

## **Pigeon River Campground Policies and Rules**

Updated June 2024

### **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 for 1 to 2 tent site reservations and 1 to 2 RV site reservations. You must call 48 hours prior to your stay in order to get a refund.
- Since we only have a total of 6 camping cabins we require a 2 week notice cancellation. You must cancel 2 weeks prior to your stay in order to get a refund.
- If you have more than 2 tent sites or RV Sites reservations we have a 72 hour cancellation policy. You must call 72 hours prior to your stay in order to get a refund.
- If you book the whole campground we require you to cancel a month in advance in order to get a refund.

\*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 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. Guests 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 a \$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 the pool/ pavilion area.
- No glass containers may be taken to the pool/ pavilion.
- Guests must keep the area clean.
- No pets in the pool area.
- No food or drinks allowed in the pool.

## **Pet and Animal Related Policies**

- Pets are allowed in the cabin with a \$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. Noncompliant 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: 3 PM
- Check-out: 12 noon
- Outdoor Pool is open everyday 10:00 AM to 9:00 PM (Memorial Day thru Labor Day.)
- Bath House 24 hours (restrooms closed one hour for cleaning)
- Quiet Hours 10:00 PM to 8:00 AM