

## **FREQUENTLY ASKED QUESTIONS**

**What is your cancellation policy?** The cancellation fee is equal to one night reservation fee plus a \$10 cancellation fee outside of 48 hours. The remaining balance of the reservation fees will be refunded. There are no refunds within 48 hours of a reservation.

**When is check-in and check-out?** Check in is after 1pm and check out is before 11am. Late check outs may be requested at the gatehouse for an additional \$10 if site is available.

**How many vehicles may I have at my campsite?** Up to two vehicles are allowed at each campsite. The first vehicle is included in your reservation fee and the second vehicle is \$6 per night. A tow vehicle is considered an extra vehicle. Motorcycles and scooters are \$3 per night. There are no extra vehicles allowed in the Tent Cabin Village. If you are renting a tent cabin you may only bring one vehicle per tent cabin. Daily use visitors may purchase a visitor pass for their vehicle for \$5 and come and go to the campsite throughout the reservation but may not remain overnight.

**How many people may I have at my campsite?** Up to 6 people are included in your campsite fee. Additional people may be added for \$6 per person per night up to a maximum of 2 additional people.

**Do you allow dogs?** Yes! Up to 3 dogs are allowed per site for an additional fee of \$2 per dog per night. Please remember to keep your dog restrained at all times while outside your tent, car, or RV. Dogs may NOT be left unattended at any time or be allowed to bark incessantly causing a disturbance for other campers.

**Do you allow campfires?** Each campsite is equipped with a campfire ring. All campfires must be contained within the campfire ring and NEVER be left unattended. Firewood is available for sale on site or at a nearby grocery store. It is illegal to collect and chop firewood from the surrounding forest or property.

**Do you have hookups?** There are electric and water hookups in A loop and electric only in B loop.

**Do you have showers?** Yes! Hot showers are available to registered campers for .50 cents for 3 minutes and up to \$1.25 for 7 ½ minutes. Showers are located on each end of the campground near A and B loop and near E and F loops. Please bring coins.

**How far is the nearest grocery store?** Safeway is located one block to the east of the campground on Lake Tahoe Blvd.

**Do you have bears?** Yes! We also have coyotes, raccoons, squirrels, ravens, and other wildlife. It is the campers responsibility to keep food locked up inside a vehicle or RV at all times. Bear proof trash receptacles are located throughout the campground. All campers are required to dispose of trash daily.

**Where can I park my boat trailer?** Boats and boat trailers are not charged an extra fee. If your boat trailer does not fit on your site you may park it in our boat trailer parking area located between loops C and D near the park entrance.

**Do you have WIFI?** Yes. Please be advised that during peak periods and weather events wifi signals become weak and spotty. The County library is adjacent to the Campground and offers access on a more consistent basis.

**Do you have cell phone reception in the campground?** Most of the time. Similarly to Wifi signals, cell phone signals can be weak at times.

**How far is it to Lake Tahoe from the campground?** The campground is located in the recreation hub of South Lake Tahoe. Lakeview Commons at El Dorado Beach is the most beautiful beach and park and located directly across Lake Tahoe Blvd from the campground. The cross walk is located near C and B loops.

**Do you have a dump station?** Yes! The service is FREE for registered campers. For non-registered campers the fee is \$10.

**Are generators allowed?** Yes. Please be courteous to your neighbors and keep generator use to a minimum and between the hours of 7am and 9pm.