



## Making a Reservation

Whether you call or go online, you may make reservations 3 days to 11 months in advance of your first night's stay. To determine what day, you can make a reservation, count back eleven months from your date of arrival. Online reservations are available 7 days a week, 365 days a year. Eleven-month inventory opens up at midnight, every day of the week. If you need to call to make your reservation, our call center opens 9:00 AM - 4:30 PM Monday through Friday, except holidays. All times are Pacific Standard Time.

### Reservation Terms

- There is a \$10 reservation fee charged for each site reserved whether you call or go online.
- You must be 18 or older to make a reservation. An adult must accompany minors at the site.
- Horse camping: Reservations and registrations for horse camping sites are only for people camping with their horses.
- See our [2023 Camping Rates \(PDF\)](#).

### Payment

Full payment is required at the time you make your reservation or change an existing reservation. All reservations made over the internet must be paid with a Visa or MasterCard. Reservations or changes made over the phone may be paid with a Visa or MasterCard if the reservation is arriving in 3 days or more.

### Paying When You Arrive

If you're camping, the site fee you have paid includes only one vehicle. If you have an additional vehicle (and if the site allows additional vehicles), you must register and pay an additional \$10 per night, per vehicle at the park.

### Confirming Your Reservation

You will receive a confirmation letter via e-mail from 'Support' (within 30 minutes). Should you have any further questions regarding the details of your reservation, please call 541-957-7001.

Please be aware that only the person whose name is on the reservation has access to change or cancel the reservation.

### Changing A Reservation

There is a \$10 non-refundable transaction fee for any change made to a reservation three (3) days in advance (or more) of the arrival date.

### Rescheduling

There is a minimum \$10 non-refundable fee to reschedule a reservation ahead of the arrival date. Parks cannot hold a credit for the guest, new dates must be chosen at the time of rebooking. Rebooking is allowed up to 11 months out.

**Reservations For 6 Or More Nights:** Changes to the departure date will only be charged a \$10 transaction fee. Changes to the arrival date will be charged the nightly rate for each night dropped, in

addition to the \$10 transaction fee. For example: You have a reservation for eight nights but decide to drop three nights from the beginning of the reservation. The nightly rate is \$25. You will be charged \$75 (3 times \$25) plus a \$10 transaction fee for a total of \$85.

### Terms

- Changes can only be made by calling the Douglas County Parks office during normal business hours (Monday through Friday from 9 AM to 4:30 PM, Pacific Time).
- Reservations must be changed two (2) or more days in advance.
- Please be aware that only the person whose name is on the reservation has access to change the reservation.
- Day-use/picnic shelters or group camps must be changed at least 30 days in advance.
- **Coastal DUNE FEST: No shortening of reservations during the week of Dune Fest will be allowed.**

### Canceling A Reservation

Reservations can be cancelled by calling the park office. Reservation and transaction fees are non-refundable. No exceptions.

**Campsite, Rustic Yurt, Rustic, Deluxe, Small or Large Cabin:** If you cancel less than 48 hours of your arrival date, no refunds will be issued.

CANCELLATION GRID		
Arrival Day	Last Day to Cancel	Last Day to Change
Monday	Friday	Friday
Tuesday	Saturday	Saturday
Wednesday	Sunday	Sunday
Thursday	Monday	Monday
Friday	Tuesday	Tuesday
Saturday	Wednesday	Wednesday
Sunday	Thursday	Thursday

If you do not call or show up for your reservation by 1 PM the day after your scheduled arrival, your reservation will be cancelled, and no refund will be made.

### First-Come First-Serve

First-come first-serve is available at all parks for non-reserved sites. First-come first-serve is used for all camping sites within 3 days of your arrival. Physical presence is required to register at a campsite. By physical presence, we mean the person who is to occupy the site must be present with their camping unit ready to occupy the site.

Many times, a camper will be checking in and wish to pay for another site for another family member or friend who is expected to arrive shortly. This is not acceptable. Registration will not happen until the person arrives.

Also, we do not allow “holding.” It is not permitted to come the day before and place a lawn chair in a site to hold it with the intention of returning the next day with a camping unit to occupy it, this applies even if you have paid for the site.