

Campground Agreement Policy

- You must be 21 years of age to rent a property.
- Please drive very slowly to help us keep our grounds and guests safe.
- Check in for campground is 2pm and check out is 12pm
- No smoking in the rental properties.
- Smoking outside is permitted.
- Dispose of cigarettes in fireproof container
- Illegal drug use and drug paraphernalia are prohibited. Law enforcement will be notified.
- Quiet hours for all rental properties are 10 p.m. to 8 a.m. daily.
- ATV's are not permitted.
- No guns or firearms permitted.
- No fireworks permitted.
- No swimming in the pond.
- Campfires must be attended at all times.
- Honor all fire bans.
- No loud parties. You may be evicted and/or charge additional fees if you create a disturbance that requires security or law enforcement intervention.
- We are not responsible for any personal items left in or at the rental property during your stay.
- We are not responsible for any accidents or injuries that may occur during your stay.
- For those renting pet friendly cabin properties and bringing your pet: please provide bedding for the pet. All pets must be on a leash. You must pick up after your pet(s). No loud or excessive barking.
- The occupancy of the cabin rental property cannot exceed the number indicated in the confirmation email.
- No outside firewood is permitted in the campground. (It is available for sale if you need it.)
- If you have any questions about things to do or see in the area, please call so we can offer you some great ideas. Contact the office at 606-663-8858.

Payment

Online payment is processed and accepts MasterCard, Visa, Discover, or American Express. Payment in full is requested at the time of the reservation when booking online. Upon completion of all payments, a new confirmation email will be sent 2 days prior for cabins to containing all information to get into the property.

A one-time cleaning fee is applied to each cabin reservation and varies according to the size of the rental property. Some cabins are pet friendly. If you wish to bring your furry friend, a one-time nonrefundable \$50 pet fee per pet will apply.

A 12% state and local tourism tax is charged on all reservations.

Returned checks will be forwarded to a collection agency and charged an additional \$35.

Cancellations

Campground sites - You must notify us 7 days in advance to get a full refund, minus a 10% processing fee. If you cancel less than 7 days, no refund is issued. (you may be able to reschedule.)

Refunds

No refunds will be made due to weather conditions or other acts of God. No refunds will be made due to electrical outages or mechanical failure of appliances. If there is a problem, please notify us immediately so we can correct it. No refunds will be made for problems/issues during your stay that were NOT reported to the office prior to your check out. If applicable, internet access is provided by the property owner for personal use. You are not charged extra for it; therefore, no refunds are provided due to failure to connect. In the rare event of a scheduling conflict, we will offer you another property or provide a refund.

Additional Fees

We have experienced the occasional renter who shows very little regard for the peaceful enjoyment of this community or the personal property of our owners. Consequently, we have the following guidelines in place to handle these situations.

Loud Parties

If security, law enforcement, or management is called to the property due to unruly behavior, profanity, use of firearms (or anything of that nature), and/or continuous excessive noise, Natural Bridge Campground Cabin Rentals reserves the right to charge an additional fee of \$200.

Excessive Property Cleanup

To keep the costs down for our guests, we have a one-time fee for cleaning of cabins rented that are on campgrounds site. Most of our guests leave the properties clean and follow the above instructions. Unfortunately, on rare occasions, we have guests who do not, therefore, we reserve the right to charge your credit card an additional minimum of \$50 for excessive cleaning. We will call you first to discuss the matter.

Damages

Accidents happen. In these cases, we have always worked out a fair solution to repair/replace the damage. We reserve the right to charge your card for damages done. Please contact us if there is a problem so we can work it out together before you leave.

Smoking In A Rental Property

All facilities are smoke free. NBC reserves the right to charge an additional fee of \$250.00 for any smoking in a facility. Outside smoking is allowed if cigarettes are disposed of properly in fireproof containers.

Receipt of your confirmed reservation validates your agreement to these guidelines.