**Cancellation Policies**

**\*Manager handles all cancellations\***

**Guest MUST call to cancel, email or text is not valid.**

When someone is calling to cancel, ask what they are cancelling. Then refer them to the policy below that applies to them and grab the cancellation sheet from the folder in the black crate behind the counter and fill it out accordingly. This is not necessary if they are not qualified to cancel.

**Cancelling Lodging:**

* If they cancel 14 days prior to their arrival it is a 10% cancellation fee and then the rest is refunded to their card on file.
* If they are calling within the 14 days they will only be refunded 50% of whatever days we re-rent of their cabin rental.
* If they are cancelling one or more days of their reservation and it is 14 days prior to their arrival it is still a 10% cancellation fee then the rest will be refunded to their card.
* NO CANCELLATIONS ON HOLIDAYS

**Cancelling Campsites:**

* If they cancel 48hrs prior to their arrival it is a $10 cancellation fee and then the rest is refunded back to their card on file.
* If they are cancelling one or more days of their reservation and it is 48hrs prior to their arrival it is still a $10 cancellation fee and the rest will be refunded to their card.
* NO CANCELLATIONS ON HOLIDAYS

**Boats:**

* **NO CANCELLATIONS ON BOATS**
* Unless it has rained 4 hours straight into their rental or if there is a Lake Advisory.

**Things to know:**

* **No Cancellations on Golf Carts or Boat Slips**
* Guaranteed site and pet fees are NOT refundable.
* Early departures are NOT refundable.
* If you move your reservation (this goes for all rentals) from one date to another, and there are lower charges you will not get a refund.  If the charges are higher you will be required to pay the difference.