

## Reservation policy

All reservations are taken on a first come - first served basis. If you are booking your reservation more than 30 days before your arrival date, we require a nonrefundable deposit equal to one night's rental for each unit reserved. This deposit must be paid with a valid Master Card, Visa, Discover or American Express. The balance is due, in full, 30 days prior to your arrival date. If you place your reservation, less than 30 days before your arrival date, we require the entire stay to be paid in full when you book your reservation. Please reserve what you need, but keep what you reserve.

Please read your letter of confirmation carefully, especially check your dates and cabin information and let us know in advance if there is an error. When you arrive to check in it is a good idea to have your letter of confirmation with you, so there are no misunderstandings.

We cannot and do not guarantee good weather, river flow, road conditions, you or your family's health, or your car's mechanical condition. We simply cannot afford to hold these homes for up to a year and then have them sit vacant because you changed your mind. We understand that sometimes health, weather, or other reasons can cause the trip to be canceled or shortened. This is why we strongly suggest you obtain trip insurance if there is any possibility you may have to leave early or cancel. This insurance will reimburse you for any losses. Just type "trip insurance" in your favorite search engine (this is very inexpensive) or ask your travel agent.

We reserve the right to refuse service or rent a cabin to anyone. Anyone who is rude, demanding, obnoxious, destructive, underage, intoxicated or threatening to any employee of River Oaks Resort will be asked to leave immediately without a refund and will not be allowed back on any River Oaks property. We believe that any problem should be resolved professionally and calmly. If there is ever any problem during your stay, it must be reported immediately to the office or our after-hours numbers so we can solve it as efficiently as possible. Sometime things may happen during your stay which is out of our control, for example- an AC may freeze up, or a septic may back up, a refrigerator may not cool, or you may experience ants or other wildlife. We will always do everything in our power to correct the situation, but that does not mean we will offer discounts, because it would be too difficult to apply it fairly from situation to situation.

We will not accept reservations from anyone who has ever been a "no show" with us.

A three night minimum stay is normally required for advance summer and holiday reservations, however, sometimes we will not have a three night opening, but instead have a shorter or longer opening. We will then sell the size opening most advantages to us. For example: we will not sell the middle 2 or 3 nights of a 5 night opening but will sell the top or bottom two or three so we can have a two or three night stay for someone else. Sorry, but this is just sound business.

Note: We realize that many times you invite friends / family to share your vacation; however the person making the reservation is the one responsible for paying for the unit and for any charges incurred during the stay.