You must clean up after your pet at all times.*

Campfires

Campfires are permitted in designated areas only. Never leave a fire unattended. Please be careful with fires at all times.

Hours Of Closing / Visitors

Only registered campers may remain in the Parks of the St. Lawrence campgrounds during the posted hours of closing - 9:00 p.m. to 8:00 a.m.

Number Of People Per Site

A maximum of six people or a single family (of parents and children under the age of 18 years).

Refuse

Please have regard for the condition of your campsite. Deposit all of your garbage and litter in the containers provided and leave your campsite in a clean and natural state.

Fireworks

Fireworks are prohibited in the Parks of the St. Lawrence.

Firearms

Firearms are prohibited in the Parks of the St. Lawrence, except by regulation.

Hunting

Hunting is prohibited, except in specific areas defined by the hunting regulations within the Parks of the St. Lawrence.

Swimming

The waterfront is unsupervised at all Parks of the St. Lawrence. Swim at your own risk. Never swim alone or in unmarked areas. Use the buddy system. Watch children and non-swimmers at all times. *(A more detailed brochure is available.)*

Boating, Water-skiing, Jet-skiing, Etc.

Act safely and in accordance with the regulations when boating, water-skiing, jet-skiing, etc. All water crafts are forbidden in the swimming zones and in areas directly adjacent to the swimming zones.

Leaving Vehicles Or Boats Unattended

Your vehicle or boat should never be unattended, except in an area designated for that purpose or by the permission of a Park Ranger of the Parks of the St. Lawrence.

Smoking

Smoking is forbidden in any Parks of the St. Lawrence buildings.

Sales of Goods and Services

Only authorized concessionaires are permitted to sell goods and services in the Parks of the St. Lawrence.

2010 EXTENDED STAY CAMPING TERMS AND CONDITIONS

RULES AND REGULATIONS

SCHEDULE "C"

1. An extended stay campsite authorizes the permit holder and party to occupy a campsite designated by the permit for a period that does not exceed the operating season of the park. **Included in the extended stay campsite fee are two (2) seasonal vehicle passes.**
2. It is recommended that all extended stay campers park their camping equipment (i.e. trailer or RV) on the gravel pad provided by the St. Lawrence Parks Commission. If the camper chooses not to use the gravel pad, the St. Lawrence Parks Commission reserves the right to charge any camper for damage done to a camping site under Section 1 (b) of the 1023 Regulations.
3. Every person using an extended stay campsite shall at all times maintain the area in a clean and sanitary condition, and when vacating the property, every person using an extended stay campsite shall restore the campsite to its original condition, removing all personal equipment and belongings. **All visitors must pay the appropriate fees, i.e. day-use fee, extra vehicle fee or a Summer Vehicle Pass fee.**
 - a. No person shall erect any structures, i.e. docks, sheds, shelters. R.R.O. 1990, Reg. 1023, s.23(2).
 - (i) One storage bin not to exceed 60" x 79" x 54" in size is permitted (Rubbermaid storage unit - model 3752-01-714 or equivalent manufactured unit). Please see Schedule "E" for specifications. This storage bin shall not be considered a piece of shelter equipment.
 - b. No person shall place or cause to be placed on a campsite more than three pieces of shelter equipment. R.R.O. 1990, Reg. 1023, s.23(1).
 - c. No person shall cut, remove or damage any plant, shrub or tree; deface, remove or damage any property of the Commission. R.R.O. 1990, Reg. 1023, s.2(1)(a)(b).
 - d. Garden plantings of any kind (permanent or temporary) will not be permitted on campsites, except in a plant container that may only be erected on the permit holders own equipment, i.e. deck or awning. (Must be approved by park management.)
 - e. Single level platforms, for the purpose of an entrance landing, shall not protrude beyond the original camping unit's manufactured canopy.
 - f. No person shall place or erect fences and/or barriers or lawn ornaments, etc. on any property of the Commission.
 - g. Any personal equipment or belongings left on the site will be removed by the St. Lawrence Parks Commission at the permit holder's expense.
4. Grass mowing by the Licensee, the Licensee's family, servants, agents and invitees of their campsite, shall be conducted Monday to Friday, (excluding holidays) between the time of 10:00 a.m. and 7:00 p.m. Should this activity interfere with the use and enjoyment of the park by other people, other arrangements will be made through the Park Officer to carry out this activity. **All SLPC flail (Mot) and/or rotary mowers will be set so that they cut grass to a height of four (4) inches. PR Policy 4.06.**
5. The permit holder shall comply with all Park Regulations made under the St. Lawrence Parks Commission Act, posted notices, Extended Stay Camping Permit, and as requested by the Park "Officer".
6. The St. Lawrence Parks Commission reserves the right to rent unoccupied extended stay sites. R.R.O. 1990, Reg. 1023, s.24(4), (5) and (6).

