



## 2021 St. Croix County Parks Cancellation/Refund Policy

This policy defines what, when, and how the Parks Division of the Community Development Department (CDD) will administer cancellations for camping and shelters and how credit/refund requests from park users will be handled.

- 1) No Refund or credit for annual passes purchased individually or in conjunction with camping or shelter reservations will be issued. No replacements for annual passes lost, damaged or stolen will be issued.
- 2) Park staff shall accept camping and shelter reservation cancellation requests from park users in writing, online, via phone, email, or in person.
- 3) Cancellation requests for campsites and shelter reservations must be received by CDD park staff a minimum of **2 days prior** to the arrival/check-in date or event date; if cancellation is not received 2-days prior, **NO REFUND WILL BE ISSUED**.
- 4) **Cancellation of reservations whether by Debit Card, Credit Card, Cash or Check will be issued a Credit Code to use on a future reservation. The Credit Code will be good through December 31<sup>st</sup> of the year following the original reservation. No monetary refund will be issued.**
- 5) **The \$10 Reservation Fee is non-refundable for all camping and shelter reservations.**
- 6) Park patrons may cancel reservations themselves through the online system or call the park office, (715) 381-4440. The cancellation must be 2-days prior to the arrival/event date, the \$10 reservation fee will not be included, a Credit Code will be issued for use on a future reservation.
- 7) To avoid loss of the \$10 reservation fee, park patrons may when cancelling immediately transfer the reservation to a different date within the same calendar year.
- 8) Once a campsite or shelter reservation is cancelled, the campsite or shelter will be made available for new reservation or general use immediately.
- 9) If a park patron fails to arrive on the date of reservation with no notification of late arrival, the campsite will be made available for reservation or general use at 9:00 am on the day following the date that the site was to be initially occupied.

Any questions regarding cancellations should be directed to:

Park Property Manager 715-381-4440

Park Administrator 715-381-4436