

## **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.