

Questions & Answers:

Answers are provided below in **RED**

1. Financial Proposal

- Is a profit-sharing model, or a combination of monthly fee and profit sharing, an option?
 - o The Town recognizes that different operating models may be suitable for the Three Hills Campground. Proposals will therefore be considered from Proponents proposing either an on-site resident Campground Operator model or an off-site Campground Operator model. Proponents should clearly describe their proposed operating model and how they intend to provide adequate campground coverage, guest services, and response to issues that may arise.
- Is the Town open to allowing the Operator to bring in laundry machines and a tuck shop to provide extra income for the Operator, at the Operator's expense?
 - o The Town appreciates the suggestion; however, the addition of laundry facilities or a tuck shop is not being considered as part of the campground operations at this time.
- Can the Operator engage in marketing to boost revenue, or does the Town already do so? If so, what methods are being used?
 - o The Town will remain responsible for all marketing and promotional activities related to the campground. The successful Proponent is welcome to provide suggestions or recommendations for additional marketing opportunities, which can be discussed with the Town for consideration. Any proposed marketing initiatives would be subject to Town approval.
- Can you provide occupancy and revenue figures for the last 2-3 years, including winter occupancy and tournament weekends?
 - o The Town does not have detailed occupancy records available for the past two to three years, including specific information regarding winter occupancy and tournament weekends, as reservations and bookings are managed directly by the Campground Operator. However, financial information, including campground revenues and expenses, is publicly available on the Town's website through the Financial Statements and Budget Book.
- Is there any other documentation available to help the Operator form the proposal?
 - o The Request for Proposal document is available on the Town Website for further information.

2. Insurance

- Does any activity from the baseball diamonds that causes damage to any person or their property fall under the Operator's insurance?

- o The baseball diamonds operate separately from the campground, and user groups are required to carry their own liability insurance. However, liability for any damages or injuries would depend on the circumstances of the incident. Proponents are encouraged to consult their insurance provider or seek independent legal advice to ensure they have appropriate coverage.
- Have any major claims related to the campground or baseball diamonds been made in the last 5 years?
 - o To the best of our knowledge, there have been no major claims related to the campground or baseball diamonds within the past five years.
- Can the \$5,000,000 Commercial General Liability requirement be met through a combination of primary and umbrella coverage?
 - o The Town requires \$5,000,000 Commercial General Liability per occurrence. The Town must be named as an Additional Name Insured on the Policy.

3. On-Site vs. Off-Site Operating Model

- Is there potential to have a seasonal mix of on-site and off-site?
 - o Yes
- If the Operator lives on site, would the Town provide a campsite and cover utilities, or are those the Operator's cost?
 - o If the Proponent wishes to reside on-site and is requesting a campsite and/or utility coverage as part of the agreement, these requirements should be clearly outlined in their proposal, as indicated in the Request for Proposal. The Town will consider these requests as part of the proposal evaluation process.
- Would it be possible to add a new sea can, modified to serve as an on-site office and equipment storage?
 - o The Town is not considering the addition of a sea can for office or equipment storage purposes at this time.

4. Campground Maintenance Responsibilities

- Can you confirm whether ball diamond mowing is part of the groundskeeping duties, as it does not appear to be included?
 - o Yes, it is.

5. Let's Camp System

- Will the Town provide training or administrative access setup for the Let's Camp reservation system?
 - o Yes. We are currently using the system and it is already setup.

- Are there any reporting requirements (monthly, quarterly) associated with reservation or revenue data?
 - o Yes, there are monthly requirements.
- Can the Operator make suggestions on pricing?
 - o All rates are established and approved by Council through the Town's Master Rates and Fees Bylaw. While recommendations may be considered, there is no guarantee that any proposed changes will be approved or implemented.
- What authority does the Operator have to address non-paying or rule-breaking guests, and who should be contacted for escalation (Town staff, bylaw, RCMP)?
 - o The appropriate course of action will depend on the nature and severity of the situation. Matters that can be addressed by Town Administration will be handled through the Town Office. If a situation requires police involvement, the RCMP should be contacted. The Contractor is responsible for notifying the Town of all incidents involving non-paying guests, rule violations, or other concerns to ensure appropriate follow-up and resolution.

6. Firewood Sales

- Does the Town set firewood pricing, or does the Operator determine pricing?
 - o All Firewood pricing is established and approved by Council through the Town's Master Rates and Fees Bylaw.
- If the Operator takes on full responsibility for procuring the firewood, is there an option to boost the Operator's income?
 - o The Town will remain responsible for coordinating the purchase of firewood for the campground. Firewood rates are established by Council through the Town's Master Rates and Fees Bylaw. As such, any changes to these rates would require Council approval.

7. Transition Period

- Will the Town provide a handover period or orientation before the November 1, 2026, commencement date?
 - o The contract commencement date will remain November 1, 2026, as outlined in the Request for Proposal. Prior to this date, Town Administration will meet with the successful Proponent to provide an orientation and overview of campground operations, expectations, and responsibilities.

8. Budget

- Is there an annual budget for the Operator to make improvements to the campground?

- o Campground improvements are discussed annually with the Operator as part of the Town's operating budget preparation process. While proposed improvements may be considered during this process, funding is subject to budget approval, and improvements cannot be guaranteed.
- If so, what process is required to make improvements?
 - o Any proposed improvements to the campground must be discussed with the Town and receive approval prior to proceeding with any work.

9. Contract

- Is a draft or sample contract available for review before the closing date?
 - o A draft or sample contract is not available for review prior to the closing date. The final contract will be developed based on the successful Proponent's submission and the agreed-upon terms and conditions. The contract will remain confidential between the Town and the successful Proponent.

Please provide any other information that has been provided to any other proponents that would help in the creation of the proposal.

- o At this time, there have been no additional questions submitted.