

## **Cancellation/Refund Policy**

### **Individual**

- Individual Reservations (less than 5 sites) – Can be made up to 11 months in advance.
- A one-night stay deposit, per site, is required to hold the dates and site(s).
- Full payment is due before or on the date(s) of the reservation.

### **Group**

- No payment is due when re-booking your sites. Sites reserved will reflect the following year's pricing.
- Groups may pay for their sites by choosing one of two options:
  1. Group payment comes from a single person or entity
    - a. A 10% deposit of the total expected invoice is due 3 months prior to the first day of your campout. Groups who miss this deadline will forfeit their sites. The remaining balance is due 1 month prior to the first day of your campout.
  2. Group payment comes from persons or entities
    - a. Each individual must contact the Camp Office and provide contact information and payment for their site. All payments are due 2 months prior to the first day of your campout. Sites not paid 2 months prior to the campout will be forfeited.
- Groups must rebook any sites used **during the current year** for the **following** year before leaving the campground.

### **Fees, Refunds, & Cancellation Policy –**

- There is a \$40.00 service fee for all returned checks, in addition to any balance still due.
- We do not offer refunds for inclement weather.
- The following weekends are considered holidays in the Family Campground and are non-refundable if canceled at any time: Memorial Day, Independence Day, and Labor Day.
- Cancellations within 24 hours of booking are without penalty.
- Cancellations after 24 hours of booking, up to 10 days prior to the arrival date, result in a \$15.00 processing fee.

- All cancellations within 10 days of the reservation's arrival date will result in forfeiting the first night's deposit per site.
- Reservations may be moved up to 2 times in the same camping season or 1 time into the next camping season, pending availability.
- A reservation may be moved up to the day-of, if rescheduled within a 2-week period from the current reservation date, pending availability, with no penalty.
- Reservations moved more than two weeks past the current reservation date will have a \$5.00 change-fee assessed.

## **2021 Policy Breakdown Cancellation/Refund**

### **Individual:**

**-Payment:** due at the time of reservation

**-Cancellation:** within 24 hours free, 24 hours-10 days prior \$15 processing fee, within 10 days \$15 fee and forfeit one nights pay

### **Groups (One person Pays):**

**-Payment:** 10% Due three months prior to start. Forfeit sites if 10% is not paid in time. Full balance due one month prior to start date.

**Cancellation:**

### **Multi-site (Individual payments):**

**-Payment:** Must claim and pay each site 2 months in advance. Forfeit sites if not claimed 2 months prior.

**Cancellation:**

### **Cancellation/Refund Policy**

-Holidays nonrefundable at any time, Memorial day, independence day, Labor day.

-No refund for Weather

Needs better controls and regulations for groups and multi-site

**No way to have site automatically canceled**

## **NEW Refund policy Proposal**

### **Individual:**

within 24 hours free, 24 hours- 1 month prior \$15 processing fee, within 1 month \$15 fee and forfeit one night's pay.

### **Multi-site:**

Sites canceled after payment 2 months-1 month ahead \$15 fee Per site, within 1 month \$15 fee + one night per site.

### **Group Sites:**

Sites canceled with one month \$15 processing fee and 1 night per site

**Switch payment to need 2 months before Adjust for next season**

Sites canceled after payment 2 months-1 month ahead \$15 fee Per site, within 1 month \$15 fee + one night per site.