

Rules & Regulations / Frequently Asked Questions

Yogi Bear's Jellystone Park™ at Birchwood Acres • 85 Martinfeld Road, Greenfield Park, NY 12435



Rules & Regulations

Check-In: Check-in is 2 PM for campsites; 3 PM for vacation rentals.

Check-Out: Check-out is 12 PM for both campsites and vacation rentals, however you may enjoy the park facilities until 2 PM on day of departure. Late check-out may be available for \$25 - if interested, please check with our Front Desk team the morning of your departure.

Quiet Hours: Please be courteous to the guests around you during all hours of the day. Quiet time is enforced from 11 PM - 8 AM. Please, no loud talking, loud radios, loud televisions, or other loud noise at any time. We do enforce a curfew – children under age 18 may not leave their site after 10 PM unless accompanied by an adult.

Speed Limit: The speed limit is 5 MPH. Slow down and relax! Please do not drive with passengers on hoods, trunks, or tailgates. Be extra cautious near children!

Guests/Visitors: Additional guests and visitors must register at the Ranger Station. Overnight guests must pay \$16 per adult, per night and \$7 per child, per night. Day visitors must pay \$8 per adult and \$7 per child. The maximum occupancy and vehicle count per campsite or vacation rental will apply.

Pets: Your 4-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 select vacation rentals (advance notice required) with a \$75 plus tax non-refundable fee. Limit 2 pets per site. Visitors may not bring pets.

Vehicles: We allow a maximum of 2 vehicles per campsite or vacation rental. Please do not park on other sites. Vehicles must display valid passes.

Pool & Lake Parking: Please parallel park on the grass completely off of the main road.

Bicycles: Bicycles are permitted during the day. Children must ride slowly, stop at crossings, and use helmets.

Campfires: Campfires are permitted inside the fire rings provided. Do not stack the rings.

Firewood: Please do not cut any standing trees or branches. You may use wood found on the ground or purchase from the Ranger Station. 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.

Dish Washing: Please wash dishes at your campsite or vacation rental, not in the Comfort Stations or laundry areas.

Alcohol & Drugs: Moderation and legal behavior is required. Please do not drink and drive!

Non-Permitted Items: Skateboards, hoverboards, scooters, rollerblades, rollerskates, motorcycles, motorbikes, fireworks, firearms, and drones.

Disclaimer & Photo Consent: By accepting a reservation, Guest hereby waives, releases and discharges and covenants not to sue Sun Communities for all claims and liability for personal injury, accidents, property damage, any other claim arising out of or in connection with Guests' use of the Rental/Property. Further, Guest agrees to defend, indemnify and hold harmless

Sun Communities from all losses, claims, expenses and demands, including attorneys' fees, that Sun Communities may incur arising out of or in connection with Guests' use of the Rental/Property. Guest further agrees to be responsible and liable for the actions and safety of every person in their group. Each registered guest grants Sun and/or its promotional partners the right to include photographic, video and other visual portrayals of all registered guest(s), any extra persons registered and his/her children (minor or not, if applicable) in any medium and for any purpose and agrees that such portrayals shall be Sun's sole property. If you choose to opt out of this photo consent, please contact our Ranger Station to obtain a photo consent opt-out form.

FAQs

How far in advance should I make my reservation?

We recommend reserving as soon as possible as we do fill up quickly. Reservations for the upcoming year open every Memorial Day weekend.

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 they sell out fast. Add a golf cart to your reservation for just \$54 per night. A 2 night minimum is required or 3 nights during holidays.

What is your cancellation policy? Refunds are prohibited for weather condition, voluntary departure, and acts of nature or evictions. Cancellations made at least 14 days in advance of your reservation will be subject to a \$50 processing fee. The remaining balance will be refunded in the form in which it was paid. For cancellations less than 14 days prior to the arrival date, deposit paid will be forfeited by the guest.

Do you offer early check-in or late check-out? Early check-in and/or late check-out may be available depending on occupancy. If interested, please call the Ranger Station the day of your arrival or departure to verify availability. A fee will apply.

What is the late check-in procedure? If you will be arriving after the Ranger Station has closed, we will leave a site map or envelope on the exterior of the side door of the Ranger Station which will include your name, site number, and key if applicable. We ask that you check-in with the Ranger Station in the morning. Please note that if you are on a campsite, you cannot set up after 11 PM as that is when quiet hours begin.

What is the maximum occupancy per campsite or vacation rental? There is a maximum occupancy of 6 people per campsite or vacation rental, including infants.

Are there any items you recommend we bring? Our sites are not equipped with grills, so we recommend bringing a camp stove or grill. Pack your bicycle 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 linens, pillows, towels, toiletries, and chairs to relax around the campfire.

What amenities are included in my stay? Every reservation includes unlimited access to the WaterZone, pool, and our award-winning recreation program! Some activities such as ceramics, tie-dye, oyster necklaces, mystic lights, laser tag, boat rentals, meals with the Bears, etc. require a small additional fee.

May I bring my personal golf cart, UTV, or ATV? If you are a seasonal guest, you may bring your personal golf cart for a fee (\$), 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 will not be permitted on property. UTVs and ATVs are not permitted.

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

When does the WaterZone and pool open? The WaterZone and pool are open weekends only from May 25 - June 21, 2019 and daily from June 22 - September 2, 2019.

Can we bring bicycles, scooters, or skateboards? We suggest packing your bicycles and helmets for quick transportation between amenities. In New York State, all bicyclists under the age of 14 years old are required to wear safety certified bicycle helmets when they are operators or passengers on bicycles. Children age 1 to 4 must wear a certified bicycle helmet and ride in specially designed child safety seats. Scooters, skateboards, hover boards, roller skates and inline skate are NOT permitted on property.

Do you supply life jackets? Yes, life jackets are required and provided for the paddleboat, row boat, and barracuda rentals.

Do you offer Wi-Fi or cable? Complimentary Wi-Fi is available throughout the resort, with an upgraded premium service option (\$) available for streaming movies. Basic cable can be accessed by all sites, except our primitive tent sites and water and electric only sites.

Have a different question?

Email jellystonebirchwood@suncommunities.com
or call (888) 726-7804.

