

## **DEPOSIT POLICY**

We do require a deposit to confirm your stay. The deposit is equal to the first night's stay. Extended stay is \$200 deposit and is only refundable upon arrival.

## **CANCELLATION POLICY**

There is a \$35 fee for all cancellations. For reservations canceled within 30 days of the arrival date, the deposit is forfeited.

Cancellations can be completed online, phone, email, and in person. All cancellations receive a confirmation of cancellation #. It is the Campers responsibility to ensure they have received the cancellation confirmation number for verification.

## **RESERVATION CHANGES**

Rescheduling of dates may be allowed if the Camper(s) agrees rates of reservation depend on stay dates. The reservation change fee is \$35.00 fee. Camper agrees if there is any difference in the balance due this will be adjusted accordingly, either up or down.

If Camper(s) request to change to a different site / cabin within thirty days of the Reservation Approval, this change is at the discretion of the Resort. There is NO guarantee that the request to reschedule will be approved. If approved, the Camper(s) paid amount will be credited to the new reservation, the Reservation Change Fee, will be added to the Camper(s) balance due. If there is any difference in the balance due this will be adjusted accordingly, either up or down.

## **REFUNDS**

All eligible refunds will be issued to the credit card on file. There are no cash or check refunds available. Refunds and/or rate adjustments are not made for any inconveniences. There are **NO REFUNDS** or reductions made due to the following: failure of appliances, failure of equipment, early departures, delayed arrivals, inclement weather, or public utility failure or interruption, or Acts of God.

## **RESERVATION CONFIRMATIONS**

Once a reservation has been made and payment has been received, Camper(s) will receive and email of the confirmation of reservation. After receiving the confirmation, it is the Camper(s) responsibility to ensure the accuracy of the reservation. All errors should be reported to RESORT within twenty-four (24) hours of receiving the confirmation email. Camper(s) shall also read Rules and Regulations and it is Camper(s) responsibility to notify each person in the Guest list and that everyone in the party understands the Rules and Regulations.

Campers will be sent a e-registration form and Rules and Regulations for e-signature. Camper does not have to e-sign documents and can sign in person. Camper also has the right to withdraw consent of e-signature based on E-sign ACT. License agreement is effective at arrival date and time of check in, Camper cannot withdraw e-signature after license agreement date and time.

It is the Campers responsibility to ensure Resort has all information requested on registration form. Camper can fill out information online at time of booking as well as provide Resort front office information.

## **RATES**

Nightly rates and minimum night stays on each individual site or cabin listing. These rates do not include any taxes or additional fees. Nightly rates are subject to change without notice. Once the Camper(s) receives a confirmation of reservation email, the rate will not change, unless there are additions or subtractions made by the Camper(s).

Monthly rates are based on a monthly recurring stay. Please contact us directly for more details about monthly rates.

### **SPECIALS, PROMOTIONS, AND DISCOUNTS**

Resort may offer different types of promotions and savings at different times of the year. These are based on occupancy, seasonality, and may be adjusted at last minute. Once Camper(s) has completed a booking the reservation cannot be changed. Any specials must be asked for and applied at the time of booking. Some sites Cabins may be exempt from specials.

### **CHECK IN AND CHECK OUT TIMES**

Check in time is at 3:00 PM. This means that the Camper(s) can arrive at the office of RESORT at 3:00 PM to check in. Resort will use every possible resource to ensure that the property is available by the standard check in time, however due to possible interruptions Resort cannot guarantee the exact time of occupancy. No concessions, rate reductions, or refunds will be made for postponed occupancy due to conflicts that may be out of the Resort's control.

Check out time is at 11:00 AM. This means that the Camper(s) must leave the property by 11:00 AM and bring the keys back to the office of RESORT. Check out times are strictly enforced to have adequate time to have the property ready for the next occupant. If the resort provides a "Check Out List" it shall be completed prior to leaving the property. Failure to complete the list shall result in additional charges for additional housekeeping.

### **EARLY CHECK INS AND LATE CHECKOUT**

There are options for early check ins and late check outs, provided that the campground / site / cabin is open and available for these times. Please contact the office to see if property is available for either of these desired options. Additional fees may apply.

### **EXTENSIONS OF RESERVATION**

Camper(s) must contact the office of RESORT as soon as possible to extend the Camper(s) stay. The current market rate will apply to any additional nights requested or "Held Over" by Camper(s). Resort only guarantees a rate for a booked, confirmed, and paid reservation. Any addition and or change rates vary.

### **OCCUPANCY OF PROPERTY**

Reservations must be made by responsible persons over the age of **twenty-one (21)**. The reservation holder must be in attendance during the reservation. The Camper(s) whose name is on the reservation will be responsible for the entire party and the property that has been rented by Camper(s).

Cabins / Yurts / Lodges and Pavilions are only advertised to hold a maximum number of people, this includes adults and children. Occupancy limits are strictly enforced. Any Camper(s) in violation of this policy shall leave the property and all monies shall be forfeited.

2 Adults, 2 Children are included with all sites, cabins and yurts. If the cabin or yurt has a greater occupancy than 4 the occupancy amount is included in the rate. Additional 2 occupant charges:

ADULTS - \$12 per day per adult

CHILDREN- \$8 per day per children

Our RV and Tent sites are a maximum of 6(six) occupants per site.

Cabin, Yurts, and Pavilions / Lodges – Max Occupancy listed for each.

Day Pass (dawn to dusk) Visitor - \$15 (Camper has a visitor to site to use amenities and campground)

Overpass Visitor- \$25 (Camper has a visitor to site to stay 1(one) overnight)

All visitors must be registered with front office.

### **PETS**

Pets are welcomed. Check with front office for campground exact pet policy as some sites / cabins are not pet friendly. Pets must always be with owner. Resort does not allow crating. Camper is responsible for pet registration and proof of vaccination records at time of check-in. Pet fees do apply.

Max 2 (Two) Pets per site / cabin, unless on site manager approves

Resort does not allow pets in Yurts or Tent sites

### **AVAILABILITY**

If a site becomes unavailable prior to occupancy outside of Resort's control or prior knowledge due to major mechanical failure or loss, loss of utility, Resort shall have the right to move the Camper(s) to a different property that is comparable to originally reserved property. If no comparable property is available Resort can offer to reschedule to another date or issue a credit towards another rental property in the same amount that the Camper(s) had already paid. If there are not any options from the company of RESORT, then RESORT can issue a full refund to Camper(s) without penalty. Any refund due to this shall only be as much as the original amount paid by Camper(s).

Resort shall have the sole right to move Camper(s) to another site if it accommodates the number of Camper(s) on the Licensee agreement.

### **CABIN / YURT / PAVILLON DEPOSITS**

Camper is responsible to notify RESORT of anything is not working, damaged or not cleaned at time of check in.

Cabins / Yurts / Pavilions – are subject to a DEPOSIT hold at time of check in. Contact Resort for more information. This DEPOSIT hold will be on your registration form and is an additional charge on your credit card for any damages.

### **PAYMENT TERMS AND CONDITIONS**

Camper will reach out to campsite with questions regarding our payment terms and conditions.