

Frequently Asked Questions



1. Can my friends and family come visit?

Absolutely! You must register your visitors at the Front Desk and pay an additional fee of \$10 per person, per night during in-season dates or \$5 per person, per night during off-season dates. The maximum occupancy and vehicle count per campsite or vacation rental will apply.

2. Can I bring pets? Is there a fee?

Yes, your furry four-legged family members are welcome! All pets must wear current and valid rabies tags, be leashed, cleaned up after, attended to at all times, and not be aggressive or exotic. Pets are the responsibility of the owner, however we reserve the right to exclude or remove any animal we deem aggressive or for any other reason in management's sole discretion. Pets are allowed on all campsites free of charge. Pets are allowed in vacation rentals with a \$50 plus tax non-refundable fee.

3. Do you supply life jackets?

Yes, we have life jackets available for the canoes, kayaks, and inflatable Aqua Park.

4. Are there any items you recommend bringing?

We suggest packing your bicycles for quick transport between amenities. Fishing poles for the lake would be a great idea, too - the fish love hot dogs! If you're staying in a vacation rental, don't forget to bring bedding, food, toiletries, BBQ utensils, and chairs to relax around the campfire.

5. Is the WaterZone, Mini-Golf Course, and Laser Tag included in my stay?

The WaterZone, Laser Tag, Mini-Golf Course, Jump Pad, canoes, kayaks, and most daily activities are included with your stay! There are some additional fees associated with activities where you take something home - for example, ceramics, tie-dye shirts, sand art, candle art, etc.

6. Are fireworks and/or drones allowed?

Neither fireworks nor drones are permitted on property. We host a fireworks show for the July 4th holiday.

7. May I bring my personal golf cart, UTV, or ATV?

You may bring your personal golf cart or UTV, as long as you provide a copy of the Certificate of Insurance. This can usually be added to your vehicle or home owner's insurance. Without this on file, your personal golf cart or UTV will not be permitted on property. ATVs are not permitted.

8. What time is check-in and check-out?

Check-in is 2:00 PM for campsites; 3:00 PM for vacation rentals. Check-out is 1:00 PM for campsites; 11:00 AM for vacation rentals.

9. Do you offer early check-in?

If you'd like to check-in early, please call the Front Desk the day of your arrival to verify availability.

10. Do you offer Day Passes for guests who'd like to use the WaterZone or other amenities without staying overnight?

Unfortunately, we do not offer Day Passes at this time. You must book a campsite or vacation rental, or be visiting a registered guest during their stay.

11. When are the WaterZone and pool open?

The WaterZone and pool are open May 24 - September 2, 2019. From May 24 - June 21, 2019, these amenities will be open on weekends only.

12. Should I reserve a golf cart ahead of time?

Yes! We recommend reserving a golf cart at the same time you reserve your stay, as we often sell out.

13. May I bring my own firewood?

Firewood may be brought in if it is in accordance with New York State Law. Untreated firewood may not be moved more than 50 miles from its source. Firewood may only be imported into New York State, or moved more than 50 miles from its source within New York State if it has been treated (heated to at least 160°F for 75 minutes) and labeled as "New York Approved Treated Firewood/Pest-Free" by the producer.

14. How far in advance should I make my reservation?

We recommend reserving at least 6 months in advance as we do fill up quickly. Reservations for the upcoming year open every Memorial Day weekend.

15. What is your cancellation policy?

Notice of cancellation must be received 7 days prior to your arrival date for campsites and 14 days prior to your arrival date for vacation rentals, less a \$20 fee for valid cancellations. No refunds will be given for cancellations with shorter notice or due to weather. All seasonal reservation payments are non-refundable and non-transferable. Refunds are prohibited for weather condition, voluntary departure, and acts of nature or evictions.

16. Do you offer WiFi or cable?

We do offer complimentary WiFi throughout the resort but you are unable to stream movies through this service. We do not offer cable.

Have a different question?

Call (800) 582-9135 or email jellystone@suncommunities.com.