

Schedule No. 4 Financial & Administrative Management

A. Financial And Administrative Requirements

1. Banking Procedures

- a) Establish a dedicated bank account to which the campground revenue (i.e. campsite fees, firewood, and concession) will be transferred on a daily basis.
- b) Be responsible for all administration costs associated with park operations.
- c) Prepare and submit revenue and activity reports to the Regional District on a monthly basis.
- d) Ensure revenues collected are kept secure.
- e) Contact a local financial institution each Monday morning for the US dollar exchange rate. This rate must be posted on the information board at the gatehouse and used for seven days.

2. Park User Fees

- a) All parties must pay the full appropriate fee for service provided.
- b) Camping fees are as follows: \$15 per night per campsite in high season. Low season rates shall be set by the RDN.
- c) The Park Operator shall establish fees for firewood.

3. Group Camping Rates

- a) The nightly camping fee for non-profit youth groups (schools or guide/scout troops) camping at Descanso Bay Regional Park is \$2 per person per night.

4. Camping Reservation Service

- a) Supply, maintain and operate a reservation and inquiry system 24 hours a day.
- b) The Park Operator shall set up and maintain a 1-800 phone number.
- c) Missed reservations will result in a credit card charge for one night and cancellation of the reservation.
- d) 50% of campsites shall be available for reservations.
- e) All reservations to be confirmed by Park Operator with a reservation number.

5. Refunds

- a) Any park user who does not wish to stay after paying for a campsite, is entitled to a refund for the remaining prepaid fees provided the campsite is vacated prior to 11:00 a.m.
- b) A park user, after occupying a campsite overnight is entitled to a refund if an exceptional circumstance occurs such as an emergency evacuation, stolen or vandalized property, damage to property or injury by a natural occurrence and a medical emergency (refunded upon receipt of a medical or death certificate).
- c) Document all refunds.

- d) Ideally, the park user should vacate before 11:00 a.m., but as it may not be possible to contact the Park Operator or its staff prior to this deadline, some discretion should be used. The Park Operator should also bear in mind the desirability of keeping the customer satisfied and avoiding conflict.

6. Visitor Use Statistics

- a) Maintain accurate daily records of visitor use by recording statistics including place of origin; number in party; number of adults and children; and number of nights.
- b) Submit records monthly during the Operating Season.
- c) Visual counts of the day-use area are to be taken once daily during the peak use period.

7. Reporting

Table 1 summarizes the reporting requirements between the Park Operator and the RDN.

	As needed	Monthly	Beginning or end of season	Annually
Operating Plan *				
Facility Maintenance Plan				
Marketing Plan				
Public safety and park security compiled daily				
Incident report notebook compiled daily				
Criminal incidents				
Visitor statistics compiled daily				
Revenue and activity reports				

***Operating Plan**

- a) Shall be developed in the low season.
- b) Shall include a review of the previous years activities and proposals for the upcoming year in the following areas:
 - i. Facility maintenance plan includes schedule of facility operations, maintenance and repairs; details of repairs and replacements; operating logs of machinery; work order system; risk management evaluation including hazard tree assessment; and maintenance standards evaluation.
 - ii. Marketing plan includes visitor statistics (place of origin, number in party, number of adults and children and number of nights); visual counts in day

- use area; advertising initiatives; inquiries; promotional material review; and memberships.
- iii. Operational review includes campsite suitability; staff scheduling and training; user fees; park operating season and hours; signage requirements; special events; and interpretation/education information and activities.
 - iv. Financial review includes annual financial statement summarizing all park operations; monthly revenue and activity reports; and visitor statistics.

