



## **Reservations & Cancellation Policy & Procedures**

In order to accommodate all of our Guests in an organized fashion, it is imperative that we set guidelines for check-in and check-out. When completing your application and this is required for consideration, you are specifying a check-in date and a check-out date, and we are logging those dates accordingly.

Applications are located on our website [www.buckeyebeachpark.com](http://www.buckeyebeachpark.com), under the Campground Tab.

The following apply:

### **HOLIDAYS & SPECIAL EVENTS**

- Holidays & Special Events require a minimum of 2 weeks in advance reservation.
  - Holidays are considered the following:
    - Memorial Day
    - July 4<sup>th</sup>-Independence Day
    - Labor Day
- On special circumstances, with openings available we can accept application within the 2 weeks following our guidelines.
- Holidays & Special Events may require a special deposit and/or cancellation requirements.
- Special conditions may apply during high-demand periods and special events. Please email [support@buckeyebeachpark.com](mailto:support@buckeyebeachpark.com) for any questions or concerns. You can also submit a "General Question" on our Home Page of our website, [www.buckeyebeachpark.com](http://www.buckeyebeachpark.com).

### **RESERVATIONS**

- Should your reservation be prior to one month (or more) in advance of your stay, a deposit of \$250.00 will be required at the time of reservation.
- Reservations that are met with the specified check-in and check-out will have the \$250.00 applied to your stay.
- **Alterations** to the specified check-in and check-out date will forfeit their deposit in full.
- Leaving prior to your check-out date may result in non-refundable fees.
- **Extended stays** must be submitted in writing to [support@buckeyebeachpark.com](mailto:support@buckeyebeachpark.com) or given in writing to our Caretaker located at the Guest House.
- Management reserves the right to deny your request based on future reservations. Your approval or denial will be sent via email for your records.
- **Same day reservations** require a \$250.00 non-refundable deposit.

### **WELCOME PACKAGE**

- A Welcome Package will be sent to you a minimum of 48 hours and a maximum of 2 weeks, prior to your stay.
- This will include:
  - Your Lot # and map of location.
  - FAQ
  - Lake map & Amenities
  - Rules & Regulations

### **CANCELLATIONS**

- Cancellations must occur no later than 48 hours in advance of your desired stay and they must come via email to [support@buckeyebeachpark.com](mailto:support@buckeyebeachpark.com).
- Cancellations within 48 hours of your reservation will result in 100% refund of our deposit, following 48 hours will result in a forfeiture of your deposit.

### **CHECK IN & CHECK OUT POLICIES**

- Check-in times begin at 3PM and no later than 7PM.
- Check-out time is typically 1PM to 3PM.
- Special requests are always considered based on availability.
- Fees will be collected at time of hook-up, typically for the entire stay, depending on daily, weekly, and monthly reservations.