

Rustic River – Cancellation & Site Change Policy

Site Changes:

- We aim to honor the site you book. Changes may occur if:
 - The site requires maintenance or upgrades, or weather conditions (e.g., strong winds, heavy rain, downed trees) make it unusable.
 - The site is leased long-term or seasonally, and the lease overlaps your reservation.
- If you are camping with a group, we will make every effort to keep the group together. Please notify us if your group's placement needs adjustment.
- We will attempt to contact you before making changes. If we cannot reach you, the change will be made and you will be notified of your new site.

Cancellations & Refunds:

1. Standard Reservations:

- Cancel up to 30 days before check-in for a refund minus a \$25 administration fee.
- Cancellations within 30 days of check-in are non-refundable. You may transfer your reservation to another date (excluding weekends and long weekends) for a \$30 transfer fee if done at least 24 hours before check-in.
- Rental trailers and group camping are non-refundable once booked.

2. Reservation Transfers:

- Within the 30-day period, Management may allow rebooking to another date based on availability (weekends excluded).
- Rebooked dates remain subject to the original 30-day notice for cancellation.
- Transfers must be used within the same calendar year.

3. Holding a Reservation:

- If you do not have a new date within the 30-day period, you may request to hold your reservation until December and select a specific date later (in the same calendar year of your booking).

Health Emergencies & Government Mandates:

- If the resort is **closed** to overnight camping by government mandate, overnight bookings will be refunded.
- If the resort is **open** but some services are restricted, overnight camping fees are non-refundable; fees for restricted services will be refunded.
- If a guest chooses not to come due to health concerns (e.g., COVID) or is required to isolate, the reservation may be transferred to another date per the rules above.

Non-Refundable Situations:

This policy does not provide refunds for:

- Group camping, rental trailers, or seasonal bookings
- Illness, injury, or unexpected disease
- Government obligations (jury duty, court, military)

- Travel advisories not resulting in prohibitions
- Acts of God (floods, wildfires, storms, snow/ice, etc.)
- Transportation disruptions (flight, train, bus, ferry cancellations)
- Event cancellations or rescheduling for which the reservation was made

Definitions:

- **Act of God:** Events outside human control, including natural disasters or severe weather, for which no one is legally responsible.