

Reservation Terms & Conditions

DFRV - Guest Information

January 2023

Booking Terms and Conditions for Denton Ferry RV Park and Cabin Rental

DO NOT HESITATE TO CALL US WITH ANY QUESTIONS OR CONCERNS.870-435-PARK (7275)

Cabin Rental Policies:

Cabin reservations are confirmed once a credit card number has been placed on file and the deposit charged. To hold the reservation, a deposit of 50% of the total will be charged, with the balance due 14 days prior to the date arrival. Your reservation may be cancelled with a full refund, minus a \$50.00 fee, up to **30 days prior to the date of arrival**, when cancelled in writing to info@dentonrv.com. Cancellations with **more than 14 days' notice, but less than 30 days' notice**, will be assessed a one-day charge (\$175.00 min), plus the \$50 fee. **Cancellations with less than 14 days written notice will result in forfeiture of the deposit and you may be assessed the balance due for the reservation in full.** Weather, acts of God, illness, and/or injury are not grounds for cancellations with less than the required notice. Any damage, or broken items may be assessed to the card on file upon check-out. Conditions deemed excessive or requiring additional clean up from our housekeeping crews will be charged based on what work is required to return the cabin (and grounds, grill, deck, etc.) to a satisfactory level of cleanliness; the card on file will be charged for the additional clean-up. We are a smoke and pet free facility. Smoking or pets in the Cabin will result in a minimum \$500 charge plus cleaning fee (tbd). All persons over 3 years of age constitute an additional person per the daily rates. Cabin Check-in is 3:00 pm, check-out is 11:00 am. Please follow the check-out process in the pre-arrival email, and left in the cabin.

RV Park Policies

When space is available, we always welcome drop-ins.

We are open year-round with daily, weekly and monthly site rentals.

We reserve the right to refuse service to anyone.

Due to scheduling conflicts, or other issues with scheduling and occupancy, we reserve the right to assign a similar site (and to always attempt to relocate the reservation within the same site class when possible) or reassign a site number based on the current availability. This may be a different number than the one originally reserved.

Failure to comply with the posted and acknowledged park policies may result in removal from the park and the inability to rent in the future. All guests are responsible for understanding and following the park policies; they are also responsible for the behavior of their guests and other members of their party.

A \$3.00 fee, matched by DFRV, will apply to each reservation and donated to Trout Unlimited for White River Trout Habitat Conservation. All primary renters must be 25 years of age or older.

RV PARK CANCELLATION POLICIES:

Daily and Weekly RV Site Rentals-

You will be charged a 50% deposit at the time of the reservation. Daily and weekly rentals may cancel with no charge **with 14 days advance written notice** (email to: info@dentonrv.com). **Any cancellation with less than 14 days' notice will result in the full rental charges being assessed.** Changing or altering your reservation with less than 14 days written notice may result in the full charge of the original days reserved being assessed.

Monthly Site Rentals are booked directly through our office. Monthly rates are not applicable for stays less than 28 days. Monthly site rentals require a 50% deposit of 1st month's rent at the time of the reservation, with the balance due upon arrival. All ongoing monthly rentals require **14 days advanced written notice to cancel or of the intent to vacate.** Any notice less than 14 days will result in a 50% charge for the month. All cancellation emails must be sent to info@dentonrv.com.

Weather, natural disasters, pandemics, mechanical issues, and/or acts of God do not constitute grounds for cancellation with less than the required days written notice.

All site sales are final for the duration of the reservation booked, no refunds on site sales. If you shorten your stay, or arrive later than the scheduled reservation, you will be charged for the duration of the time reserved.

Guided Fishing Trip Payment and Cancellation Policy.

You will be fishing with contracted guides. DFRV does not directly provide guide services.

Your credit card will be charged at the time of the reservation for your trip. You may cancel up to **21 days prior to your trip and receive a full refund.** A cancellation **fee equal to 50% of your total reserved trip cost will be charged if you cancel 21 days or less** before your reserved trip date. **A fee equal to 100% of your total trip will be charged if you cancel 14 days or less before your reserved trip date.** (ALL cancellations must be emailed to: info@dentonrv.com)

Cranor's Personal Guarantee: If you do not catch trout when you fish with us, I will refund 100% of your trip cost!

Any booked excursions (float trips, show tickets, access passes, boat rentals) are 100% non-refundable and payment is due in full at the time of booking.

Terms and conditions are subject to change without notice. Rates subject to change with posted notice. We reserve the right to refuse service.