



# GUEST SERVICES GUIDE

## LETHBRIDGE KOA

Thank you for choosing Lethbridge KOA for your camping experience. For your safety and enjoyment of our park please read and follow the park protocols on the back of this site map. Any questions or concerns can be brought to any of our staff that are wearing bright yellow shirts!

Guest Name:

Site#:

WiFi:







## SO MUCH TO DO AT OUR KOA!

Here are just a few of the many activities and amenities to enjoy at our campground.

### ACTIVITIES

- Horseshoes
- Playground
- Fishing

### AMENITIES

- Wi-Fi
- Pool
- Washroom Facilities
- Shower Facilities
- On-Site Laundry Facilities
- Firewood
- Pets Welcome
- Propane Refills
- Office/Store
- Dump Station
- On-Site Store
- 30 Amp Service
- 50 Amp Service

## IMPORTANT TELEPHONE NUMBERS

EMERGENCY EMS  
FIRE & POLICE: 911

AFTER HOURS PARK  
EMERGENCY HOTLINE  
403-320-9990

KOA RESERVATIONS:  
1-888-562-0368

## PARK PROTOCOL

We welcome you to our resort and would appreciate your cooperation in observing the following guidelines. Failure to abide by these could result in you being asked to leave the resort without a refund. Lethbridge KOA reserves the right to use photos taken in the park for promotional purposes.

- **Check In Time:** After 1pm.
- **Check Out Time:** By 11am. If you wish to stay additional nights, please check with the office by 10am to see if space is available. Late Checkout fees may apply.
- **Visitors/Guests:** All visitors/guests to your campsite must register at the office and park in guest parking.
- **Quiet Time:** So everyone can enjoy their stay, quiet time is from 10pm to 8am. Please respect your fellow campers. Loud music, noise and parties will not be tolerated at any time. Visitors must leave the park 10:00pm.
- **Vehicles:** Please follow posted speed limits and be aware of children in the park. The speed limit is 10km/hr throughout the entire park. Vehicles must be properly parked at all campsites. Only one recreational unit is allowed to be parked at your campsite. Do not park on grass. One vehicle per site all additional vehicles must be parked in guest parking. Tag required.
- **Sewer Connection:** Sewer hoses are required to have proper connectors for an airtight seal and may be purchased at the store. Please be careful and cleanup any spillage.
- **Sprinklers:** Due to underground sprinklers in the Cottonwood Area, do not put tent pegs into grass areas. Also, be sure to put items away at night as sprinklers are activated at night with no warning.
- **Garbage:** Please sort and put all garbage in trash containers. To keep critters away please ensure your site is clean with no garbage left outside. Please take any large items (batteries, propane bottles, etc.) back with you. Please recycle ALL beverage containers and plastic and cardboard in the appropriate receptacles.
- **Recycling:** We support and encourage recycling so please use the recycling containers located in the park.
- **Mats:** Mats are permitted on gravel areas only, not on the grass.
- **Campfires:** Small campfires must be contained within the firepit. Please be aware of local fire bans and City of Lethbridge bylaws regarding fires. Fires must be attended at all times and extinguished when leaving and at the end of the night. Do not move fire pits or picnic tables from your site. Propane fire pits and BBQs can be used in other areas. Firewood is available at the store. Cutting or removal of trees is not permitted. Help us fight Dutch Elm Disease – please do not bring in your own firewood.
- **Alcohol:** Alcoholic beverages and cannabis are allowed at your site only.
- **Smoking:** Please no smoking in or around any buildings. Thank you for extinguishing butts in proper containers and not on the ground.
- **Playgrounds:** Are unsupervised and are used at your own risk. Children should be under the supervision of an adult.
- **Bikes/Rollerblades/Scooters:** Use at a safe speed, be in control at all times and be careful of pedestrians. Not allowed in any building, on sidewalks, or parked on sidewalk in front of store. Use bike racks where available.
- **Motorized Toys/Carts/Scooters:** Children using electric toy vehicles should always be under supervision of responsible person. We recommend the units have an antenna and/or aerial with a visible flag on it. We would also encourage people using electric carts/scooters to have an antenna with a highly visible flag.
- **Pool Rules:** An adult must accompany children under the age of 14. Please note there is no lifeguard on duty – use pool at your own risk. Children in diapers must wear “health department swim diapers” (available at store). Arm bands are required for all registered guests to be on the pool deck. Absolutely no food, beverages, or glass containers will be permitted on the pool deck as per Alberta Health Services.
- **Pets:** We welcome you and your pets to our resort and wish to remind you that you are responsible and accountable for them and their actions. For the safety of you, your pet and your fellow campers, our pet policy is as follows:
  - Pets must be on a leash and under control at all times
  - All pet droppings anywhere in the resort must be picked up and disposed of in a garbage container immediately
  - Pets are not allowed in playground areas, any buildings or other areas where signage is posted
  - Pets may not be left unattended in your site, unit or vehicle
  - Noisy, aggressive, or unruly pets will not be tolerated
  - 6 ft leash max
- **Off Leash Pet Area:** Please see map. Please note, when using this area you are responsible for the safety and behavior of your pets. Lethbridge KOA will not be held responsible for any issues that may arise concerning your pets in this area. Pet owners must be present at all times and must clean up after their pets.
- **Restrictions:** Clothes lines, hammocks and ropes tied to trees, generators, fireworks, unlicensed vehicles or illegal activities are not permitted. Major repairs or oil changes to vehicles are not permitted. Please do not wash clothing or dishes in the restroom. Washing of vehicles and RV's is strictly prohibited due to local bylaws.
- **Liability:** Management reserves the right to refuse service to anyone. Management will not be held responsible for any accidents, injuries, loss or damages due to fire, theft, accident or Act of God.
- **Payment Options:**



## OUR SINCERE THANKS

*It is a pleasure serving you.* Please let us know what we can do to make your stay more fun. We recommend that you make your next reservation at KOA. We'd be more than happy to provide information about the KOA Campground at your next destination – just ask! Enjoy your stay and come back soon.

Happy Camping,  
Lethbridge KOA