



RULES & REGULATIONS

RESERVATIONS

- We require a two (2) night minimum stay.
- Reservations over \$500 are subject to a 50% deposit.
- Name on reservation cannot be transferred to another name.
- Reservations are first come first serve basis.
- There are no discounts on holiday reservations. NO REFUNDS FOR CANCELLATIONS ON HOLIDAY RESERVATIONS.
- Holiday reservation (three night minimum) must be paid in full before arrival date.
- Moving dates of stay within the same year is allowed, provided the original reservation does NOT fall on a holiday weekend must be arranged 14 days prior to arrival date. Moving a reservation will not cost a fee the first time, however changes thereafter will result in a \$15.00 service fee, which is charged to your stay.
- Reservations moved from off-peak rates to peak rates will be charged the applicable difference in fees, which must be paid at time of moving reservations as well as service fee charged.

CREDIT CARD ON FILE

No reservation will be taken without a credit card on file.

We require a credit card on file at the time of booking a reservation and throughout the entire stay. This card will be charged for any incidentals or unsettled balances at the time of check-out, unless alternate arrangements have been made prior to check-in.

RESERVATION CONFIRMATION

After booking your reservation, either online, with campground staff over the phone or in person, you will receive an email confirmation sent to the email address on file.

If you do not receive an email confirmation, please check your spam folder or call the office to verify your correct email address on file.

CANCELLATION

All cancellations are subject to a minimum \$30.00 cancellation fee. In addition, cancellations made within 48 hours of scheduled check-in are subject to a penalty equal to 100% of the reservation fee.

To obtain a refund for any dates other than holidays, cancellations must be made at least seven (7) days prior to arrival. Cancellations made less than 7 days will result in forfeit of deposit.

REFUNDS

All refunds are subject to a 20% handling charge. Please contact the office for cancellations or to make any changes to your reservation.

NO refunds for "no show", holidays, cabin rentals, inclement weather, or after the scheduled arrival date.

CHECK-IN & CHECK-OUT

- Check-in is at 3pm. Check-out is at 12pm.
- Early arrival or late check-out will constitute an additional fee. Late check-out fees are \$10/hour.
- Late check-out permission and payment must be obtained in advance, since the campsite may be reserved for another camper.
- If arriving after the office closes, please check the late arrival board to the right of the front office doors for a late-arrival package and follow the procedure included.

PARKING

- Only one (1) vehicle + RV per site
- NO PARKING ON THE GRASS
- Extra vehicles must park in the visitor parking lot, next to the campground office for an additional fee
- Aces High R.V. Park is not responsible for any damage to vehicles or stolen items

SITES

- Sites are not to be changed in any way.
- No cutting of trees, bushes or any vegetation.
- No building of gardens or walls.
- Each site has gray and black water facilities. State law prohibits gray and/or black water or any waste to be placed on the ground surface.
- Please note that although we try to fulfill your request for specific campsites, WE DO NOT GUARANTEE SPECIFIC CAMPSITES. Please note that unfulfilled campsite requests do not warrant grounds for refunds.
- No remodeling or rebuilding of RV's on camp sites.

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TENTS

Aces High R.V. Park does not allow tents per Town of East Lyme regulations

VISITORS

- All visitors must register at the office and PAY POSTED VISITOR FEE BEFORE entering the park
- Visitors must exit the park by 10:00pm

PET(S) POLICY

- There is no extra cost for pets. Dogs and cats must be leashed whether outside on your site or during walks and must always be attended
- Continuous barking will not be tolerated
- We do not have breed restrictions however, any pet that displays aggressive behavior, is a nuisance, or deemed unsafe will be required to leave campground property
- Campers will be held liable for any damage to property and/or injury to other people and/or other pets due to your pet(s)
- Campers who do not pick up after their pets will be charged a fee equal to the cost for cleanup and or damage.
- No refunds will be issued to campers that must leave due to their pet(s).

UTILITY CONNECTIONS (HOOKUPS)

- All of our sites are full-hookup with the exception of site 67
- 30 and 50 amp electric service
- water connection
- sanitary sewer
- digital cable
- Dump stations are available on sites and only to be used for camper staying at Aces High R.V. Park.
- Outside RVs are not allowed to use our dump station.
- All sites include a picnic table and fire-ring.

QUIET HOURS

Quiet Hours are 11:00pm – 8:00am. Excessive noise will not be tolerated during these times. All outside lights must be out by midnight.

SMOKING

Please dispose of cigarette butts in approved containers only. Smoking is not permitted inside the bath houses, recreation room, laundry area, cabins, or campground office. Failure to comply with this rule will result in removal from the area.

BOATING

Boat rentals and equipment are available in the office. No operation of boats is allowed without life preservers for each person on the boat. Boating is at your own risk.

FIRES & FIREWOOD

Fires are only permitted in the fire rings provided and must not be left unattended. No cutting of any of our trees is allowed.

CLOTHESLINES

Clotheslines are not permitted. Please do not hang clothing from vehicles or trees.

CHILDREN

All Children must be at their own sites by 10:00pm. Parents are responsible for the actions of their children at all times. The cost of any damage must be paid for by the parents. Children under 8 must be escorted by a parent to the rest rooms.

BIKES

No bike riding after dark, around the security gate, near the main office, and pond areas. No skateboards, rollerblades, hoverboards, or motorized bikes/scooters may be used on premises. Children 12 years old and younger must wear a helmet, per Connecticut law.

SWIMMING

Children under 14 years old must be accompanied by an adult at the swimming area. No swimming after dark. Swimming is at your own risk.

OUTSIDE WASHING

Absolutely no washing of cars, boats, or RVs. Strictly enforced.

PROHIBITED ITEMS

Absolutely NO FIREWORKS, NO FIREARMS, NO ILLEGAL DRUGS, NO WEAPONS.

LOST & FOUND

Please bring any found items to the campground office.

SPEED LIMIT

Please observe the 5mph speed limit at all times, throughout the campground.

TRASH

Please dispose of your household trash in the three dumpsters located in the campground.

Absolutely no debris (furniture, metal, large items, etc.) other than household trash. Please do not leave any trash or items on your site when departing.

GENERAL ETIQUETTE

Please be respectful of staff and other campers. Any threats, intimidation, racial slurs, etc. directed towards staff and other campers will not be tolerated and will result in immediate removal from the property and possible police involvement. Please refer any issues you may have with our staff to a site manager.