

Terms & Conditions

Booking Age Requirements

We are thrilled to have guests of all ages stay with us. To comply with our policies only those who are 19 years or older are allowed to reserve a campsite.

When checking in, we kindly ask that you present a valid government issued ID to confirm your age. Please make sure the ID matches the name on the reservation. If for any reason, the ID does not match or the individual is under 19 years of age, the reservation will be cancelled and any payments made will not be refunded. Please contact the main office for any questions.

Note: If a parent or the owner of the valid credit card is not to be the registered guest on site, you will need to contact the main office directly as there may or may not be an allowance given for circumstantial exceptions by the management of Harmony Acres Campground.

Check In/Check out

Check in is from 2 p.m. until 10 p.m. If you cannot make your reservation time due to unforeseen circumstances, please call or text the main office to arrange a check in time.

- Late arrivals are expected to adhere to the campfire policy.
- Late arrivals are requested to adhere to quiet times and radio free policy. You must make sure that your vehicle lights are turned off while unpacking so that you do not disturb other campers. Come prepared with site lanterns and headlights for this purpose. Be respectful of other sleeping campers and use your library voices.

Note: We will not ask a guest to check out from the previous night so that you can check in early. If you will be arriving into the area earlier than 2 pm, please make other arrangements until your site is open.

Check out is by 11 a.m. on day of departure. The office can arrange a late checkout, if available. Additional fees may apply. Leave your site clean.

- In the situation of where an early morning Park pass (Grotto) has been reserved, late check out may be extended till 12:30. Fee applicable. We reserve the right to remove your belongings from the campsite if you do not return by 1:45 p.m.

Radio free Policy

At Harmony Acres we are a 'Radio Free' property. We understand that music can be an enjoyable part of a camping trip but we also believe that the sounds of nature and fireside chats should be the focus of our guest's experience. To find balance between individual tastes in music and the sounds of silence, we have established the following music policy:

- Live musical instruments are welcome until quiet hours begin, as long as they are not disruptive to other guests.
- Amplified music is not allowed at anytime. This includes speakers, phones, stereos systems, car radios etc.
- For those members of your group that cannot live without their music then use the appropriate headsets/earbuds.

Quiet Times

To respect the peaceful environment for all guests, we ask that you keep noise levels low. Please speak quietly and do not disturb your neighbours.

Patrolling is conducted throughout the evening.

From 11 p.m. to 8 a.m. many campers expect nighttime silence after busy days on the trails and beaches. All violators will be evicted, with the exception of coyotes, frogs, toads, crickets, owls and whippoorwills.

Underage Drinking, Loud Music, Rowdiness, Quiet Hours

We have a **zero tolerance** policy for underage drinking, partying, music, including loud voices and rowdiness. We want to make sure that all of our guests are safe and that everyone can enjoy their stay. If you violate this policy, you will be evicted from the campground without a refund.

Please keep in mind that there are other guests camping here who want to enjoy a good night's sleep and nighttime silence.

Smoking, Vaping, Alcohol, Substance Use Policy

Smoking, vaping, drinking and substance use are limited to your campsite only. Illegal drug use is prohibited. Please do not throw bottles and/or cans into the forest or firepits. Please do not use your campsite as an ashtray. Loud, aggressive, abusive and insulting behaviour will not be tolerated and Police will be called for your eviction.

- SMOKING of anything will not be allowed in public spaces such as showers, bathrooms, toilets and dishwashing area including their immediate pathways. No smoking inside of cabins - a cleaning fee of \$300.00 will be charged to the credit card used to make the reservation.
- Violation of this policy will result in eviction without refund.

Site Maximums Policy

At our campground, we ask that all guests adhere to the maximum occupancy limit designated to each site. There are site types for 2 person (adult only) sites and there are site types that allow for 2 person or a family of 2 adults including 2 children with the exception of group sites and cabins. If you arrive with more individuals than the maximum capacity there are two options:

- You may book another site that will comfortably accommodate the additional guests, if one is available
- If no other site is available, you can cancel your reservation. Please note that in these instances there is no refund.

