



Terms and Conditions: Cancellation and Refund Policy

General Overview

Our resort operates on a **seasonal basis** and is only open from **Memorial Day to October 1st** each year. Due to our short operating season, we have established cancellation and refund policies that ensure we can accommodate as many guests as possible within our limited season. By booking with us, you acknowledge and agree to abide by the following cancellation and refund policies. **Please read this policy carefully before making your reservation.**

Please Note: The **first night's stay is non-refundable** in all circumstances, regardless of when the cancellation is made.

Zero Cancellation Policy for Certain Dates

We have a **ZERO CANCELLATION POLICY** for **4th of July week, Labor Day weekend, and special events**. These reservations are **100% NON-REFUNDABLE** and must be paid for at the time of booking.

- **Cancellation Within 24 Hours of Arrival:** All cancellations made within 24 hours of your scheduled arrival date for these special dates will be subject to the cost of an **additional first night's lodging fee** on top of the **non-refundable first night's stay**. No refunds will be issued for the total reservation..

Cancellation Policy for Cottages (Main Cottage & Treehouse)

- **Cancellation 60 Days or More Before Check-in:** If you cancel your reservation at least 60 days before your scheduled check-in date, you will receive a **full refund**, except for the **non-refundable first night's stay**.
- **Cancellation Less Than 60 Days Before Check-in:** If you cancel after the 60-day deadline but more than 24 hours before your check-in date, **no refunds will be issued**. The entire booking amount will be retained as a **cancellation fee**.
- **Cancellation Within 24 Hours of Arrival:** All cancellations made within 24 hours of your scheduled arrival date will be subject to the cost of an **additional first night's lodging fee** on top of the **non-refundable first night's stay**. No refunds will be issued for the total reservation.

Cancellation Policy for Cabins (Cabins)

- **Cancellation 30 Days or More Before Check-in:** If you cancel your reservation at least 30 days before your scheduled check-in date, you will receive a **full refund**, except for the **non-refundable first night's stay**.
- **Cancellation Less Than 30 Days Before Check-in:** If you cancel your reservation less than 30 days but more than 24 hours before your check-in date, **no refunds will be issued**. The entire booking amount will be retained as a **cancellation fee**.
- **Cancellation Within 24 Hours of Arrival:** All cancellations made within 24 hours of your scheduled arrival date will be subject to the cost of an **additional first night's lodging fee** on top of the **non-refundable first night's stay**. No refunds will be issued for the total reservation.

Cancellation Policy for RV Sites

- **Cancellation 30 Days or More Before Check-in:** If you cancel your reservation at least 30 days before your scheduled check-in date, you will receive a **full refund**, except for the **non-refundable first night's stay**.
- **Cancellation Less Than 30 Days Before Check-in:** If you cancel your reservation less than 30 days but more than 24 hours before your check-in date, **no refunds will be issued**. The entire booking amount will be retained as a **cancellation fee**.
- **Cancellation Within 24 Hours of Arrival:** All cancellations made within 24 hours of your scheduled arrival date will be subject to the cost of an **additional first night's lodging fee** on top of the **non-refundable first night's stay**. No refunds will be issued for the total reservation.

Group or Multiple Cabin/RV Site Reservations

A "group" or "multiple sites and/or Cabin/Cottages" reservation is defined as **2 or more Cabins, Cottages, and/or RV Sites** with overlapping dates.

- **60-Day Cancellation Policy:** All group or multiple reservations must provide a **60-day notice** before the scheduled arrival date to cancel and receive a refund, minus the **non-refundable first night's stay** for each individual site booked.
- **Cancellation Less Than 60 Days Before Check-in:** If you cancel your group reservation less than 60 days before your scheduled arrival date, **no refunds will be issued**, and the entire booking amount will be retained as a **cancellation fee**.
- **Cancellation Within 24 Hours of Arrival:** All cancellations made within 24 hours of your scheduled arrival date will be subject to the cost of an **additional first night's lodging fee** on top of the **non-refundable first night's stay** for each individual site booked. No refunds will be issued for total reservation.

Extenuating Circumstances

We understand that unforeseen circumstances can affect your travel plans. In the event of a **medical emergency** or **death in the family**, you may be eligible for a **partial refund** of your stay. Supporting documentation must be provided, and each case will be reviewed individually. **Please contact us as soon as possible** if such an event occurs.

Force Majeure

In the event of **force majeure** conditions, such as **acts of God, war, governmental restrictions, or pandemics**, that make it illegal or impossible for either party to fulfill the reservation, we will **abide by all applicable local laws and regulations** governing cancellations and guest rights.

No-Show Policy

- **No-Show:** If you do not check in on the scheduled date of your reservation, you will be considered a **no-show**.
- **Payment Responsibility:** In the event of a no-show, the guest will be responsible for paying the **entirety of their reservation**. No refunds will be issued for no-shows, and the total booking amount will be charged.

Late Check-In Policy

If you will be arriving **after our regular check-in hours** (3 PM to 7 PM), please **notify us in advance** to arrange a **late check-in**. Any guests arriving after 7 PM without prior notification may be considered a **no-show** and subject to the **no-show policy**.

- **Contact Information:** Please reach out to us via phone or email to coordinate your late check-in details.

Early Check-Out Policy

Guests who choose to **depart earlier** than their scheduled check-out date **will not be eligible for a refund of the remaining nights**. The total booking amount will be retained, and no partial refunds will be issued for early departures.

Compliance Statement

By confirming your reservation, you acknowledge that you have read, understood, and agree to abide by the terms and conditions outlined in this **Cancellation and Refund Policy**. All guests are required to comply with these policies, which are designed to ensure a fair and enjoyable experience for all visitors. Failure to adhere to the stated policies may result in additional fees, cancellation of your reservation, or forfeiture of any refunds.

Our resort reserves the right to modify or update this policy at any time, and it is the responsibility of guests to review the policy prior to making a reservation. In the event of any discrepancies or disputes, this policy will be used as the governing reference.

For any questions or concerns about the **Cancellation and Refund Policy**, please contact us directly prior to confirming your reservation.

