



Frequently Asked Questions: Yukon Parks Online Reservation Service

Making a Reservation

Q: How do I make a regular reservation?

A: You can make a reservation either online at yukon.goingtocamp.com or by calling the call centre at 1-888-352-0532 or 1-867-322-0222 if you are outside of Canada. The call centre is open 7 days a week from 9 am to 5 pm YST.

In order to reserve online, you will need to create a MyYukon account to access the reservation service. To create a MyYukon account you will need to have a valid email. Campers can find more information on how to create a MyYukon account by visiting Yukon.ca/myyukon. Once your MyYukon account is created, you may sign-in at yukon.goingtocamp.com and begin completing your reservation.

Q: How do I make a reservation if I am an annual camping voucher holder?

A: This camping season, annual camping voucher holders can book up to three nights at participating frontcountry campgrounds, at no additional cost.

Given that the online reservation system does not support annual camping vouchers as a payment method, as of April 9, 2025 voucher holders can call 867-667-5648 from Monday to Friday between 9 am to 4 pm (YST) to make their booking.

Please note that the annual camping voucher cannot be used to reserve backcountry sites.

Q: What is the best way to find a campsite?

A: Campers can enter search criteria (arrival and departure dates, party size, etc.) in the search panel. Additional filters to include specific equipment requirements or accessibility needs are available. Campers can find the availability of a specific site by accessing the Calendar View function.

Q: I need a site with water and sewer hookups. How can I tell which sites have those services?

A: Yukon territorial parks do not have water, electricity or sewer hookups in any campgrounds.

Q: All the sites in my search show as having restrictions. What does this mean?

A: A site that shows as orange with an exclamation point icon means that it is available for the dates selected but does not meet your current search preference. This could be due to the reservation type, equipment size, party size, or other filters.

Q: What payment methods are accepted for reservations?

A: Visa, Mastercard and American Express.

Q: I did not receive my confirmation letter for my reservation. What should I do?

A: Sign into your account, view your reservation details and select the 'Email Confirmation Letter' button to resend the email to yourself or forward it to someone else.

Q: I made a reservation through the call centre. Can I view it online?

A: If you already have a MyYukon account, you can see your reservation by logging in and selecting My Reservations. If you don't have a MyYukon account, you must create one using the information you provided to the Call Centre. If you still cannot locate your reservation, contact the Call Centre to verify the information they used when creating your reservation. Contact the call centre by calling: 1-888-352-0532 or 1-867-322-0222 if you are outside of Canada.

The call centre is open 7 days a week from 9 am to 5 pm.

Q: How do I change or cancel a reservation?

A: If you created your reservation online, you must log in to your MyYukon account and select My Reservations. From there, you can choose to change or cancel your reservation. If you have made your reservations through the call centre, contact the call centre by calling 1-888-358-0532 or 1-867-322-0222 if you are outside of Canada.

Annual camping voucher holders can call 867-667-5648 to cancel or make changes to their reservation from Monday to Friday, between 9 am and 4 pm YST.

Q: What is the refund policy for cancelled reservations?

A: A 75% refund is available if you cancel three days before your reservation start date. A 50% refund is available if you cancel between 24 and 72 hours before your reservation start date. Refunds are not available if you cancel less than 24 hours before your reservation start date. If you are not planning on using your reservation, we

encourage campers to cancel reservations in order to make the site available for other campers.

Q: What is the cancellation policy for annual camping voucher holders?

A: Annual camping voucher holders must provide at least 24 hours' notice to cancel a reservation. However, it is recommended to cancel at least 3 days in advance to allow other campers the opportunity to use the campsite. Keep in mind that cancellations can only be made Monday through Friday, between 9 am to 4 pm YST. To cancel, call 867-667-5648.

Q: Can annual campsite voucher holders make changes to their reservation?