7. Subletting of your extended stay site is **not** permitted.

Bylaws

8. An extended stay campsite may be reserved (in the upcoming season) for the operating season at the requested campground as follows:
 - a. The opportunity to reserve an Extended Stay Campsite will be advertised during fall and early winter.
 - b. All requests for Extended Stay Camping will be recorded, and the interested parties will be provided with an Extended Stay Camping Reservation Form.
 - c. The Extended Stay Camping Reservation Form will allow applicants to list, in order of priority, up to five sites at any campground for which they wish to be considered.
 - d. The applicant will confirm their reservation request by completing an Extended Stay Camping Reservation Form and returning same with a non-refundable deposit in the amount of \$200.00, **received no later than 4:00 p.m. on Monday, December 14, 2009.**
 - e. All "confirmed requests" (i.e. completed reservation forms including \$200.00 of the extended stay camping fee as deposit) will be compiled soon after, and where only one applicant for a specific site exists, the reservation of that site will be confirmed by a "Letter of Confirmation" to the applicant. The balance of the seasonal camping fee will be paid (in installments) prior to opening.
 - f. Where there is more than one applicant for any given site, a "draw" will take place. The winner of the draw shall receive a "Letter of Confirmation" confirming the reservation. The unsuccessful applicants will be entered into a second draw, for the next preferred site. This process will be repeated as necessary.
 - g. Applicants who do not obtain a requested site, may then be referred to other available sites, or other campgrounds to select a site where availability exists.
 - h. A camper who does not receive a "preferred" or "satisfactory" site as the result of a draw, and who chooses not to exercise the option of selecting a subsequent site, shall be refunded his/her deposit with no obligation.
9. Fees for extended stay camping are listed in Schedule "A" attached.
10. The customer will have until March 31, 2010 to request, in writing, a refund. If the request is made by the deadline, a \$200.00 (*PLUS GST*) fee will apply.
The customer will also have from April 1 to May 28, 2010 (seven days after the opening day of the camping season) to request, in writing, a refund. If the request is made by the deadline, a \$350.00 (*PLUS GST*) fee will apply.
For requests made after May 28, 2009 (eight days following the opening of the camping season), a pro-rated refund may be provided at the discretion of the Manager of Parks and Recreation based on extraordinary circumstances (i.e. severe health reasons, death, etc.).
This rate would include the \$50.00 (*PLUS GST until June 30, 2010*) cancellation fee plus a variable rate for lost revenue based on the seven night stay rate for regular camping multiplied by the number of weeks the site was occupied, plus the regular daily camping rate if there are any additional nights that the site was occupied.

2010 EXTENDED STAY CAMPING REFUND POLICY

POLITIQUE DE REMBOURSEMENT 2010 POUR SÉJOUR DE CAMPING PROLONGÉ

SCHEDULE "D"

ANNEXE « D »

PURPOSE

To inform the customer of the procedures to follow if they choose to cancel their stay on a extended stay campsite and the fees associated with this policy.

