



Swinomish Casino & Lodge is excited to announce our new online booking platform through Campspot. Our online booking feature goes live on Monday, October 7th, 2024 at 9:00AM. With this new system comes new & important changes. We're excited to provide the flexibility to book your reservations online, over the phone, and in person.

Question and Answers

Q: What is Campspot?

Campspot is the leading online marketplace for premier RV resorts, family campgrounds, cabins, glamping options, and more. No matter how you choose to stay, Campspot makes it easy for you to create lifelong camping memories.

Q: What happened to the reservations I booked directly with the Lodge prior to Campspot?

A: All RV reservations have been imported from the older property management system into Campspot. All reservations made prior to 10/7/24 will be honored & guaranteed the site number the original reservation was made for and can pay on day of arrival. Any new reservations made 10/7/24 after will be required to pay at time of booking & follow new "Lock site fee" options & policies.

Q: Do I have to pay in full at time of booking?

A: Yes, effective 10/7/24 forward all future reservations must pay in full at time of booking. RV monthly stays will only be charged the initial \$200.00 deposit at time of booking. The remaining balance is due at check-in for the month OR every 30 days depending on your length of stay.

Q: Am I able to book multiple RV sites in one transaction online?

A: Yes! Complete the process to select your site, press "Add to Cart", and then repeat the process.

Q: Will I be able to enter my Good Sam, Senior, and/or Military discount?

At this we do not have this option available. We do have Signature Rewards discounts for the RV park based on your tier level & it's completely free to sign up! Receive up to seven days discounted at your tier benefit level a month! Find out more about our benefit program for Signature Reward members by clicking this link [Signature Rewards Benefits - Swinomish Casino and Lodge](#)

Q: What is a lock fee?

A: In order to guarantee your site number & location, an option to "lock your site location" for a fee will be available. Paying this fee ensures that you get the RV site number & location that you selected from the map. If you do not pay the lock fee, your location may be switched to a comparable site in order to maximize

Swinomish Casino & Lodge RV park availability. Our lock site fee is a one-time charge per reservation. The lock fee amount varies based on length