For additional people that may be allowed over the base number of persons, an additional fee will be added per person and is exhibited as the **occupancy fee on your receipt of payment**.

Site Gatherings & Group Bookings

If you have booked multiple camping sites and plan to eat or gather together on one site, we kindly ask you to follow the guidelines listed below:

- Limit gatherings from a maximum of three sites
- Keep the number of people (including children) to a maximum of 12 persons.
- Please return to your original site by 11 p.m. You will not be allowed to have all members sleep on one site. Only exceptions are Group sites.
- If firepits need to be (re)moved please come to the main office to have Harmony staff accommodate this request.

Site Changes

Your site number is subject to change prior to arrival unless a site lock fee was paid during the time of booking. If you wish to move to a different site or site type on arrival, please check with the office. Due to other reservations and maintenance, moving may not be possible, so please inquire before setting up on a different site.

Tents

We strive to provide a comfortable and convenient camping experience for our guests. Please read the site description prior to confirming a booking. Basic, standard and premium sites are suitable for an average (4 person) sleeping tent. However, there are a few family sites that can fit 2 average tents and allow for a dining tent. The Group sites can accommodate 3 to 4 tents.

If you have any questions or are unsure that your tent (s) will fit the chosen site, please don't hesitate to reach out to our main office for assistance. We will be happy to provide the dimensions of each site and help you determine the best option for your needs. We are here to assist you so that your camping experience is comfortable.

Tent Condition

At Harmony Acres Campground we want to ensure that you have a great time camping. We ask that all tents be in good condition before arriving and setting up.

A tent in good condition means that there should be no tears, holes or any damage done to the structure that could affect the safety or comfort of those inside. If your tent doesn't meet this safety standard, you need to repair it prior to arrival. Due to limited resources in the area, repair may be difficult after you arrive.

Cabins

Please remember that our Cabins are basic inside and you need to bring sleeping bags, blankets and pillows. There are no inside cooking facilities or bathrooms. Each cabin has a picnic table and firepit outside. No sleeping tents are allowed on the same site however there is room for a dining tent. Smoking and or vaping are not permitted inside the cabin. A cleaning fee will be assessed and charged to the credit card used for the reservation.

Please note that in renting a cabin you agree to the following terms. 'All damages to the cabin whether caused by myself, my children, guests or pets, or a potential concern at the time of arrival, I will disclosed this to the main registering office immediately or at check out. All damages occurring to the cabin during my stay will be charge to my credit card after a thorough inspection has been made by Harmony Acres Campground management. Damages which I will be responsible include but not limited to, lost key(s), broken items including screens, damaged/dented/bent or burnt furniture, writing on walls or furniture, spillage of wax, and or ripped or tears to the mattresses or covers.'

RV's

At Harmony Acres Campground we welcome RV's. Please keep in mind that we are primarily a tenting and cabin campground with limited options for RV's in terms of hookups. We have 15 amp and 30 amp service with water however we do not have on site sewage hookups.

We require that all Motorhomes, RV's or Travel Trailers, rental or owned, must be in good working condition and appearance. Due to the location, repair resources are limited. Generators may only be used with office permission due to the noise and comfort of neighbouring guests. Please contact us at the main office.

Children

Children under 16 must be supervised by an adult at all times. Riding bicycles without a parent and riding onto our main entrance road is prohibited for the safety of your children and our incoming guests. Anyone under the age of 16 must be back at their site by dusk. After 9 p.m. children may not use the restrooms without being accompanied by a parent or guardian.

Visitors

Only register guests are permitted to enter the park. All visitors must stop in the office to register and receive a parking pass. Visitors may not bring pets. Harmony Acres Campground reserves the right to limit the number of people visiting a site.

Day visitors must depart by 10 p.m. and no overnight visitors allowed. Please check with the office before inviting any guests. Registered campers are responsible for ensuring their visitors are properly register and follow the campground rules.

Vehicle pass must be visible at all times and guest's vehicle parked in the designate parking area.

