



# LA CROSSE COUNTY CAMPGROUND RESERVATION and CANCELLATION POLICY



NOTE: This policy applies to Goose Island Campground only as Veterans Memorial Campground does not accept reservations.

1. Online reservations for campsites will be accepted beginning January 1<sup>st</sup>. Telephone reservations for campsites will be accepted beginning January 2<sup>nd</sup> or the 1<sup>st</sup> working day of each year.
2. Reservations may be made:
  - a) Online and via Telephone - with credit card only
  - b) In person - with cash or credit card
3. Reservations will be accepted for a minimum of two nights on weekends.  
**HOLIDAY (Memorial Day, Independence Day and Labor Day) weekends require a three-night reservation.**
4. A non-refundable reservation fee will be charged per reservation.
5. Reservations require payment of the first night's camping fee plus reservation fee at the time reservation is made.
6. A confirmation notice will be generated for each reservation. Preference is to send the confirmation notice via email but may be mailed per request.
7. The camper should bring the reservation confirmation with them for registration at the Campground Store.
8. All sites ***must be paid*** for ***before*** occupying the campsite.
9. The person reserving a campsite must be at least 18 years of age, will be the person responsible for the campsite and will also pay for the campsite.
10. RE-registering for a campsite must be completed prior to noon (12:00 p.m.) and only if re-registration does not conflict with a prior reservation.
11. Check-in Time for arriving campers: 3:00 p.m.
12. Check-out Time: The site must be cleaned and vacated by 1:00 p.m. Late check outs will be charged an additional \$5/per hour.
13. La Crosse County reserves the right to make adjustments in assigning reserved campsites.

## **CANCELLATIONS**

1. All monies, except the reservation fee, will be refunded for a cancellation request received by the Campground Manager **at least seven (7) days prior** to the date the site is to be occupied.
2. All monies, except the reservation fee and one night's camping fee, will be refunded for a cancellation request received by the Campground Manager **less than seven (7) days prior** to the date the site is to be occupied.
3. **No refunds** will be made on cancellation requests received after the site was to be occupied.
4. **No refunds** will be made for any part of a 2 day reservation or a 3 day holiday weekend once the site has been occupied for a portion of that time.
5. Refunds are processed by the Goose Island Campground Manager and will be issued in the same payment mode used for the reservation.
6. Any extraordinary circumstances requiring a decision regarding refunds will be made by the Facilities Director.