

RV Communities Temporary Cancellation Policy

Dear Valued Guests,

We are reaching out to you in these extenuating circumstances surrounding the Novel Coronavirus (COVID-19) to let you know what we are doing at our RV Resorts to support our guests and remain flexible to your travel needs. You have our commitment that we will do everything possible to ensure these needs are met. Should your plans change, we will provide you with the flexibility and confidence to manage these changes.

Travel Flexibility:

In an effort to meet your travel planning needs in this ever-changing environment we are temporarily relaxing our cancellation policy. We want you to have confidence in your travel decisions and control when you make a reservation with us. If you have a reservation for arrival prior to April 30, 2020 and are unable to fulfill that commitment, you will be allowed to cancel without penalty.

Options:

Cancellation Fees will be waived on cancelled reservations due to arrive on or before April 30, 2020.

Deposits will be held on account and applied to future reservations without penalty.

If you are unable to make a future reservation, please communicate this item with the office and we will be happy to assist you with your deposit.

International Travelers should contact your resort office for details on early departures.

We will continue to monitor and make adjustment or extensions to this policy, as events unfold.

Please contact your resort office for any additional requests and we will be happy to assist you.

Our mission is the health and safety of our residents, guests and employees. We will continue to closely monitor, and strongly urge you to monitor, the latest details from Center for Disease Control (CDC), World Health Organization (WHO) and your local and state Department of Emergency Planning recommendations on steps we can take to help prevent the spread of this virus. As responsible members of our communities we will continue to reinforce the importance of good hygiene, social distancing and effective cleaning protocols with our team members and guests.

Thank you for your support and loyalty,

Be safe in your travels!!!