

Office: 816 Franklin St. Keosauqua, IA 52565, 319-293-3589

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# Campsite Reservations Agreement

By your agreement with these terms and conditions, you represent that you are 18 years or older (21 years of age if beer or wine will be available at your campsite) and that you are authorized to make the reservation on behalf of the camping party you have listed. You further agree to assume full responsibility for the acts, negligence or omissions of the members of your group while utilizing said facilities.

Additionally, you agree that you have read and understand the REFUND and Cancellation POLICY concerning this reservation, and have also read and understand the FACILITY CONTRACT information.

You are reserving a facility in a Van Buren County Conservation Board park. ALL COUNTY PARK RULES AND STATE LAWS ARE ENFORCED. Contact the Park Ranger listed on your reservation confirmation email if you have any questions about park rules, policies or special requests.

Failure to clean up the facility or surrounding area as outlined, or failure to comply with park rules or state laws may result in enforcement action. Van Buren County Conservation may take any legal action necessary to recover damages to county property.

CHECK-IN TIME: After 3:00 PM on your day of arrival. CHECK-OUT TIME: Before 12:00 PM on day of departure.

## Please note: No set-up or take-down of equipment allowed between 10:30 PM and 6:00 AM.

**Refund and Cancellation Policy**

**Please consider this policy prior to purchasing your facility reservation.**

**Reservation Modifications (including date change)**

Requests for any modification to an existing reservation must be made at least two weeks prior to the original reservation date. If the request is for a date change, the new date must be within twelve months of the existing date. A date change must be used for the same type of facility in the same Van Buren County Park. A reservation holder has only ONE opportunity to reschedule their original reservation. All reservation modifications must be made by calling the Conservation Office at (319) 293-3589.

**Reservation Cancellations/Refunds**

* **Cancelling a Reservation:** Customers may move or cancel their reservation up to 4 or more days prior to arrival. A $10 service fee will be withheld from any refund for a cancellation.
* **No Refunds if cancelling** 0-3 days prior to arrival
* If the Van Buren County Conservation Board is unable to provide your facility (or similar facility) in operable condition for the date of your event, a full refund will be issued.
* Please call the Van Buren County Conservation Board Office at (319) 293-3589 to cancel your reservation.
* **A campsite will be held for you until 12 p.m. the day after your arrival date. If you have not called the park before that time, you will be considered a "no show" and the park will cancel your reservation.  If you will miss your first day but plan to arrive later, you must call the office 319-293-3589 during the week days.**