



2021 TERMS & CONDITIONS

Be informed and enjoy your vacation. Please read the Terms & Conditions carefully. You may be required to sign a copy indicating your understanding upon arrival.

It is our goal to provide services and products which enable all of our overnight guests to enjoy their vacations in a safe, secure, and memorable environment. These Terms & Conditions are written in everyone's best interest to achieve that goal. During your vacation, we encourage you to take full advantage of our activities/events and amenities. Our most important rule to remember is to HAVE FUN. If there is anything we can do to make your stay more enjoyable, please let us know. *Resort Management reserves the right to revise Rules/Terms & Conditions due to mandates/rules/regulations as set forth by government officials due to COVID-19.

RESERVATION POLICIES

PAYMENT

All reservations, regardless of stay type require a 50% deposit via credit card. For all reservations, the balance must be paid in full upon arrival.

CANCELLATION POLICY

Nightly or Weekly Stays: No refunds on or after arrival. Cancellations made at least 7 days in advance will be refunded in the form in which it was paid. Deposit will be forfeited for all reservations cancelled less than 7 days prior to your arrival date.

Monthly Stays: No refunds on or after arrival. Cancellations made at least 45 days in advance will be refunded in the form in which it was paid. Deposit will be forfeited for all reservations cancelled less than 45 days prior to your arrival date.

Refunds are prohibited for weather condition, voluntary departure, acts of nature, or evictions. Any refund processed will be refunded in the same form that it was originally paid or a reservation credit can be issued towards a future stay to be used within one year from the date the reservation credit was issued. All refunds processed via credit/debit card, will be processed back to the original credit/debit card used, no exceptions.

CHECK-IN AND CHECK-OUT

CAMPSITES Check-IN time: 2pm

RENTALS Check-IN time: 4pm

CAMPSITES Check-OUT time: 11am

RENTALS Check-OUT time: 11am

Late check-in's and out are available upon request and based on availability and subject to an additional fee - please see main office.

For Vacation Cottage Rentals, keys must be returned to the main office by your designated check-out time in order for your key deposit to be refunded.

ACCOMMODATIONS & SITE LOCATION

All site numbers are subject to change prior to arrival, **unless a site lock fee was paid with your reservation.** We reserve the right to change site numbers for all reservations at our discretion without prior notice. No refunds/discounts will be issued due to site number changes.

For RV sites - a maximum of 1 camping unit is permitted per site. Use of tents or secondary units on vacation cottage rental sites is prohibited.

SECURITY DEPOSIT (VACATION RENTALS)

Upon check-in, a credit card will be required for a \$300 security deposit. This amount will be held as a pre-authorization on your credit card, nothing is charged to the card unless there is damage done to the vacation cottage/site during your stay, or excessive cleaning required upon your departure.

PERMITTED OCCUPANTS

Rates are based on 2 adults and 4 children. Additional fees of \$6/person/night will be added for any additional family members. We are a family resort and as such we will not accept bookings from individuals under the age of 21. This means if you are not a family travelling with your children, everyone on the reservation must be over the age of 21. We reserve the right to cancel a reservation without refund if this is not met.

GENERAL RULES

QUIET HOURS

11pm to 8am daily

Children under the age of 18 must return to their site by 11pm.

GUESTS

Only registered guests are allowed to use the resort and its amenities. Please have all your guests register at the office; subject to additional fee. Guests are not allowed in the resort after the office has closed for the evening. Daily guest fees \$6 daily. Overnight guest fees \$8/child, \$10/adult.

SAFETY

Children under the age of 16 must be supervised at all times (including on your site, while using amenities or common areas, and within amenity buildings). Children under the age of 16 must wear helmets when riding bikes. Anyone under the age of 18 must be on their sites by 11pm unless accompanied by a parent or guardian over the age of 25. Skating, scooters, or bikes are prohibited after dark.

CAMPFIRES

Camp fires must be within the provided metal rings. Please do not remove fire rings or tables from other sites. Please ensure that your fire is completely extinguished before retiring for the night. Fires must be extinguished by 1am. Camp fires may not be left unattended. Burning of leaves, debris, or processed wood is prohibited.

PETS

Pets are not allowed in our vacation rentals, within the pool area, or within building amenities. Dogs must be up-to-date on all vaccinations and records must be presented upon arrival. No pets in pool area. Only non-aggressive dogs and/or cats are permitted in the resort. Pets must be kept on a leash at all times (including on your site). Animals cannot be a disturbance to other campers. Please ensure you clean your site & surrounding area of any pet waste prior to your departure.

FISHING

Fishing in the lake is for sport only - Catch and Release.

INDIAN CREEK RV & CAMPING RESORT
4710 LAKE ROAD EAST, GENEVA ON THE LAKE, OH 44041
440.466.8191 | www.indiancreekresort.com



2021 TERMS & CONDITIONS

Be informed and enjoy your vacation. Please read the Terms & Conditions carefully. You may be required to sign a copy indicating your understanding upon arrival.

