



LA CROSSE COUNTY

LA CROSSE COUNTY CAMPGROUND RESERVATION and CANCELLATION POLICY



Goose Island accepts reservations and same day registrations pending availability. Veterans Memorial accepts same day registrations only and no reservations.

RESERVATIONS / SAME DAY REGISTRATIONS

1. Reservations (Goose Island only) may be made:
 - Online and via Telephone - with credit card only
 - In person - with cash, credit card, or check.
2. Reservations (Goose Island only) for campsites will be accepted beginning the **1st working day** of each year.
 - Reservations will be accepted for a minimum of two nights on weekends.
 - Online reservations require a two-night minimum reservation regardless of the day of the week.
 - Online reservation can be made for up to 7 nights. Reservations for longer stays must be made via telephone or in person.
 - A reservation/campsite fee is for one camping unit on a campsite.
 - A camping unit is e.g. one tent, one trailer or one motorhome. If a second camping unit can fit on a site, there will be an additional charge for the second unit.
3. HOLIDAY Reservations (Memorial Day, Independence Day and Labor Day) require a minimum of three nights if the holiday falls on Friday, Saturday, Sunday or Monday.
4. A non-refundable reservation fee will be charged per reservation. Same day registrations are not charged a reservation fee.
5. Reservations require a down payment of 50% of the camping fee plus the reservation fee at the time reservation is made. Reservation balance must be paid in full by cash/check/credit card **before** occupying the campsite.
6. Must be 18 years of age to reserve and register for a campsite. Registrant must occupy the campsite and is the person responsible for the campsite. If registrant reserves more than one campsite for the same period of time, the registrant will occupy one of the campsites and remains responsible for all other campsites reserved.
7. Campsite extensions:
 - a) Campsite extension done upon initial check-in is considered part of the original reservation/registration, must be on the same site and can only be done if site is available. Fees are adjusted at that time and must be paid in full prior to occupancy.
 - b) Extension requests received after check-in (site occupancy) are considered a new reservation/registration and will be processed as such. If site is available and intent is to re-register, this must be done prior to the 1 pm check out time.
8. Switching campsite: Transferring or changing campsites cannot be done online. You must call or stop at the campground office.
9. Discounted rates for 7-day or 1-month rentals only apply when the entire stay is registered and paid for prior to site occupancy. No discounts apply if campers are paying day-to-day or if they reserve consecutive stays that eventually add up to 7-days or more.
10. *Check-in Time:* 3:00 p.m.
Check-out Time: 1:00 p.m. - site must be cleaned/vacated by this time to avoid an additional nightly registration fee.
11. La Crosse County reserves the right to make adjustments in assigning reserved campsites (i.e. flooding events).

CANCELLATIONS

1. Cancellation requests must be made to the campground office and cannot be processed through the reservation system.
2. Cancellation requests 7 days or less prior to the date the site is to be occupied –
 - Down payment (50% of camping fees) and reservation fee of \$8 is non-refundable
 - Applies to Nightly, Weekly and Monthly rentals
3. Cancellation requests 8 days or more prior to the date the site is to be occupied -
 - Nightly and Weekly rentals: All monies except reservation fee of \$8 and cancellation fee of \$10 will be refunded.
 - Monthly rentals: All monies except reservation fee of \$8 and monthly cancellation fee of \$100 will be refunded.
4. **No refunds** will be made on cancellation requests received after the site is occupied.
5. **No Shows who paid 50% deposit:** If you do not check-in and occupy your reserved site before 3 pm the day after the scheduled arrival date, you are considered a No Show and you will forfeit the campsite. There is no refund of deposit.
No Shows who paid 100% deposit: If you do not check in and occupy your reserved site by 1 pm on the last day of the reservation, you are considered a No Show. The campsite will be held for the entire reservation per check in/out times and there will be no refund of fees.
6. **No refunds** due to inclement weather.
7. **No refunds** for any fees paid for seasonal campsite rentals.
8. **Flooding:** No refund will be issued if a like site can be provided with same electric/water amenities. If not, a full refund will be issued.
9. Refunds are processed by the La Crosse County Facilities Department downtown office. Refunds are issued to the original credit card used for purchase or via mailed check. NO cash refunds.
10. Any extraordinary circumstances requiring a decision regarding refunds will be made by the Facilities Director.