

CANCELLATIONS/REFUNDS

In the event you need to cancel a reservation, refunds will not be granted unless the **permit holder** notifies the Reservations Department via e-mail: reservations@ongov.net. Cancellation requests received over the phone will not be considered.

For all Picnic Shelters

- Cancellation requests received via email more than 60 days before the original event date will receive a refund, minus a \$25 per rental day/facility non-refundable administrative charge.
- Cancellation requests received via email less than 60 days before the original event date will not receive a refund. Any payments made less than 60 days before the original event date are non-refundable.

For Arrowhead Lodge, Camp Brockway & Skyline Lodge

- Cancellation requests received via email more than 10 months before the original event date will receive a full refund, minus a \$50 per rental day/facility non-refundable administrative charge.
- Cancellation requests received via email less than 10 months before the original event date will not receive a refund. Any payments made less than 10 months before the original event date are non-refundable.

For Highland Forest Youth Group Camping

- Cancellation requests received via email more than 60 days before the original event date will receive a refund, minus a \$25 per rental day/facility non-refundable administrative charge. If the entire fee is less than \$25, then the entire fee is non-refundable.
- Cancellation requests received via email less than 60 days before the original event date will not receive a refund. Any payments made less than 60 days before the original event date are non-refundable.

For Camp Beaver Lake

- Cancellation requests received via email more than 7 days before the start of a camp week will receive a refund, minus a \$25 administrative fee.
- Cancellation requests received via email fewer than 7 days before the start of camp week will not receive a refund.
- No refunds will be issued for missed or unused days within a camp week. Cancellation requests must be received in writing by emailing campbeaverlake@ongov.net.

For All Other Purchases:

Season Passes, daily passes and program registration fees are non-refundable.