



## **What's a Site Lock Fee?**

A site lock fee does 2 things. It ensures campers like you get your favorite site and it helps us ensure we can accommodate all our guests. When you pay to “lock” your site, you are paying an additional, \$20 one-time fee (per booking) that reserves a specific site at our campground. If you choose not to “lock-in” your site, you risk not getting the site you want when you arrive for your stay.

When you arrive for your stay at Maple Park Campground, we do our absolute best to accommodate you into your dream site. That said, we also want all our customers to be able to enjoy Maple Park. It's like a game of RV Tetris. By having the ability to move some reservations into different sites, we can allow more customers to stay with us.

“So why have Site Lock Fees at all?”

We want to provide our guests with the ability to pick their favorite spot! At Maple Park we were never previously able to guarantee your site, but we have been fortunate to accommodate most requests most of the time. Our new software upgrade allows us to guarantee you get the exact campsite you reserved.

“Give me an example of why you would ever move my site”

Often, a camper may wish to extend their stay for a few extra nights on the same site. However, if the site has already been reserved by another camper for the original departure date, we will accommodate the extension if the arriving camper has not locked in their campsite. In such cases, the arriving camper will be reassigned to a similar campsite type, allowing the current camper to remain.

Another example is that if a single reservation is in place and a group requests multiple sites, we may relocate the single reservation to accommodate the group if necessary.

The site lock fee is 100% optional. If you choose not to lock your site in and we must move you, we will move you to the same site type that you reserve. If you don't care what site you're on as long as you have the amenities that you originally reserved, there's no need to lock your site in. If you are with a group and don't want to be separated or have a strong desire for a particular campsite, we highly recommend locking in your site.

Thanks,

Glenn

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