

# POLICIES

## Payment

We require full payment at the time of reservations. Winter Seasonal reservations require 1 month's deposit at the time of booking.

## Cancellation

Our cancellation policy: Reservations cancelled **8 days** or more *prior to your arrival date*: We will refund you the reservation amount minus 1 night stay plus credit card fees. Cancellations made **7 days or less prior to your arrival date**: **We offer no refund for reservations canceled within that 7 day window. We offer no refunds for early departures. No exception.**

## Date Change

If there is a need to change any dates of your reservation(s), we will gladly accommodate those needs free of charge for your first change, if this is requested 7 days prior to your arrival. After the first change request there will be a \$25 fee for any additional changes made to your reservations. All changes can only be completed by our office staff, if in need, please call 850.227.2703 and our friendly staff will be happy to assist you.

## Weather

In the event of a *Mandatory Evacuation issued by Gulf County*, vouchers will be issued for reservations that fall within the *Gulf County issued Mandatory Evacuation* timeline. There are, however, **no refunds** given for weather outside of the *Gulf County issued Mandatory Evacuation*. Again, **no refunds for early departures... No Exceptions**

## Check-in/Check-out

**Check-in: 2:00 PM** (Eastern Time) If arriving after 5:00 PM, your parking permit along with a site map highlighting your reserved site will be clamped outside the front.

**Early Arrivals:** We do have a \$15 early check-in fee should you arrive more than 30 minutes prior to the 2:00 PM check-in time.

**Check-out:** 11:00 AM (Eastern Time)

**Late Check-out:** We do have a \$15 late check-out fee should you remain longer than 30 minutes past our check-out time of 11:00AM.

## Rates & Extra Fees

**Rates/policies are subject to change** and vary during high impact periods and special request.

- Our rates are based on 6 people per site. There is an additional **\$5 per person per night** for 7 or more on site.
- Sleeping tents required to accommodate more than the limit of 6 people carry a **\$10 per night per tent**, in addition to the per person over 6
- Pump-out service: For a fee of **\$15** we offer a service to pump-out your camper. This service is offered on Monday, Wednesday and Friday. Please contact the office at 850.227.2703 **no later than 9:30** on the morning you need the pump-out.

- Being a pet friendly park, we allow up to **2 pets per RV site**, additional pets require approval from the office and carry a \$5 per pet per night fee.

### **General Park Information**

- Our rates provide water and electricity to all sites.
- Our bath house is closed daily between the hours of 10:00 AM & 11:00 Am for cleaning. A public restroom is located at the public boat ramp during this hour.
- ALL credit card fees and taxes are paid by the customer.
- **Parking:** Parking is limited to 1 vehicle per site. Parking for additional vehicles is located at the public boat launch in front of the campgrounds.
- **PLEASE DO NOT PARK IN EMPTY CAMPSITES SINCE THEY MAY BE RESERVED FOR ANOTHER GUEST.** Vehicles, boats, or boat trailers parked in empty campsites will be charged the nightly rate for said campsite and or be towed at the **OWNER'S EXPENSE!**
- We have a leash law in the park. **ALL PETS are required** to be on a leash **AT ALL TIMES!** Violation of this policy could result in you being asked to leave without a refund.
- In keeping with being a Pet Friendly Park, please be respectful of other guests, **ESPECIALLY NON-PET OWNERS.** Be a responsible pet owner and pick up after your pet(s). Failure to do so could result in a clean-up fee being charged to your account.
- **ABSOLUTELY NO** fireworks, firecrackers, black cats, mistles, bottle rockets, aerial repeaters, or any similar loud explosives on campground property. You will be asked to leave **NO REFUND.**
- **Quiet time:** September through February 9:00 PM until 8:00 AM, March through August 10:30 PM until 8 AM eastern time. Please be mindful of our other campers.
- **Speed limit:** in the park is 5 MPH. Please take care when driving in the park, we often have children at play. Local speed limits along Indian Pass Road are 35 MPH.

We at Indian Pass Campground strive to provide a comfortable and respectful environment for guests and staff. Therefore, we reserve the right to ask you to leave the property immediately without any refund if **we deem,** **in our sole discretion,** any behavior to be excessively disruptive or disrespectful, including but not limited to excessive noise, aggressive conduct towards other guests or staff members, or violations of property rules. Also, depending on the situation, we may elect to pursue potential legal action. Our goal is that our guests and staff continue to enjoy this slice of paradise without hindrance.

AFTER HOUR EMERGENCIES, PLEASE CALL OUR OFFICE NUMBER 850.227.2703 AND FOLLOW THE INSTRUCTION GIVEN FOR EMERGENCIES.