

## **Reservation Transfer, Cancellation, Refund & Voucher Policy**

### **& General Information**

Your reservation covers the nights for campsites listed on your confirmation notification which includes a camping permit for one (1) vehicle for each campsite. The permit will be given to the first vehicle that arrives for check-in. Upon arrival, fees will be charged for a second additional vehicle, cabled and tagged vessels and/or pets. These charges are not included in your initial reservation.

Camp permits are non-transferable and valid only for the vehicle/unit for which the permit is originally issued.

Camping permits in Group and Overflow areas are issued as primary vehicles only. Please refer to the Public Use Fees for specific pricing.

A maximum of eight (8) persons and two (2) vehicles are allowed per site. 2nd vehicle at an additional cost.

#### 1. Weekends and Holiday Weekends Minimums

- (a) 2-night minimum (Friday and Saturday) is required for weekends.
- (b) 3-4 night minimum may be required for some holiday weekends.
- (c) Weekend and holiday minimums cannot be split up.

#### 2. Transfers to Specific Future Date(s)

- (a) A \$10 transfer fee per site will be charged at the time of transfer.
- (b) Reservation date transfer requests should be received 24 hours in advance to check in time (2:00 p.m. of arrival date) and can be made to a specific future date not more than 180 days from date of transfer.
- (c) Reservation date transfer requests received after check in time (2:00 p.m. of arrival date) can be made to a specific future date, not more than 180 days from date of transfer, subject to the following:
  - (1) If the reservation starts with a 2, 3 or 4 night minimum stay (see 1(a) and (b) above), those nights will not be transferred. Any additional nights will be eligible for transfer.
  - (2) For reservations not subject to the 2, 3 or 4 night minimum stay, the first night will not be transferred. Any additional nights will be eligible for transfer.

#### 3. Reservation Cancellation Policy

- (a) Cancellation notices received 48 hours in advance of check-in time (2:00 p.m. of arrival date) will receive a refund of camp fees minus the non-refundable reservation fee and the cancellation fee (\$10 per site).
- (b) Cancellation notices received 24-48 hours in advance of check-in time (2:00 p.m. of arrival date) will receive a refund of camp fees minus the non-refundable reservation fee and a cancellation fee (25% of the total reservation) NO REFUNDS will be made due to inclement weather.
- (c) Cancellation notices received less than 24 hours in advance of check-in time (2:00 p.m. of arrival date) will receive a refund of camp fees minus the non-refundable reservation fee and a cancellation fee (50% of the total reservation)
- (d) Where applicable, refunds are processed upon receipt of a completed LCRA Refund Request Form.
- (e) No cash refunds will be given.

#### 4. Early Departures

- (a) Notice of cancellation due to early departure received prior to noon on the day of departure will receive a refund of camp fees for the remaining reserved nights, subject to 2, 3, or 4 nights

minimums.

- (b) Notice of cancellation due to early departure received after noon on the day of departure will receive a refund of camp fees beginning the day after notification is received, subject to the 2, 3 or 4 night minimum stay (see 1(a) and (b) above).
- (c) All vehicle tags & passes must be turned into Park Staff prior to early departure. All requests are subject to park approval & are not guaranteed.

For assistance in resolving camping issues, please contact [CustomerService@CasitasWater.Com](mailto:CustomerService@CasitasWater.Com)

## GENERAL REGULATIONS

For additional information on the Lake Casitas Recreation Area go to <https://www.casitaswater.org/recreation> and select a topic from the Quick Links.

To view the current ordinance containing the rules and regulations of the Lake Casitas Recreation Area go to [https://mail.google.com/mail/u/0?ui=2&ik=8bf6fc1d25&attid=0.1&permmsgid=msg-](https://mail.google.com/mail/u/0?ui=2&ik=8bf6fc1d25&attid=0.1&permmsgid=msg-f:1866902707716591822&th=19e8921f13a990ce&view=att&disp=inline&realattid=f_mpwud5jm0&zw)

[f:1866902707716591822&th=19e8921f13a990ce&view=att&disp=inline&realattid=f\\_mpwud5jm0&zw](https://mail.google.com/mail/u/0?ui=2&ik=8bf6fc1d25&attid=0.1&permmsgid=msg-f:1866902707716591822&th=19e8921f13a990ce&view=att&disp=inline&realattid=f_mpwud5jm0&zw)

Lake Casitas is a domestic drinking water reservoir. Body contact of any kind with lake water and waterways flowing into Lake Casitas is prohibited. Body contact by any person, child or pet includes, but is not limited to, wading or swimming.

Upon entering the Park, please be prepared to verify the name of the person who made the reservation and the site number. If you have multiple reservations, permits will be distributed in the order of arrival as described in the reservation notes.

Minors camping in the Recreation Area must be accompanied by a responsible adult.

Check-In Time: 2:00 pm      Check-Out Time: 12:00 noon.

Latest Entry: 10:00pm. Please be mindful of your neighbors when setting up during quiet hours.

Quiet Hours: 10:00pm to 8:00am. Please be courteous to your fellow campers. No generators or radios during quiet hours.

**ATTENTION BOATERS!!** - Due to the potential threat of invasive species, Lake Casitas has **RESTRICTED ACCESS TO ALL VESSELS** entering the park. All vessels must be inspected and complete a 35-day quarantine before being allowed access to the lake. Boat rentals are also available. For the most current information, please call (805) 649-2233.

**Tents and Plastic Pools** are not allowed in any landscaped, irrigated areas. Pools or other similar items may be set up in non-irrigated areas after prior approval from Park Staff

**The Speed Limit is 15 MPH** on the main park road and **5 MPH** in all campgrounds, picnic areas and parking lots. Additionally, all applicable sections of the California Vehicle Code apply. Safety belt use is mandatory. Passenger transport in truck beds is prohibited.

**Pets** must be kept on a leash of 6 feet or less, under the supervision and immediate control of a responsible party at all times. **They may not be left unattended** outside a tent, camping unit or enclosed vehicle. Pets are not allowed within 50 feet of the lake's shoreline or streams. Dogs are allowed on vessels.