

## General Rules & Polices

OPEN: March 21 - November 30

PEAK SEASON: May 23 - August 10

- All attractions and themed events are subject to change at any time and have limited availability outside of peak season.
- Specific campsites or cabins may be requested, but are not guaranteed. We do offer you the opportunity to guarantee your favorite campsite or cabin by paying our applicable locking fee. If you opt out of the locking fee, you are guaranteed your selected site or cabin type, but NOT the specific unit 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 site; extra vehicles \$5, not including day guest vehicles that must park in overflow lots.
- Must be 21 or older to rent a campsite or cabin.
- 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 park's amenities, activities, and facilities. You may be turned away from an attraction if a wristband is not present.
- 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.
- For safety and liability reasons, guests are not permitted to bring any personal motorized vehicles, such as golf carts, into Jellystone Park™. While we do not like to be the fun police, guests found in violation of this policy may be asked to leave without refund. For your convenience, we do offer golf cart rentals that allow accessing our Camp-Resort easy...and fun!
- Campers may arrive on a motorcycle, but are not permitted to ride the vehicle around the park.
- 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 Columbus Day/Indigenous Peoples' Day Weekend with a Sunday departure date will not be accepted, unless made within 1 week of booking.
- 3-night minimum stay is required for the following holiday weekends: Memorial Day, 4th of July, Labor Day, & Columbus Day/Indigenous Peoples' Day.
- Minimum stay requirements may apply during your requested dates.
- Quiet hours: Sunday – Thursday, 10PM-8AM and Friday – Saturday, 11PM-8AM.

- Guests must obey all federal, state, and local laws regarding the ownership and possession of firearms. Firearms are not permitted in any property buildings or common areas. The only exception is that guests may have a firearm in a locked, private vehicle in parking areas if permitted by law. The discharge of firearms, BB guns, air guns/rifles, or similar devices is strictly prohibited.

#### Campsite Reservations

- Check-in time is 3PM. We do have an early access option beginning at 11AM, but it is available only if site is vacant (i.e. nobody in the site before you). It also involves a fee based on the time of check-in.
- Check-out time is 1PM. Extended access is available for \$10 during non-peak season and \$25 during peak season to stay in the park until 6PM. Subject to availability.
- Extended access (after check-out time) does not guarantee guest will be able to stay on site until departing from the park. Extended access only guarantees access to the Camp-Resort and Camp-Resort attractions, which requires parking in overflow. Access is based on availability.
- No tents allowed on RV campsites. 1 camping unit per site.
- We do not offer seasonal campsites or trailer storage.
- Limit 8 people per site. Rates based on 4 people (4 years old and older). Additional person fees apply.
- Max of 2 pets allowed at all RV campsites. View our pet waiver.
- Pets are not allowed on tent sites.

#### Cabin Reservations

- Check-in time is 4PM. We do have an early access option beginning at 11AM, but it is based on availability (must call ahead) and involves a fee based on the time of check-in.
- Check-out time is 11AM. Extended access is available for \$10 during non-peak season and \$25 during peak season to stay in the park until 6PM, subject to availability.
- Extended access (after check-out time) does not guarantee guest will be able to stay on site until departing from the park. Extended access only guarantees access to the Camp-Resort and Camp-Resort attractions, which requires parking in overflow. Access is based on availability.
- Unless otherwise noted, rates based on 4 people (4 years old and older). Additional person fees apply.
- Tents are not allowed at cabins, cottages, glamping experiences, or group lodges.
- Our cabins are non-smoking. An excessive cleaning fee will be assessed if policy is violated.
- Campers and guests are not permitted to bring, introduce, or add any substances or products, including bath bombs, to the hot tubs.

#### Refund Policy

Refunds are prohibited for weather conditions, voluntary departure, acts of nature, or evictions. Any refund processed will be refunded in the same form that it was originally paid or a reservation credit can be issued towards a future stay to be used within one year from the date the reservation credit was issued. All refunds processed via credit/debit card will be processed back to the original credit/debit card used, no exceptions.

#### Cancellation Policy

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.

#### For Lodging Rentals:

- 3+ WEEKS: Refund less \$25 cancellation fee per cabin or full refund issued in camp credit
- 2+ WEEKS: 50% of reservation issued in camp credit
- LESS THAN 2 WEEKS: Full reservation forfeited

#### For Luckadoo Lodge, Richland Mountain Retreat, Sassafras Ridge Lodge, Rippling Waters Lodge, and Laurel Cove Lodge:

- 5+ WEEKS: Refund minus \$50 cancellation fee or full refund issued in camp credit
- 4+ WEEKS: 50% of reservation issued in camp credit and 50% of reservation forfeited
- LESS THAN 4 WEEKS: Full reservation forfeited

#### For Campsites:

- 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

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. Should a reservation be cancelled due to an amended policy, refunds will be issued in the form of a reservation credit.

#### Change Policy

- Changes to reservation arrival or departure dates made outside of the respective cancellation window (2+ weeks) will result in a one-time courtesy change and every change made thereafter will be charged a \$15 service fee. Guests are responsible for any resultant difference in rates.
- 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.
- If applicable, a resort fee is added to each reservation. Additional person fees may apply if the number of allowable guests exceeds the included amount of guests per site as set in the base rate.

#### 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, policies, and terms & conditions 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 in the Water Zone, 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.