

FAIR HAVENS

CAMP & CONFERENCE CENTRE

Season Site Occupancy Form FAQ's

Q: Who needs to fill out an Occupancy Form (OF)?

A: All Season Sitters. If no one else will be staying overnight at your site this summer, just check “No” and then send it back to us with our Thanks.

Q: Why do I need to fill out an OF?

A: The Law tells us we need to have this information. We are required to keep records of full names and addresses of all Fair Havens guests according to the Hotel Registration of Guests Act . If an accurate register is not kept in our office including correct contact information for all guests, both Fair Havens and the guest could be liable for punishment by Ontario law.

The Fair Havens office team also needs this information to prepare for each guest's stay with us.

Q: How do I fill out an OF?

A: We are so glad you asked! We have listened to your requests, and created an OF online that you can fill out and submit to us without printing anything or leaving your home! All you will need to access it is to go to the Fair Havens Website Seasons Sitters webpage. We will send you an email which will contain the link to this form. In this email we will also include a PDF that you can fill out (print & handwrite, or download and type the answers) and then email it back or hand it in at our office, if you prefer the former method of filling out the OF. NEW for 2026 – a Separate Submission will be required for every new registration.

Q: My guests are just coming for the day and not staying overnight. Do I include them on the OF?

A: No. Please have your guests register at the office as Day Guests and pay the Day Guest Fee if applicable.

Q: What is my site's Occupancy?

A: Please see your current year Season Site Reservation under “Facility / Amenities - Season Site” and you will see your occupancy. These fees are subject to HST:

- Basic (1-2 People) \$725.00
- Standard (3-4 People) \$1110.00
- Deluxe (5+ People) \$1735.00

Q: What does my Occupancy mean?

A: This is the number of people usually occupying your site. If your occupancy is Basic (1-2), this means that there are usually no more than two people staying overnight at your site. This could be you & your spouse, or 2 of your immediate family members when you are not there.

Q: Who is considered my immediate family?

A: For the purpose of the occupancy of your site, immediate family is defined as your children, grandchildren, or your parents only.

Q: When I have immediate family members come to stay over at my site, will there be extra fees?

A: If you have extra family members staying overnight at your site in excess of your occupancy, Fair Havens charges you the appropriate Facility/Amenities Fees for their stay.

The fees are the same as our other Fair Havens Guests:

For adults \$70 a week, or \$10 per day, and for children \$85.75 a week, or \$12.25 per day (+ HST)

To help understand how we apply Facility/Amenities Fees for immediate family visits, here is an example:

Jack and Jill are Season Sitters at Fair Havens. Their son & his wife and two children are coming for one week. Jack & Jill are not there that week, so there would be four people at the site for the week. Since Jack & Jill have Basic Occupancy of 1-2 people, two family members are covered, and two family members should be charged fees for the week:

Fees for two guests would need to be charged (since adult fees are cheaper, we would charge for the two adults). The children would then be covered under their occupancy.

For this example, Jack & Jill's son would be billed $2 \times \$70 = \$140 + \text{HST}$.

Then Jack & Jill wanted to come back to their site to stay over on Friday night. So there would be an additional fee added for one night for two adults:

For this addition, Jack & Jill would incur additional fees on their reservation for the Friday night $2 \times \$10 = \$20 + \text{HST}$. (For invoicing, please let us know who will be paying)

Q: When I let people stay at my site as a gift to them, will there be extra fees?

A: Fair Havens will not charge fees for your Benevolent Guests within your occupancy level. If there is no money exchanged between you and the guest, then Fair Havens will honor this as our ministry. When you allow friends or extended family to stay at your site and do not charge them rent, please list them as "Benevolent Guests" on the OF. Then Fair Havens will not charge Facility Fees unless the number exceeds your site's occupancy. Thank you for sharing your site with those who are new to Fair Havens or who otherwise would not be able to come.

Q: When I rent my site, will there be extra fees?

A: Yes. If you rent out your site, please list the guests as "Renters" on the OF. Fair Havens will then charge the appropriate Facility Fees, and email the invoice directly to the guest.

Q: Why do you need so much information on the OF?

A: Separate reservations need to be created for every guest/family that comes to Fair Havens even if no fees are applied. This is so that our system logs who is here at all times. (See Q&A #2 above) To create the reservation we need the following information:

- all of the guests' full names
- one main email address, phone number, and mailing address
- birthdates for all children & youth ages 0-18
- which nights they plan to stay
- whether or not you will be present during the guests' stay
- immediate family, benevolent guests, or renter? (for calculation of fees if applicable)

Q: If I have any more questions, who should I talk to?

A: Your Fair Havens Office Team would be more than happy to clarify any questions you may have.

Brenda typically handles Occupancy Forms and Season Site Guest Reservations (bhuberts@fairhavens.org)