



Member Reservation Policy

1-800-747-5253

www.sunsetlakesresort.com

**Just 15 minutes from the QC
I-88 Exit 6-Joslin, near Hillsdale**

1. General

- i. This policy and any related materials or terms and conditions may be amended at any time. Details will be provided online, by mail, email, or by posting at the resort.
- ii. Situations may arise that cause management to respond by rearranging your itinerary. If your reservation has been amended the resort will contact you with the circumstances and the new itinerary. Refunds will apply to any downgrades, and upgrades caused by the resort will be free.
- iii. The manager on duty has final say as to final placement of all campers and may override all site selections or placement of your RV or vehicle to better serve all camping guests.
- iv. Members, you, may not “bump” another reservation or cause another camper to have to choose a different site to accommodate your own itinerary.
- v. Do not reserve sites, under your membership, for family or friends; policies exist for them and they should contact the Check-In Office for details. Penalties apply!
- vi. Maximum stays and availability restrictions may be announced at anytime. Currently, C and Mini Golf sections are limited to a maximum of 7 days at a time, with at least one week in between stays during Peak season.
- vii. Prior to moving onto any site, or changing sites, you must be properly checked into the reservations system at the Check-In Office. Remember, someone else may have reserved a site that is empty. As always, never pull onto a vacant site without first clearing it with the Check-In Office. Any unit on a site without proper authorization will be asked to move immediately to accommodate the proper occupant.
- viii. Any reservation or change fees accrued will be added to your account in the reservations system. These fees must be paid in full prior to checking in. At management’s option, these fees can be rolled over to your membership account and billed under the maintenance fee section of your membership account; applicable late fees will apply.
- ix. Changes to existing reservations can be requested by the member and will not be unreasonably withheld. A future change fee of \$2.50 per requested amendment may be implemented.
- x. Members are welcome to check-in anytime, although you may have to wait until your site is open; Members check-out time is 4:00 pm, Non-Members check-out time is 3:00 pm.
- xi. Planning on arriving after hours? Notify staff at the Check-In office on the day of your arrival to confirm your reservation and site number. An estimate of your arrival time will be recorded.
- xii. Reservations are not transferable. Members may not swap reservations or benefit from another member’s reservation.
- xiii. Management reserves the right to review all reservation requests prior to being accepted.
- xiv. Reservations are highly suggested for all members. Anyone with a confirmed reservation will prevail.
- xv. **Any account that becomes more than 30 days delinquent will immediately forfeit all reservation benefits. All previously accepted reservations in the system will be deleted after management makes one attempt to contact the member to arrange immediate payment.**

2. **Campsite Reservations**

- i. Please make reservations online using our Online Member Reservations/Trailer Pull Form, in person at the Check-In Office by completing a Member Reservation Request Form, or by faxing or mailing a Member Site Request Form. Specific site numbers may be requested with reservations and will be accommodated as available, although this is not a guarantee. Absolutely **no verbal or phone** reservations will be accepted. At this time, the online searchable reservations system cannot accept member reservations.
- ii. Any current member may have up to three future reservations on the grid at once (only two may be holiday weekends). Each reservation may be up to 14 days in length. After staying fourteen or twenty-one consecutive days, member must wait seven days prior to returning for another reservation/stay.
- iii. Two additional non-holiday bonus reservations may be allowed for all current accounts in good standing (traveler memberships excluded). These bonus nights will be immediately lost and subsequent future bonus reservations will be deleted if a member fails to show for a reservation, or cancels within 72 hours or less (see Cancellations). If bonus nights are revoked, then the member will have to petition to have them reinstated the following camping season.
- iv. Members are welcome to check-in anytime, although you may have to wait until your site is open; Members check-out time is 4:00 pm, Non-Members check-out time is 3:00 pm.
- v. Cancellation: Please see Cancellation below.
- vi. Effective January 1, 2010 the utility surcharge will increase from \$3.00 to \$5.00 per day. This fee will apply to all sites that offer 50-amp service, regardless of your units electrical needs. The resort is considering infrastructure upgrades in all overnight sections to accommodate the demand for higher amperage. As soon as designs are approved, the site numbers being upgraded will be announced. Those selecting a site that has 50-amp service will pay the surcharge regardless of unit type (the surcharge applies to recap both energy and structural upgrade costs).

