**East Shore Recreational Vehicle Park**

 **ADVANCE RESERVATION POLICY**

 **2015**

TERMS AND CONDITIONS

Thank you for choosing East Shore RV Park. To ensure your understanding of our terms and conditions for Advance Reservations, please read the following policies, terms and procedures. By choosing to book your reservation with us, and agreeing to allow us to place a charge on your credit card, you agree to be bound by these terms and conditions. All policies and procedures, terms and conditions are subject to change at any time, in our sole discretion and without notice.

I. GENERAL

PRICING - All prices are quoted in U.S. Dollars. All prices quoted are based on published rates in effect at the time of Booking the reservation. Prices are subject to change without notice. There are NO LONG TERM PRICE GUARANTEES. If price changes occur between your Booking Date and your Arrival Date, you will be charged the rate in effect on your Arrival Date. Prices quoted apply only to the site(s) and dates you reserve. Additional charges, rules and restrictions are required for Golf Carts, Pets, Extra Persons and Tent Camping at RV sites.

DISCOUNTS - Certain discounts may apply. See Rates and Discounts herein, or ask your reservationist.

ACCOMMODATIONS - Our rate structure accommodates two (2) persons in each RV at a camp site. Some, but not all, RV camp sites can accommodate tent camping. Tent camping at RV camp sites accommodate a maximum of six (6) with an additional charge of $5.00 per tent camper at an RV site. Designated areas for Tent Camping; the rental rate for these sites are set for three (3) persons per tent site. Additional charges apply for each additional person occupying each tent.

BOOKING - The date you contact us and request we reserve a specific site(s) and specific date(s) in the future, is considered the date your reservation request is ‘Booked’. A Reservation Number will be issued to you. All references to the Arrival Date, Departure Date, Cancellation, etc. are indexed from the Booking Date and detailed in your Reservation Number.

TAXES - All camping rates quoted to you are “Plus Taxes”. All applicable taxes, surcharges, or any other governmental fees applicable to your specific reservation booking will be applied and charged to your Credit Card.

PAYING YOUR DEPOSIT AND COMPLETING YOUR ADVANCE RESERVATION BOOKING - Once your advance reservation is booked, we will require your Credit Card. Your Credit Card will be charged the cost of the Deposit. We will send you a confirmation by mail, details of your booking, along with a copy of our Advance Reservation Policy. To assist you in having an enjoyable stay at East Shore, we ask that you familiarize yourself with our Policy.

RESERVATION TYPES - East Shore has three types of reservations, each with specific polices: The types are:

**A. Standard Reservation** **B. Holiday Reservation** **C. Group Reservation**

 A. Standard Reservation - A reservation for all days year-round, except Holidays.

B. Holiday Reservation - This type reservation applies to specific Holidays. This reservation requires a MANDATORY THREE NIGHT MINIMUM STAY and must include the Holiday date in one of the three nights. Holiday rates bear an additional $5.00 per night charge for each of the three nights. Other restrictions apply. The Holidays are;

New Years Day Memorial Day Thanksgiving Day

Independence Day Labor Day Christmas Day

C. Group Reservation - Persons or organized groups/clubs booking two (2) or more camp sites per night is considered a group. Groups booking a reservation must have a designated representative contact. A group representative is expected to communicate booking details to the group, as well as informing the group of East Shore policies.

 MAXIMUM STAY - East Shore has designated RV camp sites for daily and weekly camping. The maximum stay for a

 daily/weekly camper cannot exceed twenty eight (28) days. We have designated RV camp sites for monthly usage.

II. YOUR ADVANCE RESERVATION

 Your reservation booking consists of the dates you have requested, the Deposit you have made to hold your booking

 request, your confirmation to us that you intend to utilize your reserved dates, and your final payment on the day you

 arrive. The following describes East Shore polices related to reservation bookings and completion of transactions.

 DEPOSITS - All advance reservations require a deposit for each camp site reserved. We require a deposit of the first (1st)

 night stay for each site. All deposits must be paid at the time of booking and must be paid by Credit Card.