POLICY

The customer will have until March 31, 2010 to request in writing a refund. If the request is made by the deadline a \$200.00 (*PLUS GST*) fee will apply.

The customer will also have from April 1 to May 28, 2010 (seven days after the opening day of the camping season) to request in writing a refund. If the request is made by the deadline, a \$350.00 (*PLUS GST*) fee will apply.

(PLUS GST)

Cancellation Fee -	\$ 50
Flat rate for lost revenues -	<u>\$300</u>
Total -	\$350

Eight days and greater

After May 28, 2010 (eight days following the opening of the camping season), a pro-rated refund may be provided at the discretion of the Manager of the Parks and Recreation based on extraordinary circumstances (i.e. severe health reasons, death, etc.).

Cancellation Fee -	\$50 (<i>PLUS GST</i>) (until June 30, 2010)
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plus a variable rate for lost revenue based on the seven night stay rate for regular camping, multiplied by the number of weeks occupied

plus the regular daily camping rate if there are additional nights that the site was occupied.

BUT

Informier le client ou la cliente des procédures à suivre s'il ou si elle choisit d'annuler son séjour à un emplacement de camping prolongé et des frais liés à cette politique.

POLITIQUE

Le client ou la cliente aura jusqu'au 31 mars 2010 pour demander, par écrit, un remboursement. Si la demande est faite avant la date limite, il y a des frais de 200 \$ (*TPS EN PLUS*).

Le client ou la cliente aura aussi du 1^{er} avril au 28 mai 2010 (sept jours après l'ouverture de la saison de camping) pour demander, par écrit, un remboursement. Si la demande est faite avant la date limite, il y a des frais de 350 \$ (*TPS EN PLUS*).

(TPS EN PLUS)

Frais d'annulation -	50 \$
Montant forfaitaire pour perte de revenus -	<u>300 \$</u>
Total -	350 \$

Huit jours et plus

Après le 28 mai 2010 (huit jours suivant la date d'ouverture de la saison de camping), un remboursement calculé au prorata peut être octroyé à la discrétion du directeur des parcs et loisirs s'il y a des circonstances extraordinaires (c.-à-d. de sérieux problèmes de santé, décès, etc.).

Frais d'annulation -	50 \$ (<i>TPS EN PLUS</i>) (jusqu'au 30 juin 2010)
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plus un taux variable pour la perte de revenu selon les tarifs pour les séjours de sept nuits pour le camping ordinaire multiplié par le nombre de semaines où l'emplacement a été occupé

plus le tarif quotidien pour le camping ordinaire s'il y a d'autres nuits où l'emplacement a été occupé.

2010 EXTENDED STAY CAMPING STORAGE BIN

SÉJOUR DE CAMPING PROLONGÉ 2010 BAC DE RANGEMENT

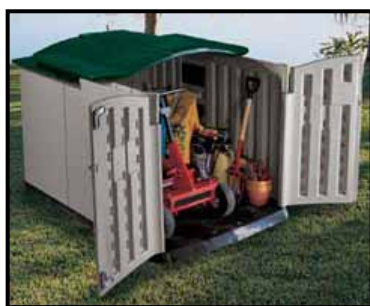
SCHEDULE "E"

www.rubbermaid.com

ANNEXE « E »

ACCEPTABLE PRODUCT

Rubbermaid storage unit –
model no.
3752-01-714 –
92 cu feet / 2.6 m³
capacity.



PRODUCT SIZE

(outside)
60" x 79" x 54" (152 x 201 x 137 cm)

(inside)
49" x 70" x 46" (124 x 178 x 177 cm)

BENEFITS

- ❖ 92 cubic feet of storage.
- ❖ Structural foam floor supports up to 1300 lbs (590.2 kg).
- ❖ Lid slides back for easy walk-in access.
- ❖ Ideal for storing bicycles and lawn equipment.
- ❖ Lockable (*lock not included*).

