

## Darien Lake Vacations

aims to provide your family with the highest quality and most enjoyable experience. We have adopted the following policies and codes of conduct to ensure all guests are treated fairly and to protect every individual that we welcome. If there are any issues with your site or rental unit, please contact us right away so we can correct it.

We do not compensate for unreported items that we could have corrected while you were here.

## CHECK-IN » 3PM CHECK-OUT » 11AM (For All Accommodations Guests)

Proof of residency will be necessary at check-in; persons younger than 21 are not permitted to register or make reservations.

We welcome you to pre-register before your scheduled check-in time and enjoy the use of the amusement park. Free parking is available at the hotel (for hotel guests) and at Darien Square (for guest house, cabin, RV, and campsite guests).

On the last day of your visit, you can enjoy the amusement park for the remainder of your stay at no additional charge, by simply parking at the main theme park entrance parking lot after check-out.

### Amusement Park Policies

Alcoholic beverages are not allowed to be brought into the amusement park. Picnic baskets and coolers larger than a soft-sided six-pack cooler will not be permitted into the amusement park. There may be a limited amount of rides and park hours during the early spring, late summer, and early fall periods of our season. Amusement park operating dates and times are subject to change without notice - please refer to our webpage.

### Golf Carts

Guests are allowed one (1) personal golf cart per unit/site. Drivers must possess a valid driver's license and be over the age of 18 years old, have proof of insurance, and obey all posted traffic control signs. Campground speed limit is 10MPH.

### Rain/Weather Policy

Darien Lake Vacations does not offer rain checks or refunds for inclement weather. Some rides and attractions may close temporarily due to safety conditions associated with inclement weather.

### Refund Policy

Darien Lake does not compensate for unreported items that we could have corrected during your stay. Please contact us right away if there are any issues with your site or rental unit.

### Parking

Darien Lake Vacations guests may park free of charge during their stay in the hotel parking lot or right at their cabin, guest house, RV, or campsite. Limit two vehicles per site. We kindly ask that you do not park on grass areas where designated parking areas are provided. Additional cars may be added to the reservation for an extra cost per availability. The additional cars are permitted to park at the hotel or General Store parking lots. Enter at our Vacations entrance and have your reservation confirmation number available. Please properly display your vehicle permit so that our security staff can clearly identify your vehicle as a Darien Lake Vacations guest. This will avoid removal of your vehicle at your expense.

### Directions To and From Concerts

To the show: enter the amusement park and head toward the Grizzly Run. There is a gate to the left of the Grizzly Run that will be opened when the gates open into the Performing Arts Center.

To return after the show: Go back through the gate you exited by the Grizzly Run. Only registered vacations guests with valid wristbands will be allowed to walk back through the park directly to the hotel or campground. Gates will close 30 minutes after the concert ends. There is no other walking path from the parking lot to the campground.

### Reservations, Pricing, Payments, and Length of Stay 585.599.2211

All rates, packages, and pricing categories are based upon availability, and are subject to change; pricing varies by the time of year, day of week, type of accommodations, locations in the campground, special events, concerts, and other factors. Operating dates are subject to change without notice. Most package charges are a two (2) person minimum. Extra charges per night apply up to a six (6) person maximum (4 adults and 4 children in our cabins and slide-out RVs; up to 8 adults and 2 children in our guest houses).

Specific site number requests cannot be guaranteed, but will be based on availability. **We reserve the right to move sites, but will do our best to accommodate all guest requests.**

### Cancellations

**If you cancel your reservation, fourteen (14) days advance notice of your check-in date is required to receive a refund minus \$50. If you cancel your reservation within fourteen (14) days of your arrival, there is no refund.**

### Emergency Information 585.599.5222

As part of Darien Lake's ongoing effort to provide a fun, safe, and family-friendly atmosphere, we ask that all guests adhere to the following policies: Security and medical staff are on property 24 hours a day and are ready to respond and assist you if an emergency situation arises during your visit. If you are staying at one of our cabins or RV sites, please familiarize yourself with the emergency exits and location of fire extinguishers within the unit. If you should have an emergency situation, fire, or medical issue, please request assistance from any park employee or contact the park dispatcher by calling 585.599.5222.