Parking

Vehicles must be parked in designated parking areas. There is a limit of one vehicle per site, unless otherwise stated. Park only on sites you have register for. Do not block other sites or roadways as you unload. Extra vehicles will need to be parked in designated lots around the property. Inquire at the main office for these parking areas regarding boats, trailers and extra vehicles

Speed Limit

The campground speed limit is 10 km. This policy is to keep you, your children and pets safe. Exceeding this speed limit will result in a warning. Multiple warnings will require us to ask you to leave. Safety is our number one priority for our guests.

Campfires

Fires are allowed from 7 a.m. to 11 p.m. in the onsite designated fire ring and must be attended to at all times. Do not leave fires unattended and make sure they are completely extinguished before leaving and/or when you go to sleep.

Your sites are in the heart of a forested area and fires must be kept low. Do not burn your trash. Do not move your fire ring without speaking to the management first. Late arrivals (after 10:30) please note that campfires are not allowed to be ignited.

Fire Bans: Most years during the summer months there will be a fire ban issued by either the Municipality of Northern Bruce Peninsula or the Province of Ontario. Generally, these are partial bans allowing for cooking fires only. A full fire ban is due to extreme conditions of dryness. For your safety and that of the ecology around you we must enforce this order when our area falls under Restricted Fire Zone. Please contact us if you have a concern and we will contact you if we get the notification so that you can bring the appropriate alternative cooking gear.

Wood Policy

We are very serious about the well being of forests. We have **zero tolerance** for the scavenging of the forest or local flora. Anyone caught cutting down or taking wood from the forest, forest floor and /or breaking branches to start fires, will result in an automatic charge to your credit card of the applicable property fine and you will be evicted.

- We have a variety of dry seasoned camp wood. All firewood and starter/kindle kits must be purchased on site. Wood brought onto the campground will be confiscated (The Law: Plant Protection Act)

Environmental Damage

We are proud to live as part of nature and are committed to preserving the natural beauty of our onsite and local environment for all to enjoy. We kindly ask that all our guest respect and protect this environment by following some simple guidelines:

- Please refrain from damaging any trees or vegetation during your stay.
- Guests may not hang any item from the trees by screws or nails. The use of hammocks and tarps is permitted with the appropriate straps that won't damage the trees.
- Be respectful of your neighbours and do not walk between sites when navigating the park. Do not trample the flora by making new pathways. Please use main roads and designated public paths to walk around the campground.
- Firewood must be purchased onsite to avoid the risk of invasive species. *See wood policy above.*
- Please dispose of recyclables and compost properly in the designated areas. The forest and rock cracks around your campsite are not for trash dumping.
- Do not leave any personal belongings behind.
- All previous damages /impacts on campsites have been documented by the main office.

Violation of these guidelines may result in fines being charged to the credit card use to book your reservation and forfeiture of the damage deposit for group sites and group bookings. This will be at the discretion of staff reporting to management. Fines and fees are posted in the main office and discussed at the time of check in.

Firearms, Weapons, Fireworks, Sky Lanterns

Our campground strictly prohibits the use of fireworks (including smoke bombs, aers, firecrackers and gender reveal firecrackers). Fire arms and weapons are prohibited. No Hunting allowed. (including guns, large knives, swords, machetes, paintball, slingshots, crossbows, bow and arrows or any form of archery).

Any violation of this policy will result in immediate police involvement and eviction of the entire group with no refunds.

Garbage, Recycling, Compost & Clean Policy (GRCC)

At this campground we believe that we must all be responsible for our impact on the earth. We ask that you take this into consideration when packing to follow the basic Nature rule of 'Pack in, Pack home'. The GRCC guidelines are listed below:

- Keep a clean campsite at all times and dispose of trash nightly and before leaving the campground
- You will be provided with a clear bag for recyclables, a biodegradable bag for compost and containers for beer/wine bottles and cans if required.

In order to reduce the impact on our small local landfill, we will also provide you with a small black garbage bag upon arrival. If you have extra waste listed below are a few of options:

- You can purchase extra bags and tags
- Take the extra trash home with you.
- Compost is available at the designated areas and dishwashing stations which aids in alleviating amounts of garbage.
- Do not burn food waste, glass, plastic or other garbage in your firepit. A clean up fee will be charged to your credit card that book the reservation if additional time is required to clear this debris out of your firepit.