A: Annual camping voucher holders can make changes to their reservation with at least 24 hours' notice. However, it is recommended to make changes at least 3 days in advance to allow other campers the opportunity to use the campsite. Changes can only be made Monday through Friday, between 9 am and 4 pm YST. To make changes to your reservation, call 867-667-5648.

General Information

Q: What time can I check in? What time do I need to check out on my day of departure?

A: You can check in for your reservation any time after 3 pm YST. Sites must be vacated by 12 pm YST.

Q: How does check-in and check-out work for campsite reservations?

A: Reserved sites will be available for use as of 3 pm YST on the first day of your reservation. On the last day of your reservation, you must check-out of your campsite by 12 pm YST. Campers will be able to self-check-in online by visiting Yukon.goingtocamp.com. Following checking-in online, campers must self-register by filling out a green permit slip at the information kiosk, deposit the top half in the registration box and clip the bottom half to your reserved campsite post.

Q: What are my options if a campground is fully reserved?

A: Every campground participating in the campground reservation service has 50 per cent of campsites available on a first-come-first-served basis. We encourage campers to continue to monitor the reservation service website for cancellations and campsite availability.

Q: Can I use my annual camping voucher to reserve a campsite?

A: In 2025, as part of year two of the pilot project, we are testing a new feature. This camping season, annual camping voucher holders can book up to three nights at

participating frontcountry campgrounds at no additional cost. The annual camping voucher cannot be used to reserve backcountry sites. Please note that this is a pilot project and not a permanent offering. As of April 9, 2025, voucher holders must call 867-667-5648 to book their three camping nights, from Monday to Friday between 9 am to 4 pm YST.

Q: What should I do if I arrive at my reserved campsite and someone is camping there?

A: Have a polite conversation with the person and show them your confirmed reservation. If assistance is required, call Yukon Parks at 1-867-993-7714 or call the Park Officer Program at 1-867-456-3974. The call centre is open 7 days a week from 9 am to 5 pm.

Q: I need an accessible campsite. How can I tell which sites meet my needs?

A: After you search for your desired dates, you can select *Filters* to search for specific requirements such as accessible campsites. Each accessible site has a barrier-free picnic table and fire pit.

Q: How many nights can I stay at a campsite? Are there limits to the number of bookings?

A: Campers can stay at a campground for a total of 14 nights in a 30-day time period. Campers will be able to make reservations for a maximum of seven consecutive nights. Campers can reserve three trips per transaction.

Q: What is the latest I can arrive to my reservation? When does a reserved campsite become available if no one shows up?

A: Campers must register their reserved campsite before noon the day after your scheduled arrival date. If a camper has not arrived at their site before then, your reservation is cancelled without refund and is made available to others.

Q: How do I book a group site?

A: Group camping campsites may be booked through the online reservation service. Tombstone Mountain campground has 3 group campsites that can be reserved.

Q: Are there any additional fees associated with reserving a campsite?

A: Frontcountry reservations are not charged a reservation fee. There is a 10.00 reservation fee for Tombstone Territorial Park backcountry reservations.

Backcountry Campsite Reservations

Q: Do I need to register at the Tombstone Interpretive Centre before I start my hike to one of the backcountry campgrounds (Grizzly Lake, Divide Lake or Talus Lake)?

A: Yes. All hikers with a backcountry campsite reservation must register in person at the Tombstone Interpretive Centre to receive camping permits and the most up-to-date information on trail conditions, wildlife updates or possible closures.

For more information and hours of operation visit: yukon.ca/places/tombstone-interpretive-centre

Q: How many nights can I reserve at a backcountry campground?

A: Camping is limited to two consecutive nights at any one of the three backcountry campgrounds.

Q: Can I plan to stay my first night at Divide or Talus Lake campgrounds?

A: No. You must stay at Grizzly Lake for your first night.

Q: How big is a tent pad?

A: Tent pads are 8ft x 8ft (2.4 m x 2.4 m) and can accommodate a maximum of 2 solo person tents. Camp on designated tent pads with a maximum of two people.