### General Security Policies

Darien Lake Vacations quiet hours are from 11PM-7AM. Please keep radios off and voices to a level that will not disturb neighboring sites. This will be strictly enforced by members of the Darien Lake Security Department. Wristbands are issued at check-in. Please be sure to wear your wristband for the duration of your stay. Campground speed limit is 10MPH. Smoking is not allowed in the hotel, guest houses, cabins, and RVs. Please secure all property at your site, camper, cabin, or guest house. Darien Lake is not responsible for lost, damaged or stolen items.

### Campground Policies

For the enjoyment and space considerations for all guests, we ask that no more than two (2) tents be placed on your site. Trash receptacles are located throughout the campground and are emptied routinely for your convenience. We kindly ask that all trash is placed in the dumpsters only. **Please do not leave trash on your site, at the road, or on the ground around the dumpster or a \$25 fee will be applied.**

### Cabin/RV Policies

All cabins and RV rentals are non-smoking. Additional pop-up campers or small motorhomes/RVs are strictly prohibited from being placed on cabin or RV rental unit sites. Units must be placed on a reserved campsite designated for such use in a separate registered persons name. One (1) small tent is permissible at cabin or RV rental sites.

### Hotel Policies

The hotel and all hotel rooms are non-smoking. There are designated smoking areas outside of the hotel for your convenience. Cooking devices of any kind are not allowed in your hotel room. Only registered hotel guests may use the pool facilities.

### Visitor and Additional Guest Policy

All guests occupying a room/unit/site must be registered. Additional guests may only be added to your room/unit/site for the entire length of stay through the camping office or front desk and admitted during amusement park hours. Additional registered guests should park inside the Vacations gate.

Maximum number of guests per room/unit/site will not exceed six (6) for most lodging options; up to 4 adults and 4 children in our cabins and slide-out RVs; up to 8 adults and 2 children in our guest houses.

Day visitors must park and enter at the main amusement park entrance and must possess an amusement park admission ticket. They are not allowed to park inside the Vacations gate.

### We Welcome Pets

Pets are allowed with \$75 advanced registration fee for stays up to 6-nights USD nonrefundable; \$100 fee for stays of 7-nights or more. Pet agreement must be signed at check-in. Limit 2 pets per room or unit, less than 7.5 pounds per pet. Record of complete and up-to-date vaccinations required. There is no fee for pets occupying your own unit.

To keep all of our guests happy, some restrictions apply. See our pet policies for complete guidelines and applicable fees. All pets must be provided water, food, shade, and remain quiet when you are not there to attend to them. You are required to clean up after your pets.

### Violation of the Following Will Be Grounds For Eviction and/or Arrest:

Disorderly conduct | Kegs, drinking "funnels", drinking games and large parties | Larceny | Consumption or possession of alcohol under the age of 21 | Providing alcohol to persons under the age of 21 | Illegal narcotics | Public intoxication | Trespassing | Lack of payment | Damage or destruction of trees, foliage, or property | Failure to comply with a lawful request from a Darien Lake Security Officer or staff member | In-line skates and skateboards | **VIOLATION OF ANY LAW, AS DEFINED BY THE NEW YORK STATE PENAL LAW.**

Excessive use of alcoholic beverages is prohibited and will not be tolerated under any circumstances. **EXCESSIVE ALCOHOL CONSUMPTION WILL BE GROUNDS FOR EVICTION (WITH NO REFUND).**

### Eviction

Darien Lake Vacations, its employees, and/or agents reserve the right to immediately remove anyone from our property at any time during their stay, without monetary compensation, due to the following: failure to adhere to guest codes of conduct, failure to follow smoking policies, failure to adhere to quiet hours, damage to vacation or other guest property, lack of payment, disorderly conduct in the amusement park, intoxication, harassment, theft, unregistered guests in rooms/houses (cabins/RV/sites), criminal activity of any kind, providing alcohol to those under 21 years of age, or any other like action that we deem inappropriate.

### Prohibited Items

Firearms, weapons, illegal drugs, fireworks, motorized scooters, boats, kayaks, canoes, ATVs



## CAMPGROUND MAP & INFORMATION

For additional information, visit [www.darienlake.com](http://www.darienlake.com)