



## **ONLINE RESERVATION POLICY**

**EFFECTIVE 9/9/2020**

Starting September 9, 2020 all\* reservations can be made online through our new software, Campspot, by visiting [www.huggybearcampground.com](http://www.huggybearcampground.com) and clicking the “rates” option. The site will walk you through step by step to make your reservation

Here are some things to know:

- Reservations can be made 365 days prior to the arrival date
- All reservations will need to be paid in full at time of booking
- \*Designated group sections will need to call 419-968-2211 to make reservations
- Campspot charges a small fee for processing/handling
- Online reservations will speed your check in time when you arrive!
- For an additional fee you can ‘lock’ your chosen site to guarantee you can’t get moved
- Golf Carts and loads of firewood can also be reserved during the booking process.
- All sites still include 2 adults and 2 children in the base price
- Email confirmations will be sent for all reservations

**The following cancellation policy will apply to all bookings:**

- No refunds or credits will be issued for inclement weather or power outages.

### NON-HOLIDAY WEEKENDS

- Cancellation 8 or more days prior to arrival date: \$10 fee
- Cancellation 3-7 days prior to arrival date: \$10 fee, remaining balance will be held as \*camp credit
- Cancellation 0-2 days prior to arrival date: \$10 fee plus 50% of reservation will be forfeited

### HOLIDAY WEEKENDS

- Cancellation 15 or more days prior to arrival date: \$10 fee
- Cancellation 8-14 days prior to arrival date: \$10 fee plus 50% of reservation will be forfeited
- Cancellation 0-7 days prior to arrival date: 100% of reservation will be forfeited
- No Shows on holiday weekends will be charged the full 3 day rate

Overall, we feel the new online booking will make a tremendous difference in the reservation process as well as in speeding up the check in process when you arrive! Thank you in advance for being understanding as we all learn together. We understand there will be some questions along the way and we are here to help, just give us a call! Have a safe winter, see you next spring!

Take care!

~The Niese Family