



LAKE PIRU RECREATION AREA GUIDELINES

Name:	Lake Piru Reservations, Cancellations, and Refund Guidelines		
Approval Authority:	General Manager	Adopted:	04/14/2021
Responsible Executive:	Chief Park Ranger	Revised:	
Responsible Office:	Park and Recreation	Contact:	Clayton Strahan (805) 790-4311

1. Cancellation Guideline

This set of guidelines has been established to protect the District from lost revenue and business associated with guest cancellations for camping accommodations at the Lake Piru Recreation Area and to protect the guest from unwarranted cancellations associated with a planned stay. It is the District's recommendation that all cancellations for camping must be received 72 hours prior to arrival. Cancellations must be made by phone by contacting (805) 521-1500.

In addition to the above, the following applies:

- The District will provide a full refund for all cancellations received 72 hours prior to arrival but will retain the original \$10 non-refundable processing/reservation fee.
- If a guest cancels a reservation with less than 24 hours before their arrival date, the first night's campsite fee is forfeited for each site and the guest will be charged a \$10 cancellation fee per site.
- If a guest must leave the park one or more days early, the guest must notify the staff at the Park's entry kiosk. In such occurrences a guest will forfeit the site fee for the date of departure and be refunded any site fees for the duration of their stay. The guest will be charged a \$10 cancellation fee per site when a refund is applied for additional days.
- If a guest is unable to honor their reservation due to a medical emergency or death in the family, a cancellation fee of \$10 per site will be applied to the cancellation and in addition the District will retain the \$10 nonrefundable processing/reservation fee.
- In cases of inclement weather, when the campground remains open, but a guest chooses to leave, refunds will not be allowed unless a declared evacuation or emergency procedures force a closure of the campground.
- If an emergency or disaster forces closure of a campground, the District will make every effort to notify visitors in advance. All fees, including the reservation fee, will be refunded.
- **Group camp** reservations must be canceled with a minimum of 14 days' notice and will be charged a \$50 cancellation fee in addition to the retention of the \$30 nonrefundable

processing/reservation fee. Group camp reservations canceled with less than 14 days' notice will be charged the \$30 cancellation fee and forfeit the first night's use fee.

2. No-Show Cancellation Guidelines

This set of guidelines has been established to protect the District from lost revenue and business associated with guest cancellations for camping accommodations at the Lake Piru Recreation Area and to protect the guest from unwarranted cancellations associated with a planned stay. It is the District's recommendation that a campsite reservation will be held for a guest until 12 p.m. the day after the initial arrival date for a multi-day stay. If a guest does not call the park before that time, they will be considered a "no-show," and the park will cancel the reservation. The following will apply:

- The guest will not be refunded the amount paid for the campsite.
- Those with one-night reservations that do not arrive and do not call to cancel the reservation will not be refunded any amount.
- Those with multiple night reservations that do not arrive and do not call to cancel the reservation will not be refunded any amount and, after 24 hours, will forfeit the site and the site may be re-rented for use. The guest must notify the park of their intent to arrive late before the check in time of 2:00 p.m. on the second day of their stay.
- If a guest misses the first day, but plans to arrive later, the guest must call the park each day to hold the remainder of the guest's reservation.

3. Refund Policy Guidelines

This set of guidelines has been established to provide the park's guests with security of knowing that the District's behinds the products and services we offer while protecting the District from lost revenue and business. Cancellations made with less than 24 hours will be refunded the balance of the reservation less the cost of one night's use fee, less the non-refundable processing/reservation fee, and less the \$10 cancellation fee per site.

- Refunds for day use shall NOT be granted to a guest whose boat or vessel breaks down.
- Refunds for day use guests shall not be granted based on a customer's dissatisfaction with the water levels, water conditions or shoreline conditions.
- Refunds for Day Use guests shall not be granted to a guest having been in the park more than 15 minutes.
- Refunds for Day Use guests may be granted for those having experienced a medical emergency and/or family emergency that requires them to leave.
- Refunds WILL NOT be granted to a visitor who has been asked to leave the facility or removed from the facility for physical security compliance issues.
- Refunds will not be granted to those who are dissatisfied with the quality of the overflow camping area.

4. Reservation Guidelines

This set of guidelines has been established to provide the guarantee of service to park our guests while simultaneously protecting the District from lost revenue and business. Reservation using www.explorelakepiru.com are for personal use only. The resale, transfer or use for profit activity of

any reservation or memberships is strictly prohibited and will be subject to immediate cancelation without notice, refund, or reimbursement. If a guest attempts or participates in any prohibited or unlawful activity, a guest's account may be blocked, canceled, and voided without notice and the guest may not be allowed to make any reservations or open new accounts. There are currently no approved vendors to operate as third-party partners at Lake Piru. Reservations will be accepted as follows:

- Reservations will be accepted online at www.explorelakepiru.com seven (7) days a week.
- Reservations must be made online 5 days prior to the scheduled stay. Reservations made with less than five (5) days' notice will be required to be made over the phone with a Lake Piru Recreation Area guest service employee.
- Phone reservations will only be accepted Monday through Thursday 8:00 a.m. to 4:00 p.m.
- A reservation is required to camp at the Lake Piru Recreation Area.
- All reservations will be charged a nonrefundable \$10 processing reservation fee.

4a. Check-In and Check-Out Guidelines

This set of guidelines has been established to provide a guest with the parameters for services associated with staying at the Lake Piru Recreation Area and to ensure protection from liability for the District. A guest may check in to a campsite no sooner than 2:00 p.m. on the day of the scheduled arrival. Upon arrival, the guest should present the reservation number to the kiosk employee or work camper on duty, along with a photo ID. The guest will be required to sign a copy of the reservation invoice acknowledging the terms of the stay and will be provided with the appropriate passes to be displayed. Guests checking in after-hours may self-check-in using the confirmation email sent on the day of the scheduled arrival. A guest services employee will provide passes for the next day. Check out time is 12:00 p.m.

4b. Cleaning Deposit Policy Guidelines

This set of guidelines has been established to protect the District from lost revenue, business and time associated with the misuse of the facilities located within the Lake Piru Recreation Area. Group Camp 1 and Group Camp 2 will be charged a \$100 cleaning/security deposit at the time of making a reservation. This one-time charge will be refunded at the time of check-out upon satisfactory inspection of the site. The following items will lead to unsatisfactory inspection: litter, vandalism, missing items, pet waste, and/or property damage.