 CONFIRMATION - CONFIRM OR FAILURE TO CONFIRM - LOSS OF RESERVATION BOOKING - Your confirmation

 of your Reservation Booking is very important. All three types of Reservations must be confirmed by you or your

 group representative, to our reservation department, in order to hold the dates you booked. All three types

 of reservations must be confirmed no later than fifteen (15) days prior to your Arrival Date. We recommend you

 confirm your reservation booking between thirty (30) and fifteen (15) days prior to your Arrival Date. The fifteenth (15th) day

 prior to your Arrival Date is the deadline date. Failure to confirm your reservation booking by 5:00 pm that day will cause

 your booking to be cancelled. We classify your failure to confirm as an AUTOMATIC CANCELLATION.

 REFUNDS - Standard Reservations and Group Reservations that are AUTOMATICALLY CANCELLED

 on the fifteenth (15th) day, will receive a Deposit refund, less a $25.00 Cancellation Fee per site.

 Holiday Reservations that are AUTOMATICALLY CANCELLED on the fifteenth (15th) day will

 receive a Deposit refund, less a $25.00 Cancellation Fee, per site.

 ARRIVAL AND DEPARTURE DATES - At your specific direction, these are the dates that you desire to reserve and

 you have indicated you intend to arrive and depart on these specific dates.

 ARRIVAL AND DEPARTURE RULES - As an important part of you confirming your reservation booking, East Shore

 relies on your confirmation. Your CHECK-IN time is after 1:00 pm. Early Check-In may be available based on site

 availability, but we cannot guarantee Early Check-In. In no event will Early Check-In be available before 11:30 am.

 All rents, fees, taxes, etc. are to be collected from you upon your arrival and Check-In.

 Checking In at our reservation desk is your responsibility. At Check-In, you are required to pay for the remainder of your

 reservation. East Shore has NO DUTY to determine if you have arrived or not. A failure to Check-In means you have not

 completed your obligation to fully pay for your stay. Therefore, a failure to Check-In may be cause for your reservation to be

 cancelled. East Shore management relies on you to Check-In and pay for your stay, and if you fail to do so, East Shore

 management will conclude that you have not arrived and you do not intend to utilize your reserved camp site(s).

 A cancellation of your reservation causes East Shore RV Park to suffer a financial loss that is difficult to determine.

 We understand if circumstances may prevent you from checking in on time. We offer “After Hours Check-In” with our

 Park Rangers. If you arrive late after our reservation department is closed, please Check-In with our Rangers. Your

 reservation booking will be held open until 12:00 pm the day immediately following your Arrival Date. Your failure to

 Check-In by no later than 12:00 pm noon the day following your confirmed Arrival Date is cause for your reservation

 booking to be CANCELLED. NO EXCEPTIONS! Failure to Check-in on your Arrival Date or no later than 12:00 pm

 noon the following day after your Arrival Date, is considered as a NO SHOW. If your reservation booking is a ‘**Standard**

 **Reservation’**, your NO SHOW will be cause for you to forfeit of 100% of your Deposit. If your reservation booking is

 a ‘**Holiday Reservation’** and you are NO SHOW, you will forfeit 100% of your Deposit, AND, there will be a charge to your

 credit card for the mandatory remaining two (2) days of your booking for all sites reserved., including all applicable Taxes

 and Fees. If you arrive at East Shore, but fail to Check-In, you are liable for the full camping rates and your Credit Card will

 be charged for the sites you reserved, including all applicable Taxes and Fees. In addition, if you arrive and occupy an RV

 or Tent Camping sites(s) and fail to Check-In and pay for the reserved site(s), YOU ARE SUBJECT TO EVICTION.

 **EARLY DEPARTURE - There are NO REFUNDS for early departure. No Exceptions.**

 LATE CHECK-OUT - Check-Out time is 12:00 pm. If circumstances prevent you from Checking-Out on time, you

 MUST call our Reservation Desk and advise us. Availability or the expected arrival time of our next camping guest who

 has reserved your site(s) will dictate our ability to grant you additional time in the site(s). The maximum time you

 may be granted is ONE HOUR additional time.

