



Seasonal Campers Newsletter

Summer

VOL
02

SPRING WATER

July, 2024



Welcome!

Welcome to the Second Edition of the Springwater Conservation Area Campground Seasonal Camper Newsletter! As we dive into the heart of summer, we're excited to share important reminders of our campground policies and other important information.

GARBAGE AND RECYCLE STATION AREA

As a seasonal camper, we're grateful for your efforts to reduce, reuse, and recycle during your stay with us. To ensure the smooth operation of our recycling and dump station services, please note the following guidelines:

- * Only garbage bags and recyclables are accepted at the designated recycling and dump station area.
- * NO large household items (e.g., appliances, furniture, construction materials) are permitted to be left at the recycling and dump station area. These items require special disposal arrangements and cannot be accommodated at our facility.

By adhering to these guidelines, we can keep our campground clean and sustainable for all campers to enjoy. Thank you for your cooperation and consideration!"

AUDIT

A Regulation Compliance Audit of campsites will be conducted in July and August to ensure compliance. Occupants will have notice of any non-compliance infractions if any are found. Please read the 2024 Seasonal Handbook for clarification on regulations.

SEWAGE PUMPING

We generally tend to schedule pumping mid week. Potentially, dates may be changed at our discretion. If you think that you have been missed, please check your equipment is in working order before calling the office.

Fees

Seasonal Site Fee 15 amp.	\$2,890
Seasonal Site Fee 30 amp.	\$3,130
Seasonal Pass (limit 2)	\$25.00
Seasonal Camper Guest Entry Card	\$45.00
Sewage Pumping (bi-weekly)	\$325.00
Sewage Pumping (weekly)	\$620.00
Sewage Pumping (2nd Tank Service)	50% of rate
Sewage Pumping (per pump)	\$60.00
Unscheduled / Emergency Sewage	\$125.00
External Refrigerator	\$125.00
Golf Cart Permit Fee * official Disability Permit required	\$80.00
Hydro Abuse (per Incident) * unattended trailer, outdoor lights, etc.	\$50.00



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DAY PASSES

As a seasonal camper, we're excited to welcome your friends and family to visit you during your stay with us. To ensure the enjoyment of all campers, please note the following day pass policy:

- * Any visitor or guest must purchase a \$10.00 day pass into the campground. Additionally, visitors must depart the campground by 11:00 PM.
- * Service vehicles (e.g., delivery, maintenance, contractors etc.) must also purchase a \$10.00 day pass. Additionally, service vehicles must depart the campground by 11:00 PM.

If you're planning to have a guest stay overnight and they have a vehicle, please note that an additional \$16.00 extra vehicle car pass is required. (Maximum of 2 cars per site) Extra vehicles must park in our overflow parking and require an extra vehicle pass.

Please be aware that there are no exceptions to this policy. All visitors and guests must adhere to these guidelines to maintain a safe and enjoyable experience for all campers. Thank you for your understanding and cooperation!

WOOD ORDERS

As we head into the peak camping season, we're excited to offer firewood delivery services to enhance your camping experience. However, please note that firewood deliveries are subject to staffing restrictions and availability.

While we strive to deliver firewood to all campsites, we cannot guarantee same day delivery due to unforeseen circumstances such as inclement weather, or staff availability.

To ensure a smooth delivery process, please place your order at least 24 hours in advance and specify the correct campsite number. If you have any questions or concerns about firewood delivery, don't hesitate to reach out to our friendly staff. We appreciate your understanding and cooperation!

ADDING OR REMOVING A CO-OCCUPANT

If you're planning to add or remove a co-occupant from your site, please make sure to stop by the office to fill out the necessary paperwork. This helps us keep accurate records and ensures that all occupants are accounted for.

Dates

May 10th,
2024
Mother's Day
Weekend

- Gates Open
- Hydro turned on
- Seasonal Site Fees due in full

May 17th,
2024
Victoria Day
Weekend

- Campground open to all

May 31st,
2024

- Late fees are applied at the end of each month

October 14th,
2024
Thanksgiving
Monday

- Winter Storage Fees due
- Next Season Site Deposit due

October 15th,
2024

- Hydro turned off

October 18th,
2024
Friday
following
Thanksgiving
Monday

- Gates Locked for the season
- * Both at 3:00 p.m.
- Winter Storage late fees applied



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ZERO TOLERANCE POLICY

As we come into the summer months, we want to take a moment to remind you of our zero tolerance policy on abusive language towards our staff. As outlined in our park's handbook, we take all incidents of abusive language seriously and will not tolerate any behavior that is disrespectful or intimidating towards our staff.

Unfortunately, we have had an increase in incidents of abusive language towards our staff in recent weeks, and we want to emphasize that this behavior will not be tolerated. Our staff work hard to provide you with a safe and enjoyable experience, and we expect all campers to treat them with respect and courtesy.

As a reminder, our zero tolerance policy on abusive language is outlined in section 22 of the Seasonal Camper Handbook, which states:

"There is a zero tolerance for abusive or insulting language, threatening behaviour by campers or their pets and may result in immediate eviction."

CONTACT INFORMATION

The Catfish Creek Conservation Authority Administration Centre is open for service year-round on weekdays from 9AM-4PM. We thank you for letting us know of any telephone or address changes as promptly as possible.

8079 Springwater Rd, RR#5,
Aylmer, Ontario N5H 2R4
Phone: (519) 773-9037
Email: springwater@catfishcreek.ca

FOLLOW US ON OUR SOCIALS!

Twitter/Instagram: @catfishcreekca and @springwaterconservation
Facebook/YouTube: Catfish Creek Conservation Authority
Facebook: Springwater Conservation Area

NEW PHONE SYSTEM

We are excited to announce our new phone system that will make communicating with our staff easier than ever for our outside customers. With this new system, you can quickly navigate through our menu options to reach the appropriate department or team member.

Springwater Conservation Area inquiries are accessible through **option 1** on the phone menu.

Important Extensions:

Seasonal Camper Properties | ext. 11
Seasonal Camper Administration | ext. 12

Finance | ext. 10
Visitor Centre | ext. 21 or 22

V.C. Hours

May &

June:

Monday -
Thursday

9AM - 4PM

Fridays

9AM - 9PM

Saturdays,
Sundays, &
Holiday
Mondays

9AM - 4PM

July &

August:

Monday -
Sunday

9AM - 9PM

**September
& October:**

Monday-
Thursday

9AM - 4PM

Fridays

9AM - 9PM

Saturdays,
Sundays, &
Holiday
Mondays

9AM - 4PM