

General Rules/Policies

- Open: April 18 – November 9.
- Peak Season: June 13 - September 1.
- Events and attractions have limited availability during non-peak season.
- Specific campsites may be requested, but are not guaranteed. We do offer you the opportunity to guarantee your favorite campsite by paying our applicable locking fee. If you opt out of the locking fee, you are guaranteed your selected site type, but NOT the specific site number.
- We have adopted dynamic rates which fluctuate based on occupancy similar to the hotel and airline industry. With that being said, rates vary based upon availability and are subject to change with each search.
- 1 camping unit and 2 cars per RV site.
- Unloading and loading on tent sites is permitted, but cars must be parked in the guest parking area for safety reasons.
- Must be 21 or older to rent a campsite.
- Wristbands issued upon check-in must be worn at all times to identify you as a registered guest. These wristbands also serve as your ticket to fun! They grant you access and use of the parks attractions, activities, and facilities. You may be turned away from an activity or amenity if a wristband is not present.
- The following flags are allowed to be displayed at your site and throughout the campground: All international flags, Military, including Air Force, Army, Marine Corps, Navy, Coast Guard, POW, MIA, and veterans, sports and decorative flags such as holiday, seasonal or garden.
- Please no bicycle riding after dark; helmets recommended.
- Battery powered scooters, bicycles, and other means of transportation are not allowed.
- Campers may arrive on a motorcycle, but are not permitted to ride the vehicle around the park.
- Vehicles can be used to travel to/from sites, and to/from tube drop-off points. They can not be used to travel across the park. If you are interested in renting one of our golf carts, you can add it onto your reservation.
- Sorry, we cannot accept reservations that include a Saturday arrival or departure, unless made within 1 week of booking.
- Bookings made during Memorial Day Weekend, Labor Day Weekend, or Indigenous Peoples' Day Weekend with a Sunday departure date will not be accepted, unless made within 1 week of booking.
- Minimum stay requirements may apply during your requested dates.
- Quiet hours: Daily 11PM-8AM.

Campsite Reservations

- Check-in time is 3:00pm.

- Check-out time is 1:00pm.
- One camping unit per site.
- Max 8 people per site. Rates based on 4 people (4 years old and older). Additional person fees apply.
- Max of two pets allowed at all RV campsites.
- Pets are not allowed on tent sites.
- Pets of the registered RV site occupant are welcome, but limited to 2 pets per site. Guests or visitors may not bring pets with them. If they arrive with a pet, they will not be permitted to enter the park. Pet owner is responsible for noise and clean up. Pets must be kept on a leash and may not be left unattended at the site. No pets allowed at tent sites. We reserve the right to remove hostile pets from the parks. View our Pet Waiver here.

Cabin Reservations

- Check-in time is 4pm.
- Checkout time is 11am.
- Occupancy to not exceed the maximum number of allowed guests. Unless otherwise noted, rates based on 4 people (4 years old and older). **Additional person fees apply.**
- No tents allowed at cabins or cottages.
- All cabins have a two-night minimum during Non-Peak season and three-night minimum during Holiday weekends and Peak season.
- Our cabins are non-smoking. An excessive cleaning fee will be assessed if policy is violated.
- Pets are only permitted in cabins that are designated as Pet Friendly (Fees apply). On the grid and consumer site they are denoted with a paw print next to their name.

Cancellation Policies

Campsites:

- We do not give credit or refunds due to the discomforts of nature. The fun continues rain or shine.
- The cancellation policy shall be amended in the event a natural disaster (i.e. Blizzard, Hurricane, or Tropical Storm Watch/Warning) is issued for the camp-resort area or the guest's residence within 48 hours of the reservation arrival date OR when there is a mandatory evacuation of the area and the camp-resort will be closed.

Our cancellation policy varies depending on the timing of your cancellation notice in advance of the reservation date.