At the end of each day keep any unused food in coolers and in your vehicles. Do not leave excess food on picnic tables or scattered around your site. We appreciate your cooperation and understanding in our efforts to keep our campground clean and green. Thank you!

Restrooms

Our restrooms are open 24 hours a day, 7 days a week with the exception of temporary closures due to cleaning or maintenance. We ask for your assistance in keeping the restrooms clean and tidy for everyone's enjoyment. For the safety of our younger guests, those under 16 must be supervised by an adult while using the showers and toilets. **Please take note of any posted notices in the bathrooms regarding what can or cannot be flushed down the toilets.** We are on a septic system

- Please do not use your campsite or the surrounding forest as your toilet. Clean up fees will be charged.
- We have two shower houses with toilets, a small separate toilet facility near the cabin area, and portable (chemical) toilets through out the campsite that are cleaned daily. Each group site has its own portable toilet.

Showers

Showers are open 24 hours. Showers are operated by \$3.00 token purchased in the office. It is 4 minutes of water, up to 6 minutes timing due to the start/stop system. Any unused tokens at the end of your stay can be refunded.

Pets

Our campground welcomes pets as part of your family however we have the following guidelines that ensure comfort and safety of all.

- Pets must be friendly, quiet, and have current vaccinations. They must always be leashed and supervised.
- They are not permitted in any buildings, restrooms or the horse fields.
- There is a limit of 2 pets per site and 1 pet per cabin with additional cleaning fees for cabins.

Owners are responsible for cleaning up after their pet and any damages they cause including our trail system is not a pet toilet. If a pet is barking excessively or causing a disturbance, the owner will be asked to take appropriate action and in severe cases be asked to leave the campground without refund. Breeds deemed as aggressive or dangerous by campground management are not allowed.

Horses

You may not ride or attempt to ride any horse on the property of Harmony Acres. You may not enter the paddocks or stable unless you are an owner of the horse stabled on the property. Harmony Acres Campground is not liable for injuries arising from non compliance. The fences surround the paddocks is electrified.

Wild Animals

We are excited to share that our campground is home to a variety of wild animals including foxes, coyotes, raccoons, skunks, bears and even an odd forest chicken. While it a great opportunity to be with wildlife in a natural habitat, it is important to remember that they are wild and not to interact with them. Do not pick up any snakes or amphibians.

We ask all campers to keep their sites clean and free of food debris which prevents negative interactions with wildlife. If a site is found in violation of our GRCC policy, staff may enter your site to rectify the issue. Remember that sugary drinks left out during the day attract unwelcome insects such as wasps and hornets.

If you spot a bear or another wild animal in the campground, please contact the main office.

Electrical Use/Electrical Vehicles

It is important to be mindful of your electrical usage and to understand the number of amps you are using. Most of the outlets are 15 amp breakers while we have a few sites with 30 amp breakers. We ask that you take care not to trip your breakers. (*ie- plugging in toaster & kettles on a 15 amp breaker or airconditioning and appliances on a 30 amp breaker at the same time*)

In the event that you encounter any electrical issues during you stay, please notify the office immediately. For insurance and safety reasons, guests are not permitted to diagnose the electrical pedestals. Our maintenance staff will assist you with your electrical needs or concerns.

- Electrical Vehicles are not permitted to be charged on site. If you need to charge your vehicle, contact the main office prior to arrival for further information and assistance on arrival
- Electric Scooters, Electric bikes, Electric Skateboards are welcome on the campground however they are treated like a motor vehicle and must abide to the speed limits and to our electrical charging rules. Make sure that you also check with National Park policies on their use inside park boundaries.

ATV's, Dirt Bikes, Golf Carts

You are welcome to bring your OHV with you but unfortunately, they may not be used on this property. Please confirm National Park policies on their use inside park boundaries and if there are trails in the upper Bruce Peninsula for their use.

Drones

Drones are not permitted to be flown in our campground without express permission from campground management. No flights allowed over campsites.