UNACCEPTABLE PRODUCT

The product pictured here or similar products are not acceptable as a storage unit.

PRODUIT ACCEPTABLE

Unité de rangement Rubbermaid – modèle
n° 3752-01-714 – capacité de 92 pi³ / 2,6 m³.

DIMENSIONS DU PRODUIT

(extérieures)
60" x 79" x 54" (152 x 201 x 137 cm)

(intérieures)
49" x 70" x 46" (124 x 178 x 177 cm)

AVANTAGES

- ❖ 92 pi³ d'entreposage.
- ❖ Le plancher en mousse structurée supporte jusqu'à 1 300 livres (590,2 kg).
- ❖ Le couvercle glisse facilement pour permettre d'y marcher.
- ❖ Idéal pour entreposer bicyclettes et équipement pour pelouses.
- ❖ Blocable (*cadenas non compris*).

PRODUIT INACCEPTABLE

Le produit représenté ici ou des produits semblables ne sont pas acceptables comme unités d'entreposage.



2010 EXTENDED STAY CAMPING HOST PROGRAM

BACKGROUND

The St. Lawrence Parks Commission implemented a campground host program at Ivy Lea Campground for the 2009 season.

This program was being introduced to facilitate the following:

- a) Assist customer service delivery by offering visitor information to campers and monitoring the campground at times when park staff is not available.
- b) Reduce revenue lost due to late arrival and early departure of transient campers.
- c) Through involvement with registered campers, assist staff in responding to requests on issues.

Park staff and campground host are new to this program and procedure may develop naturally over the course of the season. Potential problem areas will be dealt with and suggestions on how to improve the program will be evaluated as appropriate during and at the end of the season.

CAMPGROUND HOST BENEFITS

- 1) Develop friendships among campers and visitors.
- 2) Help others to appreciate and enjoy their vacation experience at Ivy Lea Campground and other Commission facilities.
- 3) Learn more about the Parks of the St. Lawrence and surrounding heritage area.
- 4) A reduction in seasonal camping costs for the host.

CAMPGROUND HOST OBLIGATIONS

- 1) Host(s) must have been an Extended Stay Camper for at least two previous seasons.
- 2) Must observe all Park regulations.
- 3) Must possess a valid seasonal camping permit.
- 4) Must tactfully avoid confrontations with visitors and accept direction from the Park Manager.
- 5) Provide well informed input to park staff to improve operations.
- 6) Practice environmental stewardship and influence others to do the same.
- 7) Must provide to all visitors the highest quality of customer service.
- 8) Must participate in orientation programs and sign volunteer agreement.
- 9) Must be available for the entire operating season and able to work a flexible work schedule, which will be discussed and approved by the Park Manager in advance of being awarded the host site.

CAMPGROUND HOST DUTIES

- 1) The campground host displays a host identification sign on their seasonal site.
- 2) The host wears a volunteer pin and other appropriate identification (such as a SLPC cap) when approaching campers and visitors.
- 3) The host dispenses accurate information in a friendly and professional manner and must become familiar with Park rules and regulations, with other facilities and attractions of the Parks of the St. Lawrence (including hours of operation, fees, special events, etc.) and with other local facilities and attractions.
- 4) The host reports to the Park supervisor any situations that require action by Park staff. This may be a maintenance requirement, a disregard for regulations or a problem with wildlife.
- 5) During regular business hours, the host directs campers and visitors to the Park Office.
- 6) To reserved and non-reserved campers and visitors arriving after regular business hours, the host:
 - provides a welcome and basic information regarding services, facilities and regulations;
 - collects the information required on a camping permit (*forms will be provided*);
 - should the camper or visitor wish to pay, collects the appropriate fees and deposits in night drop;
 - collects comments either by distributing comment cards or by recording comments (*forms will be provided*).

The host provides regular feedback to the Park supervisor and, at the end of the season, prepares a short report that evaluates the program, discusses problems and suggests improvements.