

Report MO-06-20

Appendix B: Conservation Halton FAQs for Reserved Park Visits

(source: <https://conservationhalton.ca/reserved-park-visit-faqs>)

How do I make a reservation?

From this point forward, parks visitors and members will be required to make a [reservation](#) prior to their visit. Here is how it works: After you have made your online reservation, and arrived at the park, you will drive up to the gate and stop. Your license plate will be scanned and the gate will open. If there is any issue with your license plate, a gate attendant will scan the barcode on your ticket. [Click here to reserve your park visit.](#)

What if I want to bike or walk into the park?

Regardless of how you enter the park, you still need to make a reservation. The only difference is that you will show your e-ticket at the gatehouse, either printed out or on your phone, rather than having your license plate scanned.

What if the day, time or park that I want isn't available?

We expect that there will be a surge of demand for park visitation when we first open the reservation system, but we believe it will subside in a couple of weeks. Until it does, please be patient. In the meantime, you can check to see if there is space at another one of the Conservation Halton Parks, and you can check back to see if we have added other days or times that work for you.

What if I need to cancel or make a change to my reservation?

Changes can be made up to 1hr prior to your visit time. Click the blue link in your confirmation email that allows you to cancel/change your reservation. You are able to edit all aspects of your reservation: park location, date, time, license plate, # and type of admission fees, etc. Refunds are provided up to 48hrs prior to your visit time.

What is your cancellation and refund policy?

Refunds are provided up to 48hrs prior to your visit time. Click the blue link on your confirmation email to change your reservation or cancel it completely.

What if the weather looks bad for my reservation day or time?

Reserved park visits are "rain or shine," as many of our visitors enjoy the parks regardless of the weather. If a weather events requires us to close a park, reserved park visits will be cancelled, you will be emailed, and refunds will be issued.

What if the reservation system isn't recognizing my membership?

First, make sure you are using the email address that is associated with your membership, and double check that your membership number has been typed out correctly. If this doesn't work, you can use the contact information at the bottom of the reservation page to

get in touch with us. Also, please note that if you have just purchased a membership, and are trying to make a reservation, immediately, there is currently a delay.

Are any of your indoor facilities open?

No, all facilities, including indoor washrooms, visitor centres and giftshops, are currently closed during this stage of our opening. They will be opened when we can determine how to do so safely, and this will be communicated on our website and social media.

Are washrooms open?

Indoor washrooms are closed. Vault toilets are open, but we ask that you plan ahead for limited access.

Will you have hand sanitizer and handwashing on site?

Indoor washrooms and other facilities are currently closed, so handwashing will not be available. We are also not able to provide hand sanitizer, so you are encouraged to bring your own. If you are concerned about risk, please stay home.

Is there somewhere I can fill my water bottle?

No. All indoor facilities, including washrooms and water fountains, are closed, so please make sure to bring enough water with you.

What trails are available and what are they like?

Though a few of our trails are closed due to safety issues, almost all our trails are currently open, and you can download a trail map for each of the parks on our website. You can also find our trails on the TrailForks app. We recommend reviewing the park and trails for length and difficulty prior to your visit.

How can I pass others, safely, on narrow trails?

When possible, you are encouraged to use wider sections of the trail (ie. rest areas, intersections, etc.) for passing, and speak up, kindly, to alert others on the trail. If needed, you can step off the trail, briefly, to allow another person to pass you. In general, please just be courteous, kind and patient.

Can I go swimming in Crawford Lake?

No, swimming is not permitted at Crawford Lake, as it is considered to be a rare meromictic lake and habitat for a number of species. Swimming in the lake, by you or your dog, would disrupt this unique, natural quality.

What parks can I go fishing at?

Mountsberg Dam, Hilton Falls and Robert Edmondson have fishing available. There is no fishing at Crawford Lake.

What parks can I mountain bike at?

Hilton Falls and Kelso (Summit) will have some trails designated for mountain biking and some trails for both hiking and mountain biking. Please note that biking is not currently allowed at the other parks.

What about trail running?

Yes, trail running is currently allowed, but we ask that you please be mindful of how you use the trail and make sure to share the trail with others. If possible, please consider days, time, parks and trails that will be less busy and speak up when passing others on the trail.

What about rock climbing?

No, rock climbing is not currently allowed. Our current visit length of 2hrs is not conducive to rock climbing, so we are working on when this will be allowed but don't have a firm date yet.

What about horseback riding?

No, horseback riding is not currently allowed. We are looking into safe ways of adapting trails for horseback riding, but this will take time.

What about camping and picnicking?

With facilities still closed, we are not currently able to offer camping. Picnicking in the parks is permitted, as long as physical distancing is practiced, visit time limits are respected and no trash is left behind. Also, picnic tables will not be accessible, so you will need to bring your own blanket. Visitors will also be expected to stay with their household group and abide by other provincial orders regarding social gatherings and group activities. As the province updates these guidelines, we will offer more activities and options at our parks..

Do you have any wheelchair or walker-friendly trails?

Unfortunately, we do not have any wheelchair accessible trails that are currently open, but we are working hard to open our accessible trail at Mountsberg in coming weeks. That being said, visitors can assess the accessibility of a trail for their own needs using the trail maps and information on our website.

Does my support worker need to pay in order to visit the park with me?

No. If you have a support worker that will be visiting the park with you, just make the reservation for yourself and then identify your support worker when you arrive at the gatehouse.