

## Terms and Policies

Effective Date: [Insert Date]

Operated by Cedar & Spruce Campgrounds

For Alberta Parks (Bow Valley-Sibbald FOG and related properties)

### 1. Introduction

This website and its associated campground booking services are operated by Cedar & Spruce Campgrounds ("we", "us", "our") on behalf of Alberta Parks. By accessing or using our services, including campground reservations, customer support, or our affiliated social media channels, you agree to the terms and conditions set out in this Terms and Policies page, including our privacy practices and consent mechanisms.

If you do not agree to these terms, please do not use our services or website.

### 2. Collection and Use of Personal Information

We collect personal information for the purposes of operating and managing campground reservations, communicating with you, processing payments, maintaining site safety, and complying with applicable laws.

Types of information we may collect include:

- Name, address, phone number, email
- Payment and billing details (via secure third-party processors)
- Location, IP address, browser/device details
- Booking history and guest preferences
- Information voluntarily shared via contact forms or surveys

Please refer to our Privacy Policy for full details on data collection, storage, and retention.

### 3. Text Message Consent

By opting in through our website, you consent to receive text messages (SMS) from Cedar & Spruce Campgrounds related to:

- Campground reservation confirmations or changes
- Important safety or emergency updates
- Check-in/check-out reminders
- Customer satisfaction surveys

You may withdraw your consent at any time by replying "STOP" to any message, or by contacting us at [info@cedarspruce.ca](mailto:info@cedarspruce.ca). Standard messaging rates may apply.

We will never use text messaging for third-party promotions or unrelated content.

#### 4. Cookies and Tracking Technologies

Our website may use cookies or similar tracking tools to personalize your browsing experience and analyze traffic. You can disable cookies in your browser settings, although doing so may limit functionality.

#### 5. Disclosure of Information

We only share your personal information when:

- It is required to complete your reservation or fulfill our services
- It is required by law or regulation
- It is necessary for third-party service providers (e.g. payment processors, booking systems)

We do not sell or rent your data to third parties.

#### 6. Security

We implement administrative, technical, and physical safeguards to protect your information. However, no online system can be guaranteed to be 100% secure. Users are responsible for safeguarding their account

credentials and devices.

## 7. Your Rights

You have the right to access, correct, or request deletion of your personal data. You may also withdraw consent for certain types of communication, including email and SMS, at any time.

## 8. Minors

Our website and campground services are not intended for use by individuals under the age of 18 without supervision. We do not knowingly collect personal data from minors.

## 9. Changes to These Terms

We may revise these Terms and Policies from time to time. Continued use of our services after any update constitutes acceptance of those changes.

## 10. Contact

For questions or to exercise your rights under this policy, contact:

Email: [info@cedarspruce.ca](mailto:info@cedarspruce.ca)

Phone: (866) 686-0339