

General Rules & Policies

Our seasonal dates are as follows:

Open: May 14, 2024 - October 17, 2026

Peak Season: June 11, 2026 – September 6, 2026 (Daily Activities)

*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 lot.

- Must be 21 or older to rent 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 parks amenities, activities, and facilities. You may be turned away from an attraction if a wristband is not present.

- The following flags are allowed to be displayed at your site and throughout the campground, all international flags, American, Canadian, 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.

- Campers may arrive on a motorcycle, but are not permitted to ride the vehicle around the park.

- 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 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: daily, 10PM-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.

- For reservations booked in person or over the phone: A booking fee, plus applicable tax, supports the administrative costs of processing your reservation through our guest services teams.

Campsite Reservations

- Check-in time is 2PM.
- Check-out time is 12PM. Extended access is available for \$25 to stay in the park until 5PM. 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. Contact the park regarding availability for early or extended access (**Not Guaranteed*)
- Max of 1 RV and 1 small 4-person tent allowed per RV site.
- Max 8 people per site. Rates based on 4 people (4 years old and older). Additional person fees apply:
 - Non Peak: Overnight - \$25 | 4 - 7 Nights - \$75
 - Peak & Holiday: Overnight - \$41 | 4 - 7 Nights - \$123
- Max of 2 pets allowed at all RV campsites. View our pet waiver.
- Pets are not allowed on tent sites.
- 2 night minimum stay at all campsites.

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 5PM, 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:
 - Non Peak: Overnight - \$18 | 4 - 7 Nights - \$54
 - Peak & Holiday: Overnight - \$30 | 4 - 7 Nights - \$90
 - Minimum stay requirements may apply during your requested dates.
 - Tents are not allowed at cabins, cottages, or group lodges.
 - Our cabins are non-smoking. An excessive cleaning fee will be assessed if policy is violated.
- Pets are only allowed at pet-friendly cabins, so please request at time of booking. For one pet, there is a flat fee of \$50. For two pets, there is a flat fee of \$75. Pet owners are required to bring a crate(s) for their pets and are responsible for pet clean-up and noise control. For the safety of

our guests, pets must be up to date on vaccinations. We reserve the right to remove hostile and disruptive pets from the park. Please view our [Pet Waiver](#)

- Guests are expected to leave rental units in a reasonably clean condition at departure. A \$75 cleaning fee may apply if basic cleaning guidelines are not met. Units left in an unreasonably filthy condition, with unauthorized pets, or evidence of smoking will incur a minimum \$250 professional cleaning fee.

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 reservations booked online:

The booking fee is fully refundable if you cancel your reservation within 24 hours of booking. After 24 hours, the booking fee is refundable only if your reservation is also fully refundable at the time of cancellation. For any questions about the booking fee, contact support@campspot.com.

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

Cabins

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

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.

(d) Add-ons. If a reservation for an Add-on is canceled more than one week prior to the arrival date we issue Camp Credit for the amount of the Add-on less a \$10 cancellation fee per Add-on. For a reservation canceled less than one week prior to the arrival date, the full amount

of the reservation payment is forfeited to us. "Add-on" means the use of each additional item of personal property, amenities or services labeled as "Add-on" on our website or in the reservation or for which a separate charge is made, such as Fun Pass, Golf Cart Rental, Pool Cabana, Tube Rentals, Linen Rentals, and Bear Visits.

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.
- 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

Future bookings only require 50% down. The remaining 50% will be required to be paid in full 30 days prior to arrival. All outstanding balances are due no later than 30 days prior to arrival. Any outstanding balances that remain 29 days prior to arrival will automatically be charged to the payment method used for the initial deposit. Any declined final payments may be canceled subsequent to the cancellation policy.

- 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.
- 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, 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.