

Deposits:

All reservations that are *3 nights or less* require **payment in full** at the time of reservation.

Reservations *4- 29 nights* require a deposit of **half (50%) of the total reservation** fee with remaining balance due at check-in.

Reservations 1 month to our maximum length of stay of 5 months and 29 days require a **security deposit of \$300**
Monthly reservations who do not fulfill their original commitment with Vero Beach Kamp will lose their security deposit.

Cabin and cottage rentals require a **security deposit of \$50** that will be returned to you upon check out in your original form of payment should the rental unit(s) be found in the same condition it was rented in and no evidence of smoking or other damage inside the rental unit.

Any damage to Vero Beach Kamp rental units, whether accidental or willful, is the responsibility of the registered guest for each rental unit. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

Holidays:

All holiday weekends require a 3-night minimum stay with payment in full at the time the reservation is made. Holiday weekends are **non-refundable**, and any cancellation will result in the loss of deposit.

Holidays are considered all major bank holidays including but not limited to, New year's, Martin Luther King Jr Day, Presidents Day, Memorial Day, Independence Day, Labor day, Columbus Day, Veterans Day, Thanksgiving, and Christmas. Please view our blackout calendar listed on our website for more information <https://verobeachkamp.com/policies>

Cancellation Policy:

For monthly reservations, i.e. 30 or more days, Vero Beach Kamp requires a **written notice** of cancellation of stay within 3 months (90 days) prior to the start of your original reservation date. This written notice should include **your name, reservation number, a contact number and a complete address to mail your refund check to**. Any reservations made inside this 3-month (90 day) grace period will automatically default to a non-refundable status and any cancellation of a reservation will result in a loss of security deposit. Monthly reservations who do not fulfill their original commitment with Vero Beach Kamp will lose their security deposit

A refund of less 10% of the security deposit and a processing fee will be refunded to you via check in 4-6 weeks.

For daily reservations, i.e. less than 30 days, Vero Beach Kamp requires a notice no later than **24-hours** before check-in time. Please note that check-in time is **1:00 pm** Please confirm your address upon cancellation to ensure no delay in the refund process. All cancellations made outside of the proper time frame will forfeit the entire deposit.

A refund of deposit, less 10% of total stay and a processing fee will be refunded via check in 4-6 weeks.

No-show Policy:

Any guest that has not arrived within **24 hours** of the first day of their reservation check-in time and has not contacted the park staff will be considered a canceled reservation and will forfeit their entire deposit. Our office can be contacted by phone or email during normal business hours.

Refund Policy:

There are NO refunds after check-in. Refunds will not be given due to weather conditions, voluntary departure, acts of nature or removal from park. Any refund of pre-check-in cancellations will be processed in 4-6 weeks and be returned to you via check in the mail.

