

# OAK SHORES CAMPGROUND

269.423.7370

## RESERVATION AND CANCELLATION / REFUND POLICIES

### RESERVATION POLICIES

Every effort is made to honor requests for a specific site or cabin/cottage however, only the type of accommodation requested is guaranteed.

- Reservations must be paid in full at time of booking, see below for Group Reservations.
- Reservations for Halloween Weekends require a 2 night minimum.
- Holiday reservations require 3 night minimum, must be paid in full at time of booking, and ARE NOT REFUNDABLE.
- Reservations are held until noon the day following check-in before being canceled as a "No-Show".
- We accept personal checks. There is a \$30 fee for checks returned by the bank as not payable.
- We accept most major credit cards, a convenience fee may be applied.
- Persons must be 21 to rent campsites and cabin/cottages and must be present during rental period.

### GROUPS (Applies to groups of 3 or more)

- Requires a designated "Group Contact Person" to reserve or cancel sites for the group.
- Payment is due within 10 days of booking and can be made by individuals in the group.

### CABIN/COTTAGE RENTAL RESERVATIONS

- **NO SMOKING and NO PETS in rental units.** A \$250 fee is charged for violation of this policy.
- Cabins/Cottages have a 2 night minimum rental.
- Cabin/Cottage reservations canceled will be refunded less the Nonrefundable Booking Deposit. Cabin/Cottage rentals require payment of Nonrefundable Booking Deposit at time of reservation.
- The Nonrefundable Booking Deposit is transferred to the Cleaning/Security Deposit at time of check-in, see below for refund information.
- Cabin/Cottage Cleaning/Security Deposit is refunded when rental unit is returned to a clean condition without losses or damage but, can not be refunded at time of checkout.

### CANCELLATION / REFUND POLICY

Camping is an outdoor experience therefore we do not give refunds due to the discomforts of Mother Nature including inclement weather or for the appearance of bugs or outdoor creatures no matter their type or size that are found in a cabin/cottage.

- Campsite reservations canceled with less than 10 days prior to arrival date are not refunded.
- Campsite reservations canceled 10 or more days prior to arrival date are charged a \$30 cancellation fee per site.
- **HOLIDAY RESERVATIONS ARE NOT REFUNDABLE.**
- **NO-SHOWS and EARLY DEPARTURES ARE NOT REFUNDABLE.**
- Refunds are made by check within 7 days of cancellation, or by issuing credit card at cancellation.
- Seasonal Customers refer to Seasonal Agreement for refund policy.

**Information is subject to change without notice. We reserve the right to correct errors and omissions.**