

MECOSTA COUNTY PARKS 2020 REFUND POLICY

Revised due to Covid-19 and Executive Order 2020-21

The refund policy of the Mecosta County Park Commission has been revised to address concerns of park guests whom are unsure if services will be available at the time of their reservation. The amended policy loosens timeline restrictions allowing for close proximity cancellations without significant penalty.

This Policy will remain in effect through April 24th or through the duration of the “Stay Home” directive as implemented on March 24th, 2020 by Governor Whitmer, if the directive is extended past the April 24th date. Upon expiration of this amendment the standard cancellation policies of the Mecosta County Park Commission will be re-instated.

All refund requests should be submitted in writing to the Mecosta County Park Commission Administrative Office. E-mail request should be submitted to admin@MecostaCountyParks.com. If payment for the campsite was received by credit card, the 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 1 day 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 the same policy will be followed.
- No refund will be given for a cancellation on/after the scheduled date of arrival.

MODIFICATION OF RESERVATIONS

- A guest may re-schedule reservation dates within the same camping season when equal in monetary value, provided they have given 1 weeks' notice or more. No fee will be assessed.
- 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 7 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 7 calendar days, prior to the arrival date, a 50% refund shall be granted less the \$5 Reservation Fee.

PICNIC SHELTER REFUNDS

- Before April 24th – full refund less \$10 Administration Fee and \$5 Reservation Fee.
- April 25th and after, up to 7 days advance notice = 50% refund less the \$5 Reservation Fee.
- Within 7 days of arrival = no refund.

FAMILY GROUP CAMP REFUNDS

- Before April 24th – full refund less \$50 Administration Fee and \$5 Reservation Fee.
- April 25th and after, up to 7 days advance notice = 50% refund less the \$5 Reservation Fee.
- Within 7 days of arrival = no refund.