



Wood County Parks & Forestry Shelter Policy Revised, April, 2022

Shelter Reservations Link: <https://parksreservations.woodcountywi.gov>

Shelter reservations may be made up to one (1) year in advance. You may reserve consecutive days, up to one year in advance of the initial day.

Reservation Payment: **Full payment is due at the time of reservation.** Reservations may be made online (see link above) 24/7/365, or by calling or stopping into the P&F office during normal business hours. Online and phone reservations **require payment via CC/Debit.** Cash or check is accepted for in person reservations in the P&F office as well as CC/Debit.

Shelter Clean-Up: Individuals making reservations are responsible for the cleanup and welfare of the shelter building. Wood County expects all shelters to be cleaned after use, and left in a similar condition as when they arrived. Cleaning checklists are posted within each shelter building, and must be completed prior to the ending time of the reservation. Necessary cleaning supplies are provided at the shelter. If not cleaned to standards, you will be invoiced for time/material for any additional cleaning that P&F staff have to perform, and will be a minimum of \$100. Please help us keep reservation fees low by doing your part and leaving the shelter better than you found it!

Reservation Edits: Edits (change of venue, date or number of days) may be made to your reservation if done at least (1) month prior to the reservation date. Edits may be made in your online reservation account, or by contacting the office.

Reservation Cancellations: **YOU MUST CONTACT THE OFFICE TO CANCEL.** You can cancel by phone or in person, M-F from 8am-4pm. If a cancellation occurs 30+ days prior to the reservation date, all **but \$15.00 for each day you reserved, shall be credited/refunded.** If cancellation occurs **less than 30 days** prior to the reservation, there will be **no credit/refund.** Your refund will be issued the same way it was paid for (credit/debit/check/cash), or you may choose a credit to your account in the form of a "credit token" if you utilize any other Parks & Forestry offerings such as boat launch, camping, trail pass or disc golf. Credit tokens can be used for all purchases.

Electronic Code Entry: Most enclosed shelters have an electronic code entry (ATV enclosed shelter is unlocked for reservations and does not require a code). You will receive the code via email, or in office, after your shelter reservation is confirmed. The code you are given is **ONLY** good for the time you have the shelter reserved.

Partial Day Reservations (M-F): For shelter buildings that have partial day rental options, the following rental times are offered: **8 AM-4 PM or 4 PM-Midnight.** **You must make these reservations by calling the office.**

Personal Belongings: Individuals who have multi-day reservations, and choose to leave personal items in shelter buildings overnight, assume all risk of theft or damage. Wood County recommends **NOT** keeping items of high value in the shelter buildings unattended.

Enclosed shelter hours: **8:00 AM to 12:00 AM (Midnight)**
ATV shelter and all Open shelter hours: **8:00 AM to 10:00 PM**

For questions or concerns regarding your reservation, please contact us at parks@co.wood.wi.us.