# Willamette Valley Vineyards - Into The Woods - RV Experience

## Cancellation, Refund and No-Show Policy

• If you must cancel, we ask that you notify us no less than 48 hours before your scheduled stay. There will be no refunds given for guests who do not show up, depart early or who cancel within less than 48 hours to their scheduled stay.

## Stay Info

- Address 8998 Enchanted Way SE Turner, OR 97392 at Willamette Valley Vineyards. The entrance is 0.2 miles south of the main
- winery entrance.
- Emergency contact, gate and bath house codes will be provided upon arrival.
- Check-in time between 2:00 pm to 4:00 pm. Please arrive before dark as checkins after dark are not permitted.
- Check-out time is before 11:00am.
- Reservation includes stay for up to 2 Adults & 2 children.
- Place all trash in a tightly tied bag and place at the end of your site by 10:00 am. Do Not leave trash out overnight.
- Bath houses (with handicap options) are available. Please leave them picked up, free of debris and clean after each use.
- Please contact us to report a bathhouse in need of care.
- Shower water temperature is pre-set and not adjustable.
- Emergency. In the event of a medical emergency or fire, Call 911.
- \*\*\* Your address is: 8998 Enchanted Way SE Turner, OR 97392.at Willamette Valley Vineyards, include your site number
- Fire Extinguisher is located at the bathhouse.

# **General Info**

- Quiet hours are from 10:00 pm to 8:00 am daily. Please be respectful of your neighbors at all times.
- As this is a wooded area, wood fires, charcoal grills or electric smokers are not permitted. Small propane fire pits and grills may be used.
- Use of generators are not permitted.
- WVV is tobacco free. Smoking, vaping, e-cigarettes or use of marijuana is not permitted anywhere on the premises.
- Children under the age of 16 must have adult supervision at all times.
- Sites Specifics
- Travel through Into the Woods is one way with the entrance off Enchanted Way and exit onto Cloverdale.
- Sites are in the woods with lots of trees. Please drive carefully and observe 10 mph speed limit throughout.
- Only one vehicle and one RV/ trailer is allowed on each site. The vehicle must remain in the site and off of the road.

- All motorized vehicles must be operated by licensed drivers, must obey speed limits and be operated on paved roads only. ATVs
- are not permitted.
- Sites have electric (30 & 50 amp) and water. Sewer hookups and dump station are not available on site.
- Dump stations are available at truck stops at exits 278 to the north and 238 to the south.
- Most sites have a slight slope, and leveling blocks may be needed.
- Jack pads are required to protect the asphalt. We have several sets available for loan. Un-returned jack pads will be charged \$50.00.

#### Pets

- Pets must be on a leash and in a responsible adults' control at all times. If your pet is tied up outside your RV, please be outside with it.
- Pet owners must pick up after their pets. Please dispose of pet waste in the containers provided. Do not dispose of pet waste in bathroom trash or outside barrels. Help keep our park clean!
- Pets are not permitted in the bath houses.

### The below are not permitted on our premises

- Drones anywhere on the property, including the airspace above Into the Woods.
- Fireworks, Firearms, Explosives, BB or paint guns are not permitted.
- RV maintenance or washing of RVs is not permitted.
- Please do not walk through or park in empty or occupied sites unless invited.
- Clothes lines or other outdoor stand-alone drying devices are not allowed.

As a reminder; Guests are eligible for a total refund on cancellations up to 7 days prior to the date of stay. Guests within 7 days may reschedule their reservation or have credit issued for future stay. Refunds are not eligible for cancellations occurring within 24 hours or less or no-shows. If you must cancel, we ask that you notify us no less than 48 hours before your scheduled stay. There will be no refunds given for guests who do not show up, depart early or who cancel within less than 48 hours to their scheduled stay.

We ask all guests to respect and follow the rules above throughout your stay. Failure to do so may result in being asked to leave the campground without recourse or a refund. Please contact us if you have any questions or concerns. We hope that you enjoy your stay and come back soon!