



## Marion County Conservation Board

214 East Main Street  
4<sup>th</sup> Floor Courthouse  
Knoxville, Iowa 50138  
Phone 641-828-2213

## Cabin Cancellation & Refund Policy

### **CANCELLATION POLICY**

**Consider this policy prior to purchasing a reservation.**

Please understand at the time of booking your reservation you immediately prohibit other people from reserving and utilizing that cabin; therefore, they will go elsewhere to locate a facility for that date.

Name of person on the reservation will be the only person who can cancel or reschedule a facility reservation. All cancellations or requests to reschedule date of reservation cannot be done online and must be made by calling and /or emailing the Cordova Park Office, (641) 627-5935, at least 14 days in advance of the original reservation arrival date.

If a rescheduling of a reservation is needed, that rescheduled date must be submitted and approved by the Park Ranger at least 14 days prior to the original reservation date of arrival. A change fee of \$20 will be assessed per each reservation. A reservation holder has only ONE opportunity to reschedule their original reservation.

If a facility reservation is cancelled by Marion County Conservation Board due to a natural disaster or if by some means the facility is unusable, a full refund will be issued to the person that made the original reservation.

### **REFUND POLICY**

**Consider this policy prior to purchasing a reservation.**

**25%** of any cabin reservation is **NON-REFUNDABLE**.

**75%** of the original cabin rental fee will be refunded if the Cordova Park Office is contacted by phone and/or email, concerning a cancellation at least 14 days in advance of the original reservation arrival date. Refunds will be mailed in the form of a check in the name of the original reservation holder.

**100%** of the cabin rental fee will be forfeited if the cancellation is received less than 14 days prior to the original date of arrival listed on the reservation.

# Campsite Cancellation & Refund Policy

## CANCELLATION POLICY

**Consider this policy prior to purchasing a reservation.**

Please understand at the time of booking your reservation you immediately prohibit other people from reserving and utilizing that campsite; therefore, they will go elsewhere to locate a facility for that date.

Name of person on the reservation will be the only person who can cancel or reschedule a facility reservation. All cancellations or requests to reschedule date of reservation cannot be done online and must be made by calling and /or emailing the park office in which the rented facility is located at least 14 days in advance of the original reservation arrival date.

If a rescheduling of a reservation is needed, that rescheduled date must be submitted and approved by the Park Ranger at least 14 days prior to the original reservation date of arrival. A change fee of \$20 will be assessed per each reservation. A reservation holder has only ONE opportunity to reschedule their original reservation.

If a facility reservation is cancelled by Marion County Conservation Board due to a natural disaster or if by some means the facility is unusable, a full refund will be issued to the person that made the original reservation.

## REFUND POLICY

**Consider this policy prior to purchasing a reservation.**

The fee charged **for two nights of camping** is **NON-REFUNDABLE**. All other fees may be refunded if; refund request is received at least 14 days in advance of the original arrival date of the camping reservation. Refunds will be mailed in the form of a check in the name of the original reservation holder.