



POLICIES / RULES

CAMPSITE RESERVATION POLICIES:

- We cannot guarantee specific sites on short days, however, we do our best to honor all requests.
- Make your reservation for the entire length of your stay; renewal of your site cannot be guaranteed.

PAYMENT:

Pigeon River Campground accepts cash, Visa, MC, Discover, and AMEX. Personal checks are not accepted.

Deposit:

- To guarantee your cabin, a 50% deposit will be charged to your credit card at the time you make your reservation. You'll receive a confirmation email from the campground once your reservation is completed.

- If you arrive with more people than you indicated on your reservation, please let us know upon arrival.

- All reservations must come to the office and register before going to your cabin.

CANCELLATION POLICY:

A 21 day cancellation notice is required to cancel your reservation. There is a \$20 cancellation fee. If you need to cancel your reservation, please call us before the deadlines listed below to receive a refund of your deposit, minus a cancellation fee. **Reservations made after these deadlines** require nonrefundable deposit.

-No refunds for early departure or no shows.

- Since we are not responsible and cannot control the weather, we do not issue weather related refunds.

CAMPGROUND POLICIES:

Our campground is a beautiful place to enjoy the Smoky Mountains. Common sense and common courtesy will make it a pleasant experience for everyone. Please do not shorten your stay by not observing rules and/or interfering with another's right to an enjoyable stay.

Checkin Time: 3:00 PM

Checkout Time: 12:00 PM

Store Hours are 8:00AM to 5:00PM

Visitors must checkin at the office \$5/day visitor fee

No cutting down of trees, branches, bamboo, etc. No exceptions.

All garbage must be placed in garbage receptacles and not left in campsites. DO NOT leave trash out overnight.

Campfires are permitted only in fire rings, with adult supervision. Guest are responsible for safely extinguishing campfires before retiring for the night.

Speed Limit 5 MPH. Please obey ALL traffic signs and rules.

Absolutely NO Fireworks within the campground.

No firearms are permitted on campground property.

Alcohol may be consumed at your campsite by persons of legal age drinking in a responsible manner.

Parents are to supervise and assume responsibility for all actions of their children.

GUESTS are financially liable for damage caused by children or anyone else in their family, or the guests of GUESTS.

Children under the age of 16 are not allowed at pool/pavilion area at any time unless accompanied by adult.

Minibikes, motorized bikes/scooters and motorcycles are not to be ridden at the Pigeon River Campground unless entering or leaving the campground.

Any bicycles ridden in the parking lot or driveways shall be at the risk of the GUEST, parent or guardian as these are designed for vehicle traffic.

Secure food at all times to avoid attracting wildlife.

The Pigeon River Campground is not responsible for any damage or theft. Please secure your belongings.

No smoking in common areas. No smoking inside cabins. Cigarette butts must be discarded appropriately.

SWIMMING POOL/PAVILION:

No Lifeguard on duty.

No diving allowed.

Children under the age of 16 must be accompanied by an adult when in pool/pavilion area.

No glass containers may be taken to pool/pavilion.

Guest and the guest of Guests must keep the area clean.

No pets in pool area.

No smoking in pool area.

No food or drinks allowed in the pool.

PET AND ANIMAL RELATED POLICIES:

Pets are allowed in the cabins with a \$75 refundable pet deposit. Cabins must be left in excellent condition to receive full refund.

Pets must be on a leash at all times and not left unattended outside. Aggressive and disruptive pets must be removed from the campground. Clean up after your pet. Non-compliant pet owners are legally and financially responsible for damage/clean up.

HOURS OF OPERATION:

Office/Camp Store 8:00 AM to 5:00 PM

Outdoor Pool Open every day 10:00 AM to 10:00 PM (Memorial Day thru Labor Day.)

Bath House 24 hours

Quiet Hours are 10:00 PM to 8:00 AM

(ALL RATES, DISCOUNTS AND POLICIES ARE SUBJECT TO CHANGE WITHOUT NOTICE)

DIRECTIONS:

The campground address is 3375 Hartford Road Hartford, TN 37753. We recommend not using GPS devices as you may be directed onto unmarked, narrow, gravel rural roads. Directions from Gatlinburg/Pigeon Forge area: Go to traffic light #3 in Gatlinburg. Take Highway 321 North. Go 18 miles until u reach a stop sign. Turn left. Go 2 miles and turn right onto the Foothills Parkway. Go 6 miles. Take I40 East. Go 4 miles to exit #447 Hartford Rd Exit and turn right. Go exactly 1.1 miles. You'll see a sign that says Pigeon River Campground on the left. Turn left into the driveway. Go to the bottom of the hill and we are on the right. Directions from Sevierville/Pigeon Forge area: Take Winfield Dunn Parkway to I40 E towards Asheville to exit #447 and turn right. Go exactly 1.1 miles. You'll see a big sign that says Pigeon River Campground on the left. Turn left into the driveway. Go to the bottom of the hill and we are on the right. Directions from Knoxville, TN: Take I40 east to exit #447 and turn right. Go exactly 1.1 miles.