Trails and Shorelines

We recommend proper footwear on all trail systems (no flipflops or high heels). Protective clothing is also recommended from sunburns to biting insects. Pack out what you pack in is the golden rule. These forested areas away from populated areas are home to a larger variety of wildlife from bears to snakes and from orchids to noxious plants. Anyone who injures, kills or removes animal or plant species will be prosecuted to the fullest extent of the law. Anyone who removes animals or plants from the National Park study areas such as turtles will be charged by Parks Canada.

Rental Item Policy

- **Payment for Damages:** In the event that rental items are damaged during the rental period, the credit card on file will be charged for the reasonable cost of repair or replacement, at the discretion of Harmony Acres Campground.
- **Non-returned items:** If rental items are not returned at the end of the rental period, the renter will be charged the full replacement value of the item. If the rental item is returned within reasonable timeframe, a pro-rated amount may be credited back to the renter's credit card on file, based on the discretion of Harmony Acres Campground.
- **Indemnity:** The renter agrees to indemnify and hold harmless Harmony Acres Campground from any and all claims, demands, damages, expenses and liability of any nature arising from or in connection with the use of the rental items. This includes, but is not limited to, any personal injury or property damage that may occur during the use of the rental items. This includes, but is not limited to, any personal injury or property damage that may occur during the use of the rental items.
- **No Warranties:** Harmony Acres Campground makes no representations or warranties of any kind, express or implied, as to the operation of the rental items or the information, content, materials or products included on or accessible through the rental items. The renter assumes all risk and responsibility for the use of the rental items and acknowledges that Harmony Acres Campground is not responsible for any damage or loss that may occur during the rental period.

- **Responsibility for Use:** The renter assumes all responsibility for the proper use and care of the rental items and agrees to return the items in the same condition, as received, reasonable wear and tear excepted. The renter is also responsible for any damages or losses that may occur during the rental period, including but not limited to theft or vandalism.
- **Inspection and Cleaning:** Upon return of the rental items, Harmony Acres Campground will inspect the items and assess any additional cleaning fees if necessary. The renter agrees to return the rental items in a clean and tidy condition.
- **Late Return:** If the rental items are returned past the check-out time, an additional daily rental fee will be applied, base on the discretion of Harmony Acres Campground.
- **Changes to Policy:** Harmony Acres Campground reserves the right to change this policy at any time without prior notice. The renter is responsible for regularly checking the policy for updates and changes.

By using the rental items, the renter agrees to abide by the terms and conditions of this Rental Item Policy. Harmony Acres Campground reserves the right to refuse rental to any individual who violates the terms of this policy.

Exclusion of Liability

In no event will Harmony Acres be liable for any damages including without limitation, direct or indirect, incidental and /or consequential damages resulting from the use of the grounds, facilities in this campground or from visitation suggestions made to locations in the local area and within the National Parklands. Harmony Acres Campground is not liable for the damage or loss of personal property brought onto this property and/or your stay here.

We adhere to and maintain all Federal, Provincial and Municipal Laws and bylaws.

Terms and Conditions Subject to Change

The preceding policy outlines our Rules and Regulations as the Term and Conditions that govern the use of our campground and services. We reserve the right to modify this policy at any time, and any changes will be effective immediately upon posting to our reservation booking system and or website. It is your responsibility to periodically review this policy to stay informed of any changes. Your use of our services constitutes your agreement to be bound by this policy as it may be amended from time to time.

In conclusion we understand that accidents happen and that unexpected events come up, and we will do our best to work with you in case of an emergency. However, please understand that we reserve the right to evict any guest who violates these policies and/or causes a disturbance without a refund. We want to ensure that all of our guest have a safe, comfortable and enjoyable stay, and we appreciate your cooperation in making that happen.

If you have any questions or concerns, please do not hesitate to speak with one of our office members.

By making a reservation, you acknowledge that you have read, understood and agree to the terms and conditions outlined in this document. This agreement applies to all individuals staying at the property, including but not limited to the primary reservation holder and their guests. Your reservation serves as a digital signature, legally binding you and your guests to the terms and conditions outlined in this agreement. Failure to comply with these terms may result in the forfeiture of your deposit, additional charges or termination of your stay. It is your responsibility to ensure that all individuals in your party are aware of and agree to these terms.

Thank you for choosing our campground.