

**Email for Contact Us:** rangersmith@jellystonepa.com

**CRM:** Need First Name, Last Name, Email

**Club Yogi Rewards:** No new sites

**No waivers to link**

## Rules and Policies

### General

- Open: April 3 – November 9 | Peak Season: June 6 – August 24
- Events and attractions 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.
- 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 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 are \$5 each. More than 2 vehicles is not encouraged, as parking is extremely limited.
- 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, attractions, 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.
- 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, Labor Day Weekend, or Columbus Day Weekend with a Sunday departure date will not be accepted, unless made within 1 week of arrival.
- Minimum stay requirements may apply during your requested dates.
- Quiet hours: Daily 11PM-8AM.
- For information about using your Club Yogi™ Rewards points, please visit our [Club Yogi Rewards page](#).

## 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.
- Early access (before check-in time) does not guarantee site/cabin will be ready or available at time of arrival. Early access only guarantees access to the campground and campground amenities. Access is based on availability – please call 24 hours prior to your arrival to see if it's available. We absolutely cannot accommodate access prior to 11am, so please plan your travel accordingly.
- Peak early access: \$50 (arriving between 11am-3pm). Non-peak early access: \$25 (arriving between 11am-3pm).
- Checkout time is 11am. Extended access is available for \$25 – this allows you 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 campground and campground amenities. Parking is limited. Access is based on availability – please inquire if extended access is available at check-out.
- Unless otherwise noted, rates based on 4 people (4 years old and older). Additional person fee applies.
- No tents allowed at cabins or cottages.
- Minimum stay requirements may apply during your requested dates.

- 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](#).

## 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.
- Early access (before check-in time) does not guarantee site/cabin will be ready or available at time of arrival. Early access only guarantees access to the campground and campground amenities. Access is based on availability – please call 24 hours prior to your arrival to see if it's available. We absolutely cannot accommodate access prior to 11am, so please plan your travel accordingly.
- Peak early access: \$50 (arriving between 11am-2pm). Non-peak early access: \$25 (arriving between 11am-2pm).
- Check-out time is 1pm. Extended access is available for \$25 – this allows you 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 campground and campground amenities. Parking is limited. Access is based on availability – please inquire if extended access is available at check-out.
- An RV site may be used for tent camping with a maximum of 2 tents OR house a single RV with a maximum of 8 people per site.
- We do not offer seasonal campsites or trailer storage.
- Minimum stay requirements may apply during your requested dates.
- Limit 8 people per site. Rates based on 4 people (4 years old and older). Additional person fee applies.
- 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. Please view our [Pet Waiver](#).

### 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

- 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 valid through the end of the camping season it is issued 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.

### Campsite Cancellation Policy

- 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 valid through the end of the camping season it is issued 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.

### 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.**
- 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.

## 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 attractions and pool area, 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.