 LATE CHECK-OUT FEES - A Late Check-Out fee of $10.00 per hour, charged on a ‘whole-hour’ basis, will be

 charged to your Credit Card for every hour you occupy the site(s) after 1:00 pm. Late Check-Out fees will double

 ($20.00 per hour) for failure to Check-Out on time, the day of the beginning of a HOLIDAY PERIOD.

 RATES AND DISCOUNTS

 Individuals and families booking one (1) RV camp site are entitled to receive one of the following discounts:

 1. SENIORS 65 years of age or older: 5% off our Daily RV Rates.

 2. Members in good standing of American Automobile Association (AAA) or Good Sam Travel Club (Good Sam)

 will receive a 10% discount off our Daily RV Rates.

 3. East Shore Internet Coupon – discount changes regularly.

 Discounts cannot be combined!

 Groups booking more than two (2) RV camp sites under one name, may be entitled to one of the following discounts:

 1. TWO to NINE CAMP SITES - Each RV owner in the Group, showing a valid membership in AAA or Good Sam,

 will receive a 10% discount. Seniors, 65 years of age or older will receive a 5% discount. All other RV owners

 that do not have valid travel club memberships, or who are not seniors, will be charged the current Daily RV Rates.

 Discounts cannot be combined!

 2. TEN OR MORE CAMP SITES - Groups booking 10 or more camp sites, under one name, will receive a 10%

 discount off our Daily RV Rates. No travel club membership is required. Senior discount does not apply.

 All Groups of two or more camp sites are advised there are NO REFUNDS for Early Departure. No Exceptions!

III. CANCELLATION POLICY

 We understand your plans may change and you may be unable to fulfill your reservation booking. For East Shore, a

 reservation booking means that until cancelled, your site(s) are reserved for you. Therefore, if a reservation booking is not

 fulfilled and fully paid for, the reservation must be cancelled. Certain charges will apply for cancelling your reservation. Our

 Company Policy limits your rights to a refund of your reservation Deposit and your refund will depend on the type of

 reservation you have – Standard, Holiday or Group, together with the Time-Frame in which you cancel your reservation

 with us, or we cancel automatically.

 AUTOMATIC CANCELLATIONS - Confirmation of your reservation booking is very important. We will automatically

 cancel your reservation booking after 5:00 pm on the fifteenth (15th) day prior to your booking Arrival Date, If you

 fail to CONFIRM your reservation. If you fail to Check-In by no later than 12:00 pm the day immediately following your

 Arrival Date, your reservation will be automatically cancelled.

 APPLYING CANCELLATION POLICY - We reserve the right to apply different policies to each category of reservation,

 Standard, Holiday and Group reservations.

 CANCELLATION DEFINED - a cancellation of your reservation booking may result from any of the following:

 1. Once a reservation is booked into our system in your name, and you have paid your Deposit with your Credit Card,

 to make a name change in our system requires your booking reservation to be cancelled.

 \*\* A Group representative’s name may change without causing a cancellation of the booking.

 2. If your entire booking is cancelled, that is deemed to be a full cancellation of the booking.

 3. Failure to Pay

 4. Failure to Check-in no later than 12:00 pm the day immediately following your scheduled Arrival Date.

 5. Any change in your booking from your original specific Arrival or Departure Dates. The nature of our

 Reservation System is that your reservation booking must be cancelled in order to clear our system for a

 new reservation request.

 REVISIONS - All other changes to your reservation booking are “revisions”. Individuals & Family reservations

 may be revised up to two (2) weeks prior to Arrival Date, without causing a cancellation, if the booking has been confirmed.

 This shall include making a name change two weeks or more prior to Arrival Date.

 Groups - (Policy Difference) – making revisions to the Group reservation booking, must do so NO LATER THAN

 FOUR (4) WEEKS PRIOR TO ARRIVAL DATE, and the Group Reservation booking must be confirmed, in order to

 not have the Group reservation cancelled.

