

Cancellation Policy:

Once your site is booked we endeavor to not change the site that you have chosen. There are a couple of reasons why we may need to change your site and they are:

-If we are in the process of upgrading or maintaining a site and have not completed the work due to weather, or if strong winds or rain cause downed trees or very wet conditions in a site we will move you to a similar site that is in good condition. If your reservation indicates that you are camping with a group we will endeavour to keep the group together. If we have moved you and you were with a group but this does not show in your reservation please let us know so that we can place you back with your group.

-We are selling long term and seasonal leases and all lots are open for lease. If we sign a lease on a site that you have booked we will move you (or you and your group) to similar sites.

-In all cases, we will try to get a hold of you first, but if we are not successful in contacting you we will make the change and notify you of the new site.

1. Cancellation – Reservations can be canceled and refunded with a \$20.00 Administration Fee up to 30 days prior to the check in date. No refunds are given within 30 days of the check in date however, you can transfer your reservation in accordance the campground rules. We charge a \$30.00 fee for the transfer which must be made at least 24 hours prior to the check in date.
2. When you are within the 30 day no refund period, we may, at the discretion of Management offer to move your reservation to another date, based on availability EXCLUDING long weekends. Please note the that 30-day notice always applies to the ORIGINAL DATE, not the re-booked date. If you are unable to find a date to rebook prior to the end of the Calendar Year your

reservation will non-refundable as per the 30-day cancellation rule.

3. If you do not have a specific date for re-booking when you are within the 30-day period you can ask us to re-book for December and then contact us when you have a specific date. This will keep your reservation from lapsing as the booking date has passed. Reservation changes are only valid for the current calendar year.

4. COVID POLICY – If the resort is CLOSED to overnight camping by a Government agency then overnight bookings will be refunded.

-If the resort is OPEN to overnight camping but some of our services are restricted due to COVID rules as set by a government agency there will be NO refund of overnight camping fees. If you have paid for a restricted service with your booking that service will be refunded.

-If YOU decide not to come due to COVID concerns our normal cancellation rules apply. If you cannot come due to someone in your family or party testing positive or being exposed to Covid and required self isolation we will change your reservation to another date in accordance with #2 above.

5. This Policy does not allow cancellations with refunds on Group camping, rental trailers or on unexpected disease, illness, or injury; government obligations like jury duty, court appearances or military duties; travel advisories or other government guidance (that fall short of a travel ban or prohibition); acts of God, cancellation or rescheduling of an event for which the reservation was made; and transportation disruptions unrelated to a covered Event like road closures, as well as flight, train, bus and ferry

cancellations. If you cancel a reservation in these cases, the amount refunded will be determined by the cancelation policy (item 1) that applies to the reservation.

- 6. An Act of God is defined is a legal term for events outside of human control, such as sudden floods or other natural disasters, for which no one can be held responsible. This also includes weather issues such as snow, ice, floods, forestry fires, etc.**

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