

# CAMPING AND ACCOMODATION REFUND POLICY



**100%** OF THE TOTAL AMOUNT MUST BE PAID WHEN MAKING THE RESERVATION (CREDIT CARD PAYMENT)

## CHANGE

CAMPING OR ACCOMODATION

 **UP TO 3 DAYS (72 H) PRIOR TO THE SCHEDULED DAY OF ARRIVAL**

CHANGE OF DATE OR ACCOMODATION / CAMPSITE ALLOWED, WITH A \$15 PENALTY FEE.

 **LESS THAN 3 DAYS (72 H) PRIOR TO THE SCHEDULED DAY OF ARRIVAL**

NO CHANGE ALLOWED (ACCESS FEE TO THE PARK REFUNDABLE).

## CANCELLATION

CAMPING OR ACCOMODATION

 **UP TO 10 DAYS PRIOR TO THE SCHEDULED DAY OF ARRIVAL**

FULL REFUND OF THE TOTAL AMOUNT OF THE RESERVATION LESS A \$15 PENALTY FEE.

E.g.:A client made a reservation totalling \$250 (\$50 of access fess and \$200 of accomodation fees) for January 18 and calls on January 1 to cancel. In that case, he will receive a refund of \$235 (\$250 – \$15 cancellation fee) because he cancelled within the prescribed delays.

 **LESS THAN 10 DAYS PRIOR TO THE SCHEDULED DAY OF ARRIVAL**

REFUND OF ACCESS FEES TO THE PARK ONLY (NO REFUND FOR ACCOMODATION FESS LESS THAN 10 DAYS PRIOR TO THE SCHEDULED DAY OF ARRIVAL)

E.g.: Instead, the same client calls on January 11 to cancel his reservation for January 18. In this case, the client will only receive a refund of \$50 (access fees) because the \$200 accomodation fees are non refundable ten (10) days prior to the scheduled day of arrival.