

Policies / Rules

Campground 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.
- ALL RATES, DISCOUNTS AND POLICIES ARE SUBJECT TO CHANGE WITHOUT NOTICE

Payment:

- Pigeon River Campground accepts cash, Visa, Master Card, Discover, AMEX. Personal checks are not accepted.

Deposit:

- To guarantee your stay, a 50% deposit will be charged to your credit card. 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 campground guests must come to the office and check-in.

Cancellation Policy:

- We have a 48-hour cancellation policy on campground reservations. You must call 48-hours **prior** to your stay in order to receive a refund.
- No refunds for early departures 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 following the rules and/or interfering with another's right to an enjoyable stay.
- 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.

- DO NOT LEAVE TRASH IN FIRE PIT (INCLUDING CIGARETTE BUTTS) \$50 FINE
- Speed limit is 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. Drink 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 party.
- Children under the age of 12 are not allowed at pool/ pavilion area at any time unless accompanied by an 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 driveway 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. There is \$250 fine for smoking inside cabins. Cigarette butts must be discarded appropriately.

Swimming Pool/ Pavillion:

- No lifeguard on duty.
- No diving or running allowed
- Children under the age of 12 must be accompanied by an adult when in pool/ pavilion area.
- No glass containers may be taken to pool/ pavilion.
- Guests must keep the area clean.
- No pets in pool area.
- No food or drinks allowed in the pool.

Pet and Animal Related Policies:

- Pets are allowed in the cabin with \$20 fee per pet. Cabins must be left in excellent condition.
- Pets must be on a leash at all times and never 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 9:00 AM at 5:00 PM (varies during slow season)
- Check-in: 3PM
- Check-out: 12 noon
- Outdoor Pool opened everyday 10:00 AM to 9:00PM (Memorial Day thru Labor Day.)
- Bath House 24 hours (restrooms closed one hour for cleaning)
- Quiet Hours 10:00PM to 8:00AM