

General Rules & Policies

OPEN: Year Round

Peak Season: May 22 - August 9, 2026

- Events and amenities 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 or cabin 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 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.
- Red Carpet RV Sites can only have 1 vehicle parked at the site, extra vehicles may be parked in the overflow parking.
- Must be 21 or older to rent 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 amenities, attractions, and facilities. You may be turned away from an attraction 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; state law requires helmets for all guests 13 and under.
- 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.
- There is absolutely no burning of trash in the park, campers caught violating this rule will be subject to a \$25 fine each time they are caught.
- 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.
- Three-night minimum during Memorial Day, 4th of July, Labor Day, Columbus Day/Indigenous Peoples' Day weekends.
- Quiet hours: Daily 10PM-7AM.
- 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 1pm. We do have an early access option beginning at 12pm, but it is available only if the 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, which requires parking in overflow. Access is based on availability – please call for info. We absolutely cannot accommodate access prior to 11am, so please plan your travel accordingly.
- Check-out time is 12pm. 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 guests will be able to stay on site until departing from the park. Extended access only guarantees access to the campground and campground amenities, which requires parking in overflow. Access is based on availability.
- 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. If tents are used on an RV site, pets are not allowed.
- Only one car is allowed on our Red Carpet RV Sites, if you have additional cars they must be parked in overflow parking.
- 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 fees apply:
 - Non Peak: Day/Night - \$20 | 4 - 7 Nights - \$60
 - Peak & Holiday: Day/Night - \$32 | 4 - 7 Nights - \$96
 - Winter: Day/Night - \$13 | 4 - 7 Nights - \$39
- 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.

Campsite Cancellation Policy

- 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

- Please note, Campspot's booking fee is non-refundable. For concerns, please contact Campspot support at support@campspot.com.

Campsite Change Policy

- 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. 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.

Cabin Reservations

- Check-in time is 3pm. 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 the cabin will be ready or available at time of arrival. Early access only guarantees access to the campground and campground amenities, which requires parking in overflow. Access is based on availability – please call for info. We absolutely cannot accommodate access prior to 11am, so please plan your travel accordingly.
- Checkout 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 campground and campground amenities, 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: Day/Night - \$20 | 4 - 7 Nights - \$60
 - Peak & Holiday: Day/Night - \$32 | 4 - 7 Nights - \$96
 - Winter: Day/Night - \$13 | 4 - 7 Nights - \$39
- Minimum stay requirements may apply during your requested dates.
- No tents allowed at cabins or cottages.
- 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.
- 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.

Cabin Cancellation Policy

- 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:
 - 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
- For group lodging, cancellation policies are as follows:
 - 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
- Please note, Campspot's booking fee is non-refundable. For concerns, please contact Campspot support at support@campspot.com.

Cabin Change Policy

- Changes to reservation arrival or departure dates made outside of the respective cancellation window (3-5+ weeks) 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.

Add-On Cancellations

- 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 Golf Carts, Water Rentals, Linen Rentals, Cabanas, Fun Pass, and Bear Visits.

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.

Payment Policy

- All future bookings 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.
- Camping Reservations: 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.

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. Harassment or mistreatment of our staff or other guests, including but not limited to, racist comments or hate speech, will not be tolerated under any circumstances.

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 not allowed in the waterpark area. Glass, bottles or containers, and alcohol are also 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.