

RESERVATION AND CANCELLATION POLICY

The Twin Elm Guest Ranch and RV Park is an exclusive property where every guest reservation is both important and special to us. The first night's stay is required as a deposit to hold your reservation.

The balance will be due in full upon arrival, or if making reservation more than 15 days out, the balance is to be paid prior to stay (15 days).

State and Local sales tax will be charged unless you provide an exemption certificate. Upon reservation

A deposit of one day stay is required to confirm your accommodations at the time of booking your reservation.

If for any reason you may need to cancel your reservation there, will be NO REFUNDS issued for the deposit. You may reschedule within the next six months where your deposit will be applied to the new reservation.

On holidays and special events prices are subject to change and there will not be any refunds for these dates reservations must be paid in advance

prior to stay for holiday and special events.

* No Call, No Show will not receive a refund.

* No refunds for Early Check-outs!

For cancellation you will have 6 months to reschedule your stay (Rain Check). No monies will be refunded after 6 months all reservations and monies will be forfeited

Check-in: 3:00 PM to 5:00 PM: If arriving outside of check-in times, please call to make arrangements.

Check-out: 11:00 AM, ALL RV GUEST: Please check in at the office upon arrival. If after hours, please check in the following morning after 9 AM.

Absolutely no smoking inside rooms, however, designated outdoor smoking areas are available.

Pet are welcome, \$50.00 pet fee per pet (non-refundable) **pets must be on leash at all times**

Gift certificates must be presented at check-in along with a valid driver's license. Any remaining amount on gift certificates can be used at a later day up to the expiration date. Gift certificates cannot be redeemed for cash.

All-Group reservations (15 days prior to stay) we are unable to change the number of guest attending of meals and activities. Group reservations (15+people) will be charged at group gratuity rate of 18% of total balance.