



## Jellystone Park™ Austin North Guest Guidelines

At Jellystone Park™ Austin North, our guests are known for their kindness, courtesy, and spirit of fun. Whether you're here for the weekend or the whole season, these shared standards help create the safe, clean, and family-focused experience we're proud of.

### Wristbands

- All guests must wear the park provided wristband. This shows us you're a registered guest.
- You will not be allowed access to our amenities & attractions if you are not wearing your wristband.
- Guests without wristbands may be asked to leave, since we won't be able to confirm they're part of the fun.

### Visitors

- Visitors are welcome and must check in at the Front Office upon arrival.
- Fees may apply based on when they arrive and which activities they join.
- Visitors are expected to follow all campground rules and depart by 10 PM.
- Visitors must wear a park provided wristband while onsite.

### Campfire Fun Done Right

- While we don't have traditional fire rings, many of our sites include charming chimineas so you can still enjoy the glow and warmth of a campfire-style experience.
- We keep it cozy, not crazy – bonfires or oversized flames are not permitted.
- Fire bans may go into effect during very dry conditions, based on guidance from local authorities.
- Firewood is available for purchase at the Front Office – please don't bring outside wood. This is to help protect our trees! Hauling firewood, even a short distance, is a common way for invasive species to infest new locations.

Color flame packs and fire starters are available at the Front Office to make your evening glow.

### Sharing the Outdoors with Wildlife

- Guests help protect the environment (and their snacks!) by storing food properly and keeping campsites clean.
- Please don't leave trash, food, or pet bowls outside overnight. Our staff will be around during open hours to pick up your trash by 11am, or place them in the provided dumpster.

### Enjoy Responsibly

- Adults over 21 may enjoy alcoholic beverages at their campsite.
- If you're walking around the park, please use a koozie or other non-descript container.
- Glass containers aren't allowed in or near aquatic areas – safety first!

### Keeping it Clean

- Gray water and black water must be emptied only at your site hookup or the dump station.
- Hoses must be properly fitted to prevent leaks or spills.
- Generators aren't allowed; our full-hookup sites provide the power you need for a comfortable stay.

### Family First – Always

- Kids have the most fun when a trusted adult is nearby, especially at the pool, playground, and activities.
- Our guests always keep an eye on their little ones! Children under 14 must be accompanied by an adult at all times.
- If your child is biking or scooting around the campground, helmets are a must and traffic rules apply. Any biking after dark must have a headlight and taillights attached to the bike and reflectors.
- Respect for others is a big part of the camping experience. Our guests are known for their friendly attitudes and family-centered fun.

### Four-Legged Campers

- All pets must be leashed and attended – no solo adventures, please. This applies to pets left outside at your site as well.
- Remember to pick up after them to keep our park clean for all.
- Limit two pets per site unless otherwise approved.
- We kindly ask that pets remain outside of the pool and food service areas

### Service Animals

- Service animals are permitted throughout the park, including in all public spaces.
- While we love all pets, only animals that are individually trained to perform tasks for a person with a disability are considered service animals.
- For everyone's comfort, service animals should remain under control at all times – on a leash or harness, or under voice command if necessary.

### Sites & Parking

- For everyone's safety and enjoyment, please observe posted speed limits.
- One RV or tent is permitted per site, with a maximum of 8 guests.
- Park vehicles on the concrete slabs only. Please don't park in empty or neighboring sites or grass areas.
- To keep things safe and serene, we don't allow personal golf carts, fireworks, firearms, drones, metal detectors, or vehicle repairs.



## Jellystone Park Austin North Guest Guidelines Continued

### Arrival & Departure

- Check-in starts at 4:00 PM, and check-out is by 11:00 AM.
- Please no check-ins after 10 PM. If you need to arrive afterhours, call our front desk before closing time to make arrangements. We do have a location available to pick up arrival information for your convenience.
- Prompt departures allow us to get each site clean and ready for the next guest.

### Safety First in Emergencies

- In the event of severe weather or emergencies, please head to a bathhouse or visit the Front Office for instructions. Please download the CampersAPP for up-to-date alerts.
- Carry a flashlight when walking at night – it's a helpful habit (and makes fireflies easier to spot!).

### Flags

- Guests may proudly display U.S., state, local, military, first responder, or Jellystone Park™ flags at their site.

### Cancellation Guidelines

- **Campsites**
  - Cancel 8+ days before arrival: refund minus \$30 service fee
  - Cancel 7 days or less: deposit forfeited
- **Lodging**
  - Cancel 15+ days before arrival: refund minus \$30
  - Cancel 14 days or less: deposit forfeited
- **Holidays**
  - Cancel 30+ days before arrival: refund minus \$30
  - Cancel 29 days or less: deposit forfeited

A 50% deposit is taken at booking, with the remaining balance due 30 days before your stay.

Visa, Mastercard, and American Express accepted.