

General Policies & Information to ensure an enjoyable stay

- Policies subject to change without notice

Open daily from 9am to 9pm from May 15th to Sept 15th

Check-in/Check-out & Hours

- RV check-in: 2 p.m.
- Rental check-in: 2 p.m.
- Check-out: 11 a.m.

After Hours Arrival

- If your plans change and you need to arrive outside of normal business hours, please refer to your confirmed reservation information. Or, contact us at (705) 367-9000 prior to arrival to make late arrival arrangements.

Reservation & Rates

- Mandatory two night reservations required for weekends and 3 nights for holidays.
- Single night midweek campsite reservations may be booked.
- Prices and site type are subject to availability.
- The rates displayed do not include any applicable service fees or charges for optional incidentals.
- To make changes to your reservation please call our Reservation Department at (705) 367-9000 and specify that you booked your reservation online.

Deposit and Payment Schedule

- By using a credit card for a deposit, guarantee or payment, you agree to the following: if I used a credit card for a deposit, guarantee or payment, I authorize staff of Twin Lakes Camping to charge any expenses incurred during my stay to that credit card or apply funds you have on deposit against what I owe.

Daily/Weekly Stays

- Your credit card will be charged a deposit of one-night rack rate/per week rented. Any remaining balance is due on arrival.

Extended Stays

- For all stays of one month or longer, a one-month deposit up to a maximum deposit of \$226 is required at the time of reservation. Balance due on arrival.

Cancellation and Refund Policy

- In the case of multiple sites booked, cancellation penalties apply to each site that is cancelled or changed.
- No refunds will be issued for early check-out.
- RV & Tent campsites: We allow full refunds minus cancellation fee of \$20 for cancellations up to 2 weeks prior to your arrival date for daily and weekly reservations.
- Rental accommodations: We allow full refunds minus a cancellation fee of 50\$ for cancellations 1 month prior to your arrival date for daily and weekly reservations.
- Daily and weekly reservations: for cancellations received less than the required notice period prior to arrival, your deposit will be forfeited up to one-night rack rate.

Pet Policy

- Pets are welcome. No vicious breeds of dogs or noisy barking dogs. Pets must not disturb others. All pets are to be leashed in all area of the park and must not be left unattended. Pets are not allowed in the water, at the beaches or playground. They may be walked on roads only, not on sidewalks. Owner must clean up after their pets immediately.

Campground Services, Information & Regulations

- Wi-Fi hotspot located at the entrance near the office with a fee.
- Fire wood for sale, \$10 per box at the little office from 9am to 8pm daily.
- A Token for the gate system is available upon arrival, fee of 5\$ cash & if it is returned before departing, the full refund will be given back. Speed limit on park property is 15km/h. Watch for children.
- Quiet hours are from 11pm to 8am. No excessive noise or music at all times.
- Tenants and parents are responsible for the safety, good conduct and also any damage or loss of park property by their children and guests. Children must be on site by dawn.
- Tenants must keep their lot clean, clotheslines are not to be tied to trees and absolutely no cutting or trimming of trees.
- Operation of all-terrain vehicles, mopeds, etc. is prohibited. Golf carts are for seasonal campers only.
- Bicycles allowed on roads only, bicycling on sidewalks and after dawn is prohibited.
- Swimming and wading is allowed from 10am to dusk in designated areas only and is at your own risk: **No lifeguard on duty. Children under the age of 16 must be**

accompanied by a person 19 years or older. Do not swim alone. Glass containers are not allowed on beaches and swimming areas. Diving is prohibited at all times.

- No motor boats are allowed. Private paddleboat, kayak & paddleboard for use of the lake, may be kept by the lake at your own risk.
- Rv's equipped with pullouts must be parked in such manner that the pullout does not extend beyond the line of your lot when opened.
- All garbage must be put in a plastic bag prior to placing in designated garbage bins. Please recycle all items in recycle bin beside the regular garbage.
- Fire rings are for wood only no foam plates, food or garbage allowed at anytime
- All visitors must register upon arrival & pay at the office daily.
- Management and park personal will not be responsible for accidents or injuries which happened on park property. The management and park personal is also not responsible for any damages caused bt total or partial loss of electricity, loss of property by fire, theft, wind, fallen trees, flooding or by act or inaction by other tenants or any park clients or any act of God.
- I Have read, I understand and I agree to abside all regulations listed above and understand that any violation may be cause of immediate eviction without recourse.
- Signature: _____ Date: _____ Lot#: _____

Thank You & Happy camping at Twin Lakes!