

The Point Tent & Trailer Resort Reservation Policies

By making a reservation with The Point Tent & Trailer Resort, you are agreeing to the following policies. Please read them carefully.

General Rules

The Point Tent & Trailer Resort is an all-male campground. Campers must be 19 years of age or over. If a camper under 19 years of age makes a reservation it will not be honored when they arrive at the campground, and all fees paid will be forfeited.

There is a limit of 8 persons per campsite. Each campsite is limited to 3 tents and 1 dining tent OR 1 RV/trailer, 1 sleeping tent and 1 dining shelter (unless otherwise stated). All other arrangements require permission at time of reservation.

One passenger vehicle is permitted per campsite. Additional vehicles must be registered and parked in designated area.

Reservations are based on availability. If a specific site is requested and is not available, we reserve the right to assign an alternate site.

Making a Reservation

The Point Tent & Trailer Resort accepts reservations during our operating season by telephone at (519) 426-7275 between 10:00 a.m. and 5:00 p.m. (EST) or online 24-hours a day at www.get-tothepoint.com.

You must provide a valid credit card and complete contact information to complete your reservation.

Reservations are accepted: By telephone: up until 5:00 p.m. on the night prior to your arrival
On the internet: up until 12:00 a.m. (midnight) on the night 48 hours prior to your arrival.

Minimum Booking on Long Weekends

If you are booking a campsite on a statutory long weekend, you are required to reserve a **minimum of three (3) nights. Reservations for long weekends must be paid in full at time of booking.**

Group Bookings

A group discount of 10% applies for groups of 12 or more persons (minimum 2 sites).

All group bookings must be made under one name and charged to one credit card.

A deposit of one night per site per booking will be applied to your credit card at time of booking. Reservations for long weekends must be paid in full at time of booking.

Fees

The Point Tent & Trailer Resort's list of fees can be found at <http://www.get-tothepoint.com/rates.html>.

Membership fee: Fees paid when you make your first reservation include ONE annual membership fee. Each additional member of your party will be required to purchase an annual membership upon check-in.

Camping fees: Camping fees are the fees paid for use of the campsite. They are charged on a per night basis and the price is dependent on the type of campsite and the service type.

All fees are non-refundable once on site.

Methods of Payment

A valid credit card is required to make a reservation.

A deposit charge equal to the value of one night will be applied to your card at time of booking for regular weekends, two nights for a stay of 7 nights.

Long weekends must be paid in full at time of booking.

The outstanding balance (if applicable) can be paid by cash, debit or credit card upon check-in.

Confirmation

A confirmation number will be provided via email at the end of every completed reservation. **If you do not receive a confirmation number, your reservation is not complete.**

It is important that you take note of this confirmation number and bring it with you to the campground. It must be given to the Park Attendant at check-in so that they can register you into the campground.

For reservations made by telephone, you have the option of providing an email address to receive an electronic confirmation, and/or you may want to write down the confirmation number when you receive it verbally from the Park Attendant.

For reservations made on-line, you must provide your email address (mandatory) to receive an electronic copy of your confirmation. You can also print out the confirmation email, and/or write down the confirmation number.

Changes and cancellations before check-in

Changes before check-in: You can change your reservation up to 48 hours prior to 5:00 p.m. (EST) the day of your arrival. After this deadline, changes will be subject to availability. Changes may include changes in date, campsite type, service type, etc. **Changes must be made by telephone.**

Cancellations before check-in: A reservation can be cancelled before you check-in to the campground, subject to the following:

- If you cancel your reservation 48 hours prior to 5:00 p.m. (EST) on your scheduled day of arrival, you will not be charged and your deposit will be refunded.
- Cancellations made within 48 hours of your scheduled day of arrival will result in a charge equal to one night on regular weekends or two nights on long weekends or stays of 7 nights or more.
- **Cancellations must be done by telephone.**

Changes after check-in

Changes after check-in: We will do our best to accommodate any changes you request to your campsite once you are registered. It is important to note that changes cannot be guaranteed and can only be accommodated if a suitable campsite is available. If a change is requested, there may be a difference in the new camping fee charged based on the services provided at the new campsite. Availability may be limited.

If you arrive at the park with more people than you have reserved for, there may be additional nightly campsite fees, or accommodation may not be available.

Check-in/Check-out

- Check-in time for reservation holders is 2:00 p.m. until close of the Park Office.
- Check-out time is 1:00 p.m. Please be courteous and ensure your site is vacated on time.
- **No refunds for early check-out.**

Late Arrivals

Notification on the day of arrival until 11:00 a.m. the day after the expected day of arrival: If you are not going to be able to arrive at the campground on the day of arrival, but you still wish to retain your reservation, you must contact the park office at (519) 426-7275.

Notification after 11:00 a.m. the day after the expected day of arrival: If you are not able to make it to the campground before 11:00 a.m. the day after your expected day of arrival, and you have not notified us, the fees paid for your first two nights of camping will not be refunded. You will also be considered a "No-show" (see below) and your reservation will be cancelled. Please let us know about any late arrivals in advance.

No-Shows

If you do not arrive at the campground by 11:00 a.m. on the day after your scheduled day of arrival, and if you have not contacted the park by telephone to inform them of your late arrival, you will be deemed a "No-show." **When you are deemed a "No-show," your reservation will be cancelled and your campsite will be made available to other campers. A charge equal to the full value of your reservation will apply.**

Closures

If The Point Tent & Trailer Resort must close a campsite for operational reasons, we will make every effort to accommodate you in the next best available site. We will try and provide you with as much notice as possible if we encounter this situation.

Disclaimer

Fees, penalties and policies are subject to change at any time without notice.

Promotions, discounts and coupons cannot be combined.

Questions & More Information

If you have any questions about these policies, or for the most current version of these rules, please contact us:

On the web: www.get-tothepoint.com

By telephone: (519) 426-7275