

## **FALLS LAKE STATE RECREATION AREA RESERVATION REFUND POLICY**

We do not give refunds, make changes, cancel, give rain dates, or make any other modifications to any reservation for a picnic shelter, community building, group or family camping area unless you make a request in writing to the Falls Lake Park Office. We do require at least a two-week advance notification from the scheduled date of the reservation.

If you make a reservation within two weeks of scheduled date, we will not be able to offer any type of refund or reschedule.

We cannot be responsible for natural occurrences such as: rain, cold weather, floods or hurricanes. Acts of Mother Nature or environmental matters are clearly beyond our control and we will not be able to offer you a refund unless you meet the above reference two-week notification.

Once we receive a written notification of intent to cancel a reservation at the park office, we will immediately request payment be mailed back to you. It typically takes two to three weeks for the State of NC to process your request. Under no circumstances are we able to provide a refund at the park office.

In the event we have an operation failure at your specific reservation site, we reserve the right to relocate you to another area of the park. In the event we are unable to provide you with an equal size shelter/site, we will gladly request that you receive a refund.

Thanks for your attention and consideration of this policy.