

## General Rules & Polices

Open: April 11 - November 9

Peak: June 6 - August 17

- Events and amenities have limited availability during non-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.
- 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 parks amenities, activities, and facilities. You may be turned away from an activity or amenity 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.
- 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.
- Please no bicycle riding after dark; state law requires helmets for all guests 11 and under.
- Battery powered scooters, bicycles, and other means of transportation are not allowed.
- For safety and liability reasons, guests are not permitted to bring any personal motorized vehicles into Jellystone Park™ (including personal golf carts).

- 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 or Labor Day Weekend with a Sunday departure date will not be accepted, unless made within 1 week of booking.
- Three-night minimum required during Memorial Day, 4th of July, Labor Day, and Indigenous People/Columbus Day weekends.
- For information about using your Club Yogi™ Rewards points, please [visit this page](#).
- Quiet hours: Daily 11pm-8am.

### **Campsite Reservations**

- Check-in time is 3:00pm.
- Check-out time is 1:00pm.
- An RV site may be used for tent camping with a maximum of one (1) tent OR house a single RV with a maximum of 8 people per site.
- Two-night minimum on all campsites.
- Three-night minimum required during Memorial Day, 4th of July, Labor Day, and Indigenous People/Columbus Day weekends.
- Limit 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.
- 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.
- All Rustic Cabins (no kitchen) have a two-night minimum during Peak season.
- All Full Service Cabines (includes bathroom and kitchen) have a three-night minimum during Peak season.
- 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. 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](#).

### **Cancellation 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.

### **Cabin Cancellation Policy (Excludes Ranger's Retreat):**

- 3+ WEEKS: Refund minus \$25 cancellation fee per cabin OR full refund issued in camp credit valid for one year from issued date
- 2+ WEEKS: 50% of reservation issued in camp credit valid for one year from issued date or 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.

#### **Cabin Cancellation Policy (Exclusive of Ranger's Retreat):**

- 5+ WEEKS: Refund minus \$50 cancellation fee per cabin OR full refund issued in camp credit valid for one year from issued date
- 4+ WEEKS: 50% of reservation issued in camp credit valid for one year from issued date or 50% of reservation forfeited
- LESS THAN 4 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.

#### **Campsite Cancellation Policy**

- 2+ WEEKS: Refund minus \$25 cancellation fee per campsite OR full refund issued in camp credit valid for one year from issued date
- 1+ WEEKS: 50% of reservation issued in camp credit valid for one year from issued date or 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.

#### **Change Policy**

- Changes to reservation arrival or departure dates made outside of the cancellation window (2+ weeks for campsites, 3+ weeks for cabins) will result in a one-time courtesy change and every change made thereafter will be charged a \$15 service fee. Guest is 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**

- Payment is due in full at time of booking.
- 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.
- 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.

### **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.