

DEPOSIT POLICY

For reservations less than 30 days: At the time of booking, we require a one-night of reservation total as a deposit.

For reservations greater than 30 days: At time of booking, we require 50% of the reservation total as a deposit.

For 6-month seasonal reservations: At the time of booking, we require first and last month's reservation totals as a deposit.

CANCELLATION POLICY

If Camper cancels a reservation greater than 30 days before arrival, Camper will be refunded the deposit less a \$35 cancellation fee.

If Camper cancels the reservation less than 30 days before arrival, Camper will forfeit their deposit.

Cancellations can be completed online, by phone, by email, and in person. All cancellations receive a confirmation of the cancellation #. It is the Camper's 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 on rates of reservation depending 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 the 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, and 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 inconvenience. 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, the Camper(s) will receive an email with the confirmation of the 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 the Rules and Regulations and it is Camper(s) responsibility to notify each person on the Guest list so that everyone in the party understands the Rules and Regulations.

Camper will be sent an 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 the E-sign ACT. The license agreement is effective at the arrival date and time of check-in, Camper cannot withdraw an e-signature after the license agreement date and time.

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

RATES

Nightly rates and minimum night stays vary on each individual site or park model 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 at 910-778-2839 for more details about monthly rates.

SPECIALS, PROMOTIONS, AND DISCOUNTS

Resorts may offer different types of promotions and savings at different times of the year. These are based on occupancy, and seasonality, and may be adjusted at the 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. On 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. The 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, if applicable. 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/park model is open and available for these times. Please contact the office to see if the 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). The 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).

Park Models 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 and 2 Children are included in all sites and park models. If the park model 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 child

Our RV and Park Models are a maximum of 6 (six) occupants per site.

Park Models– Max Occupancy listed for each.

Day Pass (dawn to dusk) Visitor - \$25 (Camper has a visitor to the site to use amenities and campground)

All visitors must be registered with the front office.

THERE ARE NO OVERNIGHT VISITORS

PETS

Pets are welcome. Check with the front office for the campground's exact pet policy as pets are not allowed in the park models. Pets must always be with their owners. The resort does not allow crating. The camper is responsible for pet registration and proof of vaccination records at the time of check-in. Pet fees do apply.

RV/Tent/Bookdocking - \$7.00 Per day

Weekly Rates - \$28.00 per week

Monthly - \$99.00 per month

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

The resort does not allow pets in Park Models

AVAILABILITY

If a site becomes unavailable prior to occupancy outside of the Resort's control or prior knowledge due to major mechanical failure or loss, or 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).

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

PARK MODELS

The camper is responsible to notify RESORT if anything is not working, damaged, or not cleaned at the time of check-in.

Park Models – are subject to a DEPOSIT hold at the time of check-in. Contact the 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 the campsite with questions regarding our payment terms and conditions.