 CANCELLATION CHARGES for INDIVIDUALS, FAMILIES, GROUPS - The following applies to all three type reservations:

 If You Cancel Standard Non-Holiday HOLIDAY

 Cancel two (2) weeks or 100% refund or 100% Credit $25.00 Per Site Fee, or 100%

 Greater prior to Arrival Date for future stay. Credit for a future stay

III. CANCELLATION POLICY continued

 CANCELLATION CHARGES for INDIVIDUALS, FAMILIES, GROUPS - continued

 If You Cancel Standard Non-Holiday HOLIDAY

 Cancel 72 Hours to Two (2) $25.00 Per Site Fee, Plus forfeit $25.00 Per Site Fee, Plus

 Weeks Prior to Arrival Date 20% of Deposit, or get 100% forfeit 20% of Deposit, or

 Credit for a future stay get 75% Credit for future stay.

 Cancel Within 72 Hours NO REFUND. Forfeit 100% NO REFUND. Forfeit 100%

 Prior to Arrival Date of Deposit. No Credit for of Deposit. No Credit

 future stay will be offered. for future stay will be offered

 NO SHOW - Failure to Arrive NO REFUND. Forfeit 100% of NO REFUND. Forfeit 100%

 or CHECK-IN of Deposit. No Credit for of Deposit. 100% Charge for

 for future stay will be offered. remaining Two Days. No

 Credit for future stay is offered

CREDIT FOR FUTURE STAY

In conjunction with Cancellation Charges, East Shore may, in its sole and absolute discretion, offer a “Credit for future stay”.

A Credit Voucher may be issued and the value of the Credit will be stated on the Voucher. A Credit for future stay shall be good

for one (1) year from the date of issuance.

CANCELLED RESERVATION - REINSTATEMENT

If your reservation booking has been cancelled, and thereafter, you wish to reinstate a reservation booking, BE ADVISED

your formerly reserved sites have been made available for rent to the public and may or may not be available to accommodate

your request. In addition, depending upon your request, ie: HOLIDAY Reservation, East Shore may not be able to accommodate

your request due to ALL SITES being SOLD OUT. East Shore has no obligation to reinstate your original reservation booking.

There is no fee or charge for reinstating a reservation.

DISHONEST, DECEPTIVE, FRAUDULENT ACTIVITY, and ERRORS or MISTAKES

Where it appears to East Shore Management that inappropriate attempts to make a dishonest, deceptive or fraudulent reservation booking may be taking place, East Shore Management, in it’s sole and absolute discretion, shall determine whether to proceed or cease booking a reservation. In the case of an ERROR OR MISTAKE, East Shore Management shall make every effort to correct said error or mistake.

RIGHT TO RE-RENT

By virtue of our governmental mandate, East Shore is compelled to offer to the general public available R.V. sites for rent. If your reservation booking has been cancelled in any manner or form, East Shore shall immediately thereafter, make your formerly reserved R.V. sites available for rent to the public. East Shore shall not be liable for the loss of your Deposit, or any part of your Deposit, in the event East Shore may re-rent formerly reserved R.V. sites.

PERSONAL INFORMATION PROTECTION

To protect your personal information from unauthorized access and use, we use security measures that include computer safeguards, secured files and building security. We authorize certain employees access to your information only when they need it to do their work. East Shore will never sell or share customer information to any outside party.

EAST SHORE R.V. PARK AS A CONCESSION GOVERNED BY CONTRACT WITH LOS ANGELES COUNTY PARKS AND RECREATON DEPARTMENT

East Shore R. V. Park (East Shore) is a privately owned company, governed by a contractual agreement with the Los Angeles County Parks and Recreation Department. Various R.V. and/or Tent sites may have limited electrical, water or sewer services and/or space limitations, and therefore, the East Shore Permit containing Rules and Regulations, and the Advance Reservations Policy adhere to governmental requirements placed upon East Shore that may restrict usage by the public within East Shore. East Shore does not discriminate in any manner whatsoever as we attempt to abide by the governing rules. Our Rules and Regulations are designed to provide rules that will help with a safe and enjoyable camping experience. Our Advance Reservations Policy is designed to guide the individual, the family and the group through the reservation booking process and related issues that may arise in that process. Should an unresolved complaint arise, our management is available to arbitrate your complaint. You may also elect to write a brief explanation of your complaint and mail to East Shore.