

BIG ELK CANCELLATION POLICY

At Big Elk, we're committed to providing a safe and enjoyable experience for all our guests. Our policies are designed to ensure that everyone has a fair opportunity to enjoy our services. We appreciate your understanding and cooperation with our reservation and cancellation policies. Our team is dedicated to maintaining a clean and welcoming environment, and your adherence to check-in and checkout times is crucial in helping us achieve this. We also prioritize safety, which is why we have age restrictions for certain activities. While we hope for perfect weather, we're prepared with rainchecks for unforeseen weather circumstances.

- We have a two night minimum for weekends and a three night minimum for holiday weekends. We do not make exceptions for this rule, so please plan accordingly.
- If you're planning to float on the river, please note that we only hold your reservation until 12pm. If you're running late, please call or text us to let us know, otherwise we might give your boat to someone else.
- We'll try to accommodate your preferred float time as much as we can, but we can't guarantee it.
- We don't allow kids under 3 years old to float on the river. It's just too risky for them and for us.
- Check-in time is 4:00pm and checkout time is 1:00pm. Please respect these times so we can keep everything clean and ready for the next guests.
- For FLOATING and CAMPING, you need to **cancel at least 7 days before your arrival date**. Otherwise, you'll lose your deposit.
- For LODGING units, you need to **cancel at least 14 days before your arrival date**.
- **The RIVER HOME requires 30 days' notice.**
- If you cancel within these time frames, we'll refund your deposit minus a 10% fee.
- If there is dangerous weather here on the day of your float trip up until noon, and we can't put you on the water, we'll give you a rain check that you can use until October of the same year. If unfavorable conditions start after you're on the water, sorry, no refunds or rainchecks.
- For camping and lodging, we don't offer any refunds or rain checks if you cancel later than the time frames mentioned above. We know camping is more fun when it's dry, but hey, sometimes you have to make the best of it! On the day of your reservation, we can't give you any refunds for changes
- We love pets here at Big Elk, and we're happy to welcome yours too. We have some rules for pet owners though
 - Each site can have up to 2 pets.
 - We charge \$10 per pet per night in the campground.
 - If your pet floats with you, that's another \$10 charge.
 - We don't allow aggressive breeds.
 - Pets must be on a leash at all times.
 - If you're not sure if your pet is allowed, please contact us before you come.