3. **Rental Chalet Reservations**

- i. Rental Chalets are available for the use of Adult Members and their Guests. (Discounts restricted to certain membership types.) Members who are dependents under 21 years of age are not eligible to occupy these units without parents present. Contact the resort for rates. Kid tents are not allowed in this area due to space limitations.
- ii. Rental Chalets are fully furnished, including linens & towels. We recommend you bring your food items, soap, pool towels and sleeping bags for kids. Rental Chalets include all linens to start the rental period, but daily service is the responsibility of the member. Shortage, damage or unusual clean-up, will be billed to the member.
- iii. Reservations for rental chalets can be made by contacting the Member Services Center in person or by phone. Immediate payment of the deposit is required at time of reservation. Those choosing to phone a reservation in must utilize a credit or debit card. Payment of rentals will be required at time of reservation. Advanced reservations require a two night minimum stay. A \$10.00 surcharge will be added for

any 1-night rental (not available weekends or at times of high usage). During holiday weekends (Memorial Day, Fourth of July, and Labor Day) a reservation for a 3 or 4 night period is required. Check-in time is 3:00 PM. Check-out time is 11:00 AM. Members are able to request a certain unit number, although due to our small quantity of available chalets management reserves the right to move your cabin to fit maintenance schedules or unforeseen reservation issues. Any additional costs will be waived.

- iv. Cancellation: Please see Cancellations below.
- v. PETS ARE NOT PERMITTED IN ANY RENTAL CHALETS -- fines will apply.

4. **Waiting List**

- i. A member wishing to reserve a site or rental chalet that is not available may request to be on a waiting list. In doing so, member acknowledges that if your request can be accommodated, management will make one attempt to contact you at the email or phone provided.

5. **Cancellations**

- i. Cancellations must be completed in writing. You may make this request in person at the Check-In office, by fax (309) 658-2603, or by email to cancellations@sunsetlakesresort.com.
- ii. Cancellation policies are posted at sunsetlakesresort.com, your cancellation policies are the same as non-members, with the following modifications:
 - a. Cancellations received 14 days in advance are no charge, 13 to 3 days in advance a \$5 fee applies, and during the last 72 hours including the check-in day, a \$10 fee applies. No shows/No cancel will be billed one night at the non-member rate.
 - b. Managers must approve and generate a cancellation number. Your cancellation number/receipt is your proof of proper cancellation.
 - c. Those abusing the reservation program in any manner, canceling an unreasonable amount of reservations, or having one No show/No Cancel are subject to stricter limitations imposed by management.
 - d. Altering the dates or details of a reservation within fourteen days of arrival may be considered a cancellation.
 - e. Cancellations may not be immediately returned to inventory and previous requests to the wait list will have priority.
 - f. Upon close of the Check-In Office, if you have not checked-in, or made after hours arrangements with a staff member on duty, it will be assumed you are a no show and your reservation is at risk. You will be assessed the applicable fees disclosed above. Check-In Office hours vary by time of year, please familiarize yourself with these hours when making your reservations.

6. **Trailer Pull**

- i. Advanced pull requests will be accepted in person or online with your campsite reservation.
- ii. Short notice requests may be requested over the phone if you already have a reservation.

- iii. Those who do not have an advanced reservation may request this service verbally the week of the pull, but may find site availability limited (please see Reservations above). We fully encourage you to make advanced written reservations and a trailer pull request the same time. The trailer pull program has its own set of rules and can be viewed online.

7. **Special Events**

- i. The management is interested in working closely with you to coordinate all of your special events. Word of mouth advertising is very helpful, and those visiting for family reunions or company picnics may have never considered our property for a place of recreation or camping without your invitation.
- ii. Please contact the management up to two years in advance for planning, as we are always looking for additional major events such as camping rallies, weddings, family reunions and corporate events of all types.
- iii. Group reservations or special events requiring more than 3 campsites or rentals, or additional resort services, require advanced coordination at least 120 days prior to the event. Such events are not recommended during Holiday weeks. Any group reservation is subject to its own set of policies and payment requirements to be determined by management.

8. **Compliance**

- i. Failure to comply with any resort rules and guidelines may result in suspension of your reservation and or membership benefits.
- ii. Each Campsite and Rental Chalet has a retail per night value available on the website. Failure to comply with rules allows the resort to bill you the full retail value of the site/rental in question for the number of nights it was taken out of inventory for you.
- iii. Management will determine final decisions regarding compliance.

9. **Revisions**

- i. Adopted and revised January 5, 2010 from the 2008-2009 Trial Policy