

Common Questions



General Information



Our Services



Getting Started



Contact Cameron for more information

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Is Camp Reservations Canada really a free service to campgrounds?

Yes, absolutely. This is a web-based management system so there is no software to install therefore no software fees nor maintenance fees. There are no signup nor setup fees, and we provide free training for the personnel who will administer the campground. We do expect that someone in your organization invest some time in order to be sure your campground is marketed in a professional manner and that all precautions are taken ahead of time to avoid any issues through the season.

What does my staff have to do?

Specifically, someone in your organization will have to:

- ➔ Measure the dimensions of each campsite
- ➔ Take photographs of the campground amenities
- ➔ Take photographs of each campsite
- ➔ Create several paragraphs describing your community, campground, and local attractions
- ➔ Create a description of each campsite
- ➔ Carefully examine all of your campground policies and by-laws so that they can be placed on the website

How does Camp Reservation Canada make money?

It is very simple, we charge the camper \$5 for each reservation that is made on our system. This is a non-refundable payment.

How and when do I get paid?

We make payments to a bank account of your choosing every second Wednesday. There is a 10-day lag in the reservations that are paid. For example, a payment on Wednesday, October 17th, would include all reservations made on or before Oct 7th. Below is a breakdown of charges to campers and what would get deposited into your bank account.

Campsite charge is \$40/night and a traveler books a long weekend for 3 consecutive nights for a total of \$120.00

GST is 5% for a total of \$6.00

Camp Reservations charges \$5 for the reservation.

Total charged to traveler's VISA/MC is $120+6+5=\$131.00$

Stripe charges Camp Reservations 2.9% on this amount for a total of \$3.80

Stripe also charges Camp Reservations \$0.30 for the transaction

Camp Reservations deposits \$121.90 into your bank account
 ****\$120 for the campsite

- + \$6 for the GST
- + \$5 for Camp Reservations Fee
- \$5 for Camp Reservations Fee that we keep
- \$3.80 for Stripe fee
- \$0.30 for Stripe transaction fee

- \$ 121.90 Deposited to your Account
- \$ 006.00 For the GST that you must pay

\$ 115.90 Dollars of Revenue which is an average of
 \$ 38.63/night

Do I need Wi-Fi at the campground?

Your campground does not have to provide campers with Wi-Fi

in order for this system to work, only the campground attendant requires an internet connection. Any location that has cell phone reception will be able to have an internet connection that will be adequate.

What have other campgrounds experienced?

Campgrounds moving to our online system have:

- ➔ Increased occupancy rates / revenue
- ➔ Dramatically reduced the number of phone calls
- ➔ Reduced the number of refunds given because they simply say the computer system will not allow a refund outside of the stipulated policy
- ➔ Reduced the staffing requirements of operating the campground

Do we need to sign a contract with you and how long are we "locked in" for?

One of Camp Reservations Canada's core values is Service Quality. We aim to go above and beyond expectations in everything we do and provide. We do have a Service Agreement which stipulates exactly what we provide to you and what we expect you to provide us. We do NOT require you to sign this agreement, and we do NOT require that you sign up to utilize our system for any period of time. If you are not happy, we will resolve the issue to your satisfaction or you can cancel our services at any time.





Our Services

For some of my staff, I want to limit their ability to administer the system. Can that be done?

Yes. There will be at least one (1) Administrator for your campground who will be able to perform any task related to the management of your campground. We can also set up other individuals to have only a subset of abilities for the interaction with the system. In this way, you can determine who may be able to only read the information as well as who may be able to change pricing or cancel reservations.

Can we limit how far in advance a camper can book a campsite?

Yes. You can open reservations for the entire season on opening day, or you can set it up so that the camper can only reserve campsites a certain number of weeks/months in advance.

In addition, you can set up your campground so that campers cannot make reservations less than a certain amount of time before the intended stay. For example, you could arrange your system so that after Thursday at 12 pm a camper is unable to book online for a campsite on the weekend.

Should I put all my campsites in the campground available for online booking?

You do not have to and the decision as to what to do will depend on your management philosophy.

Can the camper book multiple sites at the same time, or do they have to do it one at a time?

You have the ability to choose if/when campers can add multiple campsites to their shopping cart before checking out. You can change these settings at any point in time.

Examples:

1. At all times, campers can add multiple campsites to their cart
2. On opening day, campers CANNOT add multiple sites, but afterwards they can
3. Campers can never add multiple campsites to their cart

We have campgrounds with us that are employing each of these options. What you do for your campground depends on your management philosophy.



Getting Started

What do I need to do first?

The first step, and likely the most important, is to get the dimensions of each of your campsites so that campers will know if their unit will fit into the space. If there are sharp corners in the road, even if the campsite can accommodate a large unit, the unit may not actually be able to navigate to the site in order to park there. This has to be taken into consideration when setting the dimensions of the campsite.

Because well over 60% of your campers will be reserving online, and not speaking to a representative on the telephone, you have to pay extra attention to the Policies that you post on your online profile. This is one item that catches some campgrounds off guard, so please spend an adequate amount of time reviewing what you require campers to know and accept.

If the time of the year allows, please take as many photos of your campground, amenities, and campsites as you can. The most frequent complaint Camp Reservations Canada receives is that there are not enough photos on the site.

How long will it take to get my campground online?

The majority of campgrounds can be up online within 2 days if they are highly motivated. Most campgrounds cannot, however, dedicate someone for 2 complete work days in order to accomplish this and the average time is 5 working days to have everything complete in a professional manner.

How do I arrange for the training of my staff?

Email : Cameron.Sandboe@campreservations.ca or Keith.Leong@campreservations.ca to book the training sessions. We recommend three (3) sessions of 40 minutes each and depending on the computer skills of your staff, more sessions can be arranged. There is no charge for training.

Training sessions will be via GoToMeeting and the only requirement is that your staff member have a computer with a good internet connection.

When should we “go live” and start taking reservations?

This depends upon your management philosophy. Some campgrounds want to start taking online reservations in January or February in order to get the revenue as early as possible in order to have the funds available for repairs/improvement well before opening day. Another consideration is that Parks Canada open reservations in this time period and it is good to compete with those campsites.

One thing to consider is that if this is going to be your first year accepting online reservations, how are you going to let your regular campers know that you are implementing this system?