



## PUBLIC NOTICE

### Town of Cobourg Transitioning to New Victoria Park Campground Reservation Process

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**Cobourg, ON** (September 1, 2016) – The Town of Cobourg Recreation and Culture Division will be transitioning to a new reservation process for the Victoria Park Campground. The new booking process will provide a modern and efficient solution to the old Booking Day process, which required campers to line-up for several days. Until a new reservation process is confirmed, a fair and equitable lottery system will be used as an interim procedure for bookings for the 2017 season.

The Town of Cobourg's booking procedure for the Victoria Park Campground has been a single "Booking Day" that takes place on the last Saturday of September each year. For many years, the growing popularity of Cobourg's waterfront campground and the eagerness of its customers has resulted in campers lining up for several days and nights in advance of Booking Day in order to establish the order in which campers may book reservations for the following year. In September 2015 a survey of campers was conducted to solicit feedback on the existing line-up process. The majority of respondents indicated that a lottery system would be a fairer and preferred method of establishing the order in which reservations are processed.

In response to camper feedback, a lottery system will be introduced as an interim procedure for the booking of the 2017 season. This transition process will reduce health and safety concerns of the previous line-up requirement and the potential for conflict.

#### **Procedure of Lottery System Booking:**

At 8:30 p.m. on Friday, September 23, 2016 (Booking Day Weekend) at the Campground Office, all sites with a current registered guest will be entered into a draw to determine the order in which reservation bookings will be processed. This draw will be public and all campers are invited to attend.

The order in which each site number is drawn, will establish the order in which booking day reservations will be processed. When the site number is drawn, the registered guest name will be recorded in numerical order on the reservation board.

At 9:00 a.m. on Saturday, September 24, campers will be called into the campground office to make their reservations in the order listed on the reservation board. It is the responsibility of each camper to be present and ready to finalize their bookings when their name is called, otherwise the next camper on the list will be called.

All others wishing to make Booking Day reservations, who are not registered guests, may sign-up on the reservation board which will be posted outside of the Campground Office beginning at 9:00 am on Saturday, September 24, 2016. After the registered guests have been processed, non-registered guests will be called into the office to make reservations for the 2017 season based on the order in which they appear on the reservation board. This process will likely begin sometime late Saturday afternoon.

Again, it is the responsibility of each registrant to be present and ready to finalize their booking when their name is called, otherwise the next name on the list will be called.



As per past years, no phone call reservations will be taken on the Saturday Booking Day but will be taken beginning Monday, September 26, starting at 9:00 am.

All reservation bookings will be done in accordance with the Booking Day Rules posted below.

For additional information on the interim booking procedures please contact the Town of Cobourg Campground office at 905-373-7321.

## Victoria Park Campground Booking Day Rules

All Booking Day Reservation are subject to the following rules.

- Booking Day for the 2017 season reservations is September 24, 2016.
- Booking Day appointments will begin at 9:00 am and will continue until all in-person appointments have been completed. These appointments will take place at the Victoria Park Campground Office. Starting September 26th, 2016 from 9:00 a.m. to 7:00 p.m. individuals will be able to make reservations for the 2017 season in person or by phone 905-373-7321.
- At 9:00 a.m. September 24th, 2016 registered guests will begin to be called into the campground office for their Booking appointment in the order that they were selected through the lottery process.
- Each reservation must be secured with an \$11.50 + HST, **non-refundable** Visa, MasterCard, Debit Card or cash reservation fee payment.
- Reservation fees cover administration costs. They are in addition to camping fees, and are non-refundable and do not go towards your campsite registration fees.
- Group reservations must be made in the name of the registered guest or the named individual on the sign up board and attending the Booking Day appointment. Reservations are non-transferrable.
- Reservations are non-transferable and cannot be assigned from one person to another at any time. If you are unable to keep your reservation it must be cancelled in accordance with the Victoria Park Campground Cancellation Policy. Staff will assign canceled site(s) to the appropriate guest on the waiting list.
- A campsite can be reserved for a minimum of one (1) night and a maximum of 30 consecutive nights.
- Individuals are limited to a maximum of four (4) site reservations per booking with the exception of theme weekends. Individuals can only book one site for each theme weekend such as Canada Day Weekend, Sandcastle Weekend, and Ribfest Weekend.



# THE CORPORATION OF THE TOWN OF COBOURG

## Corporate Communications Department

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- A two (2) night minimum stay is required on the Victoria Day (May) long weekend as well as all weekends from June 22nd to September 3rd and Booking Day Weekend 2017. No refunds will be issued during these time periods for a shortened stay.
- Victoria Park Campground Management reserves the right to decline or cancel any reservation from anyone who, at the manager's sole discretion, is deemed to be in contravention of any of the reservation booking rules or regulations of the Town of Cobourg.
- Please attend the office when it is your turn. Please be fully prepared with dates and sites that you are interested in, in order to ensure all guests are able to enter the office in a fair and timely manner. If you are not prepared you may be asked to take a step out so that the next in line can enter until you are prepared. Booking day appointments are limited to a maximum of 10 minutes per appointment.
- **NOTE:** Cancellation of reservations due to inclement weather is subject to the Victoria Park Campground Cancellation Policy. Cancellations must be arranged with office staff 24 hours in advance of check in time for the scheduled arrival date. All customers failing to provide 24 hours cancellation notice will be charged one night's stay.

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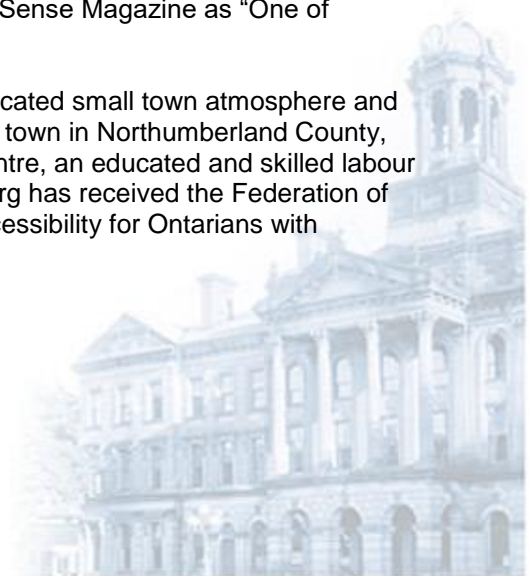
### Media Contacts

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### About The Town of Cobourg

The Town of Cobourg is a lakeside community (population 18,500) located on the north shore of Lake Ontario halfway between Toronto and Kingston and has been recognized multiple times by MoneySense Magazine as "One of Canada's Best Places to Live" in populations under 25,000.

Founded in 1798, Cobourg is rich in heritage offering a vibrant downtown, sophisticated small town atmosphere and renowned waterfront that serves as a popular getaway destination. As the largest town in Northumberland County, Cobourg is personified by historic Victoria Hall, hosts a 27.4 million community centre, an educated and skilled labour force, flourishing commercial sector and supportive municipal government. Cobourg has received the Federation of Canadian Municipalities Sustainable Communities Award, accolades from the Accessibility for Ontarians with Disabilities Act Alliance, and multiple heritage, environmental, and event awards.



For more information visit [Cobourg.ca](http://Cobourg.ca), 'like' us on Facebook, follow us on Twitter and watch us on YouTube.