ACCOMMODATIONS/SITE RULES

RV/Trailers must be connected to sewer with proper tight connections. Gray water may not be disposed of on the site other than in sewer, otherwise all must be disposed of in dump station.

Please do not flush baby wipes, sanitary napkins, etc down the toilet.

Please register before setting up any equipment on a site.

Please do not attach anything to the trees/shrubs for (including but not limited to nails, clothes lines); disobeying may result in a \$50 fine.

Sink waste water cannot be disposed of on the ground; must be connected to sewer or caught in a closed container.

GARBAGE/RECYCLING

All garbage is to be disposed of in the designated garbage bins area receptacles, as located on the Resort Map. Dumping of furniture, mattresses, grills, TV's, bikes, lumber, appliances, carpets is prohibited; must be removed from the resort and disposed of off-premise. Recycling is not provided at the resort.

LAUNDRY

Washer and dryers are available in the on-site laundromat located at the front of the resort. There are also coin operated laundry facilities located within the lobby of each bathhouse facility. Please be sure to keep laundry facilities clean after use.

SMOKING

For your health and enjoyment of everyone, all accommodations are non-smoking. A \$200 Smoking Fine will be charged to your credit card if you smoke inside accommodations or facilities. Smoking/vaping is allowed on your own sites only and are prohibited in all communal areas unless designated. Cigarette butts must be disposed of in the designated receptacles.

GOLF CARTS

Golf carts are available for rent on a first-come-first-serve basis.

Personal golf carts are permitted, however, must be registered at the main office; proof of ownership and valid \$1,000,000 liability insurance is required. Personal golf carts (electric or gas) must have working headlights/tail lights. All operators of golf carts must have valid driver's license.

ATV's, dirt bikes or other motorized toys, or non-licensed/non registered vehicles are prohibited.

FIREWORKS

Fireworks (excluding sparklers) are not permitted on property.

POOL & SWIMMING

Hours and rules are posted at the pool. All children under the age of 16 must be accompanied by a parent or guardian over the age of 25 while at the pool. The Adult Pool is reserved for individuals over the age of 21. First Aid equipment is available at the pool. Our pool is monitored and maintained to meet standards of the Health Department.

VEHICLES & PARKING & RESORT ROADS

All vacationers and/or guests must display the vehicle tag (provided by the office) in visible sight at all times. Each site accommodates a maximum of 2 vehicles. Any additional vehicles cannot be parked on other sites and must be registered and parked in Visitor/Guest Parking. Please obey all posted signs and speed limits. The speed limit in the resort is 5mph. Please watch for children and pedestrians at all times. Rules and Regulations under the Highway and Traffic Act apply within the resort. The washing of vehicles is prohibited within the resort.

ALCOHOL & GLASS CONTAINERS

Alcohol is only permitted on your site. Alcohol abuse will not be tolerated. Glass and glass bottles must remain on your own sites. Open alcohol is forbidden in all vehicles. Alcohol is not permitted in the pool area or at the lake area.

RESTROOMS & SHOWERS

Children under the age of 16 must be accompanied by a parent or guardian over the age of 25 while using the restrooms and showers. Washing of dishes is prohibited in the communal restroom areas. Please do not flush baby wipes, sanitary napkins, etc down the toilet. Please remember to keep restroom facilities clean after each use.

EXCESSIVE WEAR AND TEAR

The person making/paying for vacations are financially responsible for the cost of repairs arising from any damage beyond normal wear and tear within a vacation rental including but not limited to carpet/floor stains, interior wall damage, appliance repairs arising from improper use, window and window covering damage, permanent linen stains, dry cleaning costs associated with stains, breakage, theft, and any other damage noted on departure incurred, sustained or brought by any person occupying or using the accommodations.

AMENITIES & FACILITIES

Playground equipment and other amenities are used at your own risk. The playgrounds close daily at dusk until 8am the following day and may not be used throughout the night.

Please remember that all amenities are on a seasonal, weather dependent schedule and may have limited hours during the Spring and Fall. We reserve the right to close any facilities at our discretion without prior notice. When not indicated on the website, we suggest contacting the main office for hours and seasonality of amenities.

PRIVACY & VACATIONING WITH RESPECT

Please be considerate of your fellow neighbors, privacy, and space. Please do not walk-on, nor pass through other sites. We hope you enjoy our resort, and we ask that you treat others with respect at all times. Please respect our local culture, wildlife, and seasonal guests. Be mindful of our local bylaws and conservation of our resources.

INDIAN CREEK RV & CAMPING RESORT
4710 LAKE ROAD EAST, GENEVA ON THE LAKE, OH 44041
440.466.8191 | www.indiancreekresort.com