

RACINE COUNTY PUBLIC WORKS	NUMBER: 10030
PARK STANDARDS AND OPERATING PROCEDURES	INITIAL DATE: 01/01/94,01/13/2004, 12/08/05, 10/01/12, 11/13/14 REVISED DATE: 2/12/15; 12/10/19
TITLE: POLICIES–CAMPING RESERVATIONS - INDIVIDUAL CAMPSITES	PAGE 1 OF 2

Campground Reservations / Individual Sites – Cliffside and Sanders Parks

Racine County has designated individual camping sites at Cliffside and Sanders Parks. There are reservation only sites and walk-on sites, that are available on a first-come, first served basis. Campground rules apply to all campers. The camping season is the second weekend in April through the second weekend in October.

There are four ways to make camping reservations:

1. Beginning the first business day (Monday – Friday) of the given calendar year, reservations may be requested in-person only at Real Racine Visitor Center, 14015 Washington Avenue, Sturtevant, WI 53177. Reservations will be accepted daily from 9:00 a.m. to 5:00 p.m.
2. After 2:00 p.m. beginning the first working day of the given calendar year, Internet/On-Line reservations may be made through www.realracine.com or phone reservations may be made by calling 262-884-6400 or 1-800-272-2463.
3. Beginning the first business day of the given calendar year, reservation requests received via the mail to Real Racine Visitor Center, 14015 Washington Avenue, Sturtevant, WI 53177 will be processed in postmark order. The camper must provide the following information and payment:
 1. Name of Campground
 2. Number of Campsite
 3. Date of arrival
 4. Date of departure
 5. Name of responsible person, address, and daytime telephone number
 6. Full Payment of reservation and camping fees for the length of the reserved stay

For all camping reservations, the reservation fee and all camping fees for the length of the reserved stay must be paid at the time the reservation is made using Cash, Check, Money Order, Visa, MasterCard, American Express or Discover Card. Whenever possible, correspondence will be made via e-mail or telephone. Otherwise the U.S. Postal Service will be used.

Reservations for sites numbered 1 through 41 must be made not less than seven (7) days before the site is to be occupied. Walk-ons are welcome to sites 1 through 41 if they are not reserved. The information board at the campground entrance will assist walk-ons find an unreserved site. Campsites numbered 42 through 92 are reservation only. These sites should be reserved through Real Racine Visitor Center. Walk-ons are not permitted on these sites.

Should sites 1-41 be occupied, and there are unreserved sites on 42-92, a walk-on may work with the Manager/Host Camper/Parks Office to get permission to occupy an unreserved site in the reservation only section for a portion or their entire stay. Real Racine Visitor Center will be notified of these situations so they may adjust the on-line reservation system.

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The Real Racine Visitor Center shall process all reservations, cancellations, date of arrival changes and early departures. Only the person whose name is on the reservation may cancel a reservation. When making the cancellation, the camper must provide the reservation information from the reservation form.

Reservation fees are not refundable, but camping fees may be refunded under the following conditions

Cancellations:

- ❖ 72 hours (3 days) or more before 3:00 p.m. on the reservation arrival date, all camping fees will be refunded.
- ❖ Less than 72 hours (3 days) prior to 3:00 p.m. on the reservation arrival date, camping fees less one night, will be refunded
- ❖ With notification after the reservation arrival date at 3:00 p.m., any unused nights remaining less two (2) nights, will be refunded.

Reservation Arrival Date Change

- ❖ 72 hours (3 days) or more before 3:00 p.m. on the reservation arrival date is required to change the reservation arrival date.

Early departure

- ❖ 24 hours (1 day) notice before the 1:00 p.m. departure time, all unused camping fees will be refunded.
- ❖ Less than 24 hours notice of departure, all unused camping fees after the time of notice less one night's camping fees will be refunded.
- ❖ Notification after the reservation departure date, camping fees will not be refunded.

No shows receive no refund. Site changes may be requested and will be accommodated subject to availability. There is a \$5 Administrative Charge for any Reservation change if more than one. If the original payment was by cash, check, or money order, refunds will be issued by check. The refund may take up to 6 weeks to process. Refunds will not be made without prior notification.

Racine County ordinance prohibits the use of a fee area without payment of the fees. Violators are subject to citation. Any site left unoccupied, in which camping fees are not current, is considered abandoned. All personal/camping items will be removed from the site and disposed of.

Racine County reserves the right to remove any campers whose site is unkept and unsightly. A 12-hour notice to vacate will be given and any fees for camping paid in advance will be refunded.

Racine County and their agents reserve the right to make adjustments in the assignments of campsites as becomes necessary due to unforeseen circumstances. Alternate sites will be assigned if requested sites are unavailable.

Reservations and information on campgrounds and site availability can be obtained online by going to the REAL RACINE (Real Racine Visitor Center) website www.realracine.com or call (262) 884-6400 or 1-800-C Racine (1-800-272-2463) or online at www.Racinecounty.com - Visiting - Parks -Camping.

By Order of the Public Works Committee