

# **MECOSTA COUNTY PARKS 2020 REFUND POLICY:**

All refund requests should be submitted in writing to the Park Office or Mecosta County Park Commission Administrative Office. If payment for the campsite was received by credit card, this same card will be credited with the refund. If payment was received via cash or check, a check will be issued to the registered guest within 45 days of approval.

It is the intent of the Park Commission to provide a consistent and fair method for all refund request by adhering to this policy, regardless of circumstance. Request for exceptions to the policy will not be considered.

## **CAMPING REFUNDS –**

- If the registered guest provides cancellation notification 14 calendar days or more, prior to the arrival date, a full refund less a \$10.00 per campsite Administrative Fee and \$5 Reservation Fee shall be granted. For reservations containing Holiday or Special Event Pricing, a 75% refund shall be granted, less the \$5 Reservation Fee.
- If the registered guest provides cancellation notification within 14 calendar days, prior to the arrival date, a 50% refund shall be granted less the \$5 Reservation Fee.
- No refund will be given for a cancellation on/after the scheduled date of arrival.
- Reservations canceled on the same day they are created will be assessed the \$5 reservation fee.

## **MODIFICATION OF RESERVATIONS**

- A guest may re-schedule reservation dates within the same camping season when equal in monetary value, provided they have given 2 weeks' notice or more, by paying a \$10 per campsite Administration Fee.
- Within 2 weeks of arrival, or if the change to the reservation is of un-equal value, the refund process will be followed.
- Any rescheduling of dates is based upon availability.

## **MONTHLY CAMPSITE REFUNDS**

- If the registered guest provides cancellation notification 14 calendar days or more, prior to the arrival date, a full refund less a \$50.00 Administrative Fee and \$5 Reservation Fee shall be granted.
- If the registered guest provides cancellation notification within 14 calendar days, prior to the arrival date, a 50% refund shall be granted less the \$5 Reservation Fee.
- Should a monthly guest choose to abandon their site at any time after camping has begun, the site will be pro-rated and changed from monthly to nightly as the Park Commission sees fit. Refund will not be greater than 50% of the original reservation.

## **PICNIC SHELTER REFUNDS**

- Before March 31<sup>st</sup> – full refund less \$10 Administration Fee and \$5 Reservation Fee.
- April 1<sup>st</sup> and after, up to 14 days advance notice = 50% refund less the \$5 Reservation Fee.
- Within 14 days of arrival = no refund.

## **FAMILY GROUP CAMP REFUNDS**

- Before March 31<sup>st</sup> – full refund less \$50 Administration Fee and \$5 Reservation Fee.
- April 1<sup>st</sup> and after, up to 14 days advance notice = 50% refund less the \$5 Reservation Fee.
- Within 14 days of arrival = no refund.

### **SEASONAL CAMPSITE REFUNDS – SCHOOL SECTION, MERRILL-GORREL & PARIS PARKS**

- All seasonal campsite refunds are subject to a \$50.00 Administrative Fee.
- Cancellation request received on or after January 25<sup>th</sup> will not be eligible for a refund of deposit.
- Should a seasonal guest choose to abandon their site after the season has begun, the site charge will be pro-rated and changed from seasonal to monthly/nightly as the Park Commission sees fit.
- No refunds on seasonal sites will be given for changes in park operation dates.

### **SEASONAL CAMPSITE REFUNDS – BROWER PARK**

- Cancellation request received prior to January 25<sup>th</sup> will be processed, less a \$50 administrative fee.
- Cancellation request received January 25<sup>th</sup>-April 10<sup>th</sup> will receive a 50% refund of deposit.
- Cancellation request received April 11<sup>th</sup>-April 23<sup>rd</sup> will receive a \$50 refund of deposit.
- Cancellation request on or after April 24<sup>th</sup> will not be eligible for a refund of deposit.
- Should a seasonal guest choose to abandon their site after the season has begun, the site charge will be pro-rated and changed from seasonal to monthly/nightly as the Park Commission sees fit.
- No refunds on seasonal sites will be given for changes in park operation dates.