



Department of Parks

Monroe County, New York

Cheryl Dinolfo
County Executive

Lawrence A. Staub, Jr.
Director

RULES & REGULATIONS FOR PARK LODGE & SHELTER RESERVATIONS

(PAYMENTS, CANCELLATIONS,
REFUNDS, and TRANSFER POLICIES)

- Reservations for shelters, lodges, campsites, and other Park facilities can be made online, or by calling or visiting the Monroe County Parks Administration Office in Highland Park, Monday through Friday between 8:30am and 4:30pm (except Holidays)
- Payments for shelters, lodges, campsites, and other Park facilities can be made by Visa or MasterCard (credit or debit) online or in person at the Park Administration Office in Highland Park.
 - Payments by check, money order, or cash can only be made when making the reservation in person at the Park Administration Office.
- Payment must be made at the time of making the reservation.
- Once payment is made, a confirmation will be generated.
 - If you provided an email address, your confirmation will be emailed automatically to you from our reservation system.
 - If you did not provide an email address, we will give or send you a paper copy of your confirmation in the US Mail to the address provided on your reservation.
- Your confirmation serves as proof of payment (receipt) and proof of reservation.
 - Please keep the email and/or hard copy for your records, and bring it to the park on the date of your reservation.
- If you want to cancel or transfer (change of date or facility) your reservation after payment has been made, please call the Monroe County Parks Reservation Office between 8:30a.m. and 4:30p.m., Monday through Friday, at 585-753-PARK (7275), **a minimum of 14 days prior to the reservation date.**
- There will be **no refund given** for a cancellation made within 14 days of the reservation date.
- If you want to transfer your reservation after payment has been made (change your reservation date or facility) **there is a \$10 handling fee.**
- There will be **no transfers** (changes of date or facility) within 14 days of the reservation date.

POLICIES CONTINUED ON PAGE 2 OF THIS DOCUMENT

171 Reservoir Avenue • Rochester, New York 14620
(585) 753-7275 • fax: (585) 753-7284 • www.monroecounty.gov

- We cannot cancel, transfer, or refund on account of weather.
- If you are eligible for a refund, your refund will be processed on our end within 5 days (**minus a 15% handling fee**).
 - If initial payment was made by check, money order, or cash, a refund check will be mailed to you at the address provided on your reservation.
 - If initial payment was made by Visa or Mastercard, a refund will be credited to the same card on which your initial purchase was made.
- Payments made less than 14 days in advance of the reserved date are **non-refundable**.
- Bounced checks require a \$35 processing fee, in addition to repayment of the reservation, to reinstate the reservation.
 - Repayment can only be made by Visa or Mastercard (debit or credit), money order, or cash.