- 2+ WEEKS:
Refund minus \$25 cancellation fee per campsite OR full refund issued in camp credit
- 1+ WEEKS:
50% of reservation issued in camp credit and 50% of reservation forfeited

- Less than 1 Week:
Full reservation forfeited

Cabins:

We do not give credit or refunds due to the discomforts of nature. The fun continues rain or shine. Our cancellation policy varies depending on the timing of your cancellation notice in advance of the reservation date.

- 3+ WEEKS:
Refund minus \$25 cancellation fee per cabin OR full refund issued in camp credit
- 2+ WEEKS:
50% of reservation issued in camp credit and 50% of reservation forfeited
- Less than 2 Weeks:
Full reservation forfeited

Change Policy:

Campsites

- Changes to reservation arrival or departure dates made outside of the cancellation window (2+ weeks) will result in a one-time courtesy change and every change made thereafter will be charged a \$15 service fee.
- Changes made to decrease occupancy or pets resulting in a credit owed will result in the issuance of a Camp Credit. Camp Credit will remain active on the User Account and will expire one year from issuance.
- Reservation arrival dates may not be changed inside the cancellation window.

Cabins

- Changes to reservation arrival or departure dates made outside of the cancellation window (3+ weeks) will result in a one-time courtesy change and every change made thereafter will be charged a \$15 service fee.
- Changes made to decrease occupancy or pets resulting in a credit owed will result in the issuance of a Camp Credit. Camp Credit will remain active on the User Account and will expire one year from issuance.
- Reservation arrival or departure dates may not be changed inside the cancellation window.

Payment Policy:

- For a limited time, all future bookings will only require 50% down. The remaining 50% will be required to be paid in full 30 days prior to arrival.
- We gladly accept Visa, Mastercard, Discover, and American Express.
- Are you struggling to pay in full? Give us a call to see how we can work with you.

No Shows:

- Reservations will be held until check-out time on the day following your scheduled arrival. No shows will result in full forfeiture of funds.

** All rates, specials, terms and policies are subject to change at any time without notice.*

Water Attractions and Pool Rules

- All persons under the age of 16 must have a supervising companion, to be in the pools and within the pool and water attraction area. "Supervising companion" is understood to mean a person who is responsible for assuring that the child will comply with applicable rules and regulations.
- Some pools and attractions may not have a Lifeguard on duty. Please supervise children at all times and follow all posted signs and rules.
- US Coast Guard approved Life Jackets and Puddle jumpers are encouraged for all children 48" or less.

Behavior

- We expect all guests to behave in a family-friendly manner. Line jumping, profanity, and unruly behavior are considered offensive behaviors and could result in the guest being ejected from the property without a refund.

Dress Code

- Proper swim attire is required.
- Swim attire must be appropriate for a family environment.
- Inappropriate swim attire: Jeans, cut offs, under garments, swim wear that is revealing or has messaging that depicts violence, nudity, vulgarity, or discriminatory language or graphics.
- Swim attire with buckles, rivets, zippers, or exposed metal, and other sharp objects are not allowed on slides.

Outside Food and Beverages

- Food, drinks, and coolers are allowed in the waterpark. Glass, bottles or containers, and alcohol are not permitted. Food and beverages are not allowed in any pools or spas.

Prohibited

- Pets are not allowed, except for working service animals. Service animals must be always with their handler and may not be in pools or in contact with the water.
- Smoking, vaping, or e-cigarettes are not allowed in or around the pool area.
- Firearms, ammunition, knives, and weapons of any kind are not allowed.

- Larger outside flotation devices including floats and rafts are not permitted.
- Breath holding games are not permitted in any pools or attractions.

Inclement Weather

- For your safety, certain pools or attractions may need to close during severe weather, such as electrical storms, heavy rain, or high winds. If weather causes a closure every attempt will be made to reopen as soon as it is safe to do so. Pool decks and cabanas will be cleared and guests will be asked to remove their personal items and leave the waterpark area.

Ride Restrictions

- Guests with limited swimming abilities, certain body proportions, certain heights and/or weights may not be able to enjoy all attractions. All guests must meet the attractions requirements to ride.