

# Campground Reservation Rules



Island View Beach Regional Park

Capital Regional District | May 2022

## Online Registration Site

The CRD's secure [online reservation system](#) site allows you to reserve and pay immediately for a campsite with no wait.

- ❖ Starting on the first Monday of May of each season, reservations for campsites can be made up to 30 days in advance of your arrival date. If your booking extends beyond the 30 day window, as long as the first day is within the 30 days, your reservation can be completed.
- ❖ If you attempt to book a date later than the 30 days, the system will indicate “out of booking range.”
- ❖ Reservations must be made a minimum of 24 hours in advance (i.e. before noon the previous day). Otherwise the system will indicate “out of booking range”.
- ❖ You can reserve multiple campsites per transaction.
- ❖ Full pre-payment of all camping fees is required.
- ❖ The maximum stay is fourteen (14) nights in a calendar year.
- ❖ Check-in time is 12 PM. Check-out time is 11 AM.
- ❖ Refunds are not given for an eviction, vacating your campsite early, or due to inclement weather.
- ❖ Reservations are not transferable. Any reservation owners or holders found to be transferring or selling their reservations to another party, risk the chance that their reservation may be cancelled without a refund. If a customer can no longer use their reservation, they are encouraged to cancel their reservation so that any unused fees that are not forfeited as a penalty can be refunded.

**We appreciate your patience as we make the transition to the new online reservation system.**

*The CRD also operates campgrounds at [Jordan River Regional Park](#) and [Sooke Potholes Regional Park](#). Both of these self-contained campgrounds are first-come, first-served.*

## Frequently Asked Questions

### How do I reserve a site online?

Go to [crdregionalparks.perfectmind.com](http://crdregionalparks.perfectmind.com), create an account, choose an available site, select a credit card payment option, and complete your registration.

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### **How do I make multiple reservations?**

You can reserve multiple campsites per transaction – for each campsite selected, complete the reservation process up to the ‘checkout’, and then select the option to ‘make another reservation.’

### **Is there a reservation fee?**

There is no reservation fee if booked online.

### **What is the booking window?**

The reservation system opens each year on the first Monday of May at 9am to the end of the camping season (September - Labour Day weekend).

### **What is your policy on long weekend bookings?**

A minimum of three nights (Friday, Saturday, and Sunday) must be booked for long weekends.

### **What is your cancellation policy?**

No refund will be given for cancellations made 15 days or less prior to the arrival date. For any cancellation made greater than 15 days prior to the arrival date, a fee of \$20 per RV site or \$15 per tent site (equivalent to first night’s booking) will be deducted from the refund for each confirmed reservation number.

### **What is your policy on no-shows and late arrivals?**

Reservations are held until 11am the day after the scheduled arrival date. If you do not notify CRD Regional Parks directly of a late arrival, your reservation will be cancelled, all camping fees will be forfeited, and the park operator will have the right to make the site available to another visitor. Please contact us at 250.478.3344.

### **What is your policy on shortened stays?**

No refund will be given.

### **Why did the CRD introduce an online reservation system?**

The decision to have a system to accommodate both reserved and first-come, first-served sites and to pay online is based on visitor feedback. It helps with trip planning to be able to reserve a campsite and many people prefer to pay with a credit card instead of cash.