

## POLICIES – MANCHESTER BEACH KOA

**Guaranteed Reservation & Deposits:** An advance reservation with a paid deposit will guarantee that your site will be held until 8:00 am of the morning following your arrival date. A one night deposit paid in advance is required on all sites, Kabins and Kottages to guarantee your reservation. Deposits for groups will vary depending upon the number of sites reserved. You may make your deposit with a Visa, MasterCard, Discover, or you may send a check or money order payable to Manchester Beach KOA. Check deposits must be received within seven days of booking the reservation or the reservation will be canceled. **Other than deposits, we do not accept checks. We do however accept debit cards.**

**Minimum Stays:** For the major holiday weekends, (Memorial Day, 4<sup>th</sup> of July, & Labor Day) a minimum stay of **three nights** required for All sites, including tent and RV sites. Easter and Thanksgiving weekend, a **two night** minimum stay is required for Kamping Kottages, Kabins and full Jook Up sites only. Delux Cabins and Rental Trailers require a **two night** minimum on weekends 5/1 thru 10/31.

**Visitors to Your Site:** Day visits only! All visitors must come to the store to register and receive a visitor car tag prior to going to your site. Your visitor(s) will be charged \$5.00 per person (children under 3 years, free) upon arrival. Visitor(s) departing within two hours, will be refunded charges. **All guests must depart before 10:00 pm.**

**Site Occupancy:** A maximum of six people are allowed per site, including Kabins, as well as two cars and 2 pets. No more than one van, tent trailer or RV per RV site. No RV's allowed at kabins or kottages.

**Check In/Check Out:** Check In is 2:00 pm and Check Out is 11:00 am. Early arrivals and late departures may be charged additional fees. **There are no refunds for early departures.**

Cancellation or Changes. All changes are to be made in accordance with the following cancellation policy. **There are no refunds for early departures.**

**Changes or Cancellations:** Changes to reservations **must be made prior to arrival**, in accordance with the same advance notice that applies to cancellations for the various types of sites. If not, refunds will not be given. When **cancelling** a reservation, in order to receive a refund of your deposit (less than \$10 cancellation processing fee), the following minimum cancellation notice requirements must be met: **For individual site bookings** – tent or RV campsites 48 hours; Kabins or Kottages one week preceding the day of arrival. **For group and multiple site reservations** of any type of site, from two weeks to 30 days minimum advance cancellation notice, depending upon the number of sites reserved. **On Holiday Weekends (Memorial Day, 4<sup>th</sup> of July, Labor Day)** two weeks preceding 4:00pm the day of arrival for all types of sites.

**No-Shows:** If a guest with a guaranteed reservation does not arrive by 8:00am of the morning following the scheduled date of arrival, and has not notified us per our cancellation policy requirements, all subsequent nights and accommodations are released. Deposits will not be refunded. Should you arrive on a date other than your scheduled arrival date. We will do all possible to accommodate you on a space-available basis.

**Pet Policy:** A fee of \$3.00 per pet per stay is required. You must sign a release form upon arrival. All animals must be on a 6 foot leash at all times, even in your site. Animals found roaming the campground off leash will be remanded to “Doggie Jail” retrievable by paying a \$25.00 fine. Pets not allowed in any of the buildings, store, bathrooms or Kamper Kitchen. You will be charged for any damage to our facilities, kabins, kottages or lodging etc. We do have a large dog park for your convenience.

**\*PLEASE BE CONSIDERATE AN DPICK UP AFTER YOUR PET OR PETS.**

**Telephone Calls/Fax Messages:** You are welcome to give our telephone number (707) 882-2375, for important calls or 707-882-3104 for fax messages. If you are expecting a call or fax, please check in the store periodically. Messages will be delivered to your site, when possible or held in the store.

**Lost and Found:** We hold items for 30 days. After that time, we will dispose of them. If you request a found item to be returned, we will gladly ship it to you C.O.D. There is a \$5.00 handling fee that will be added to the C.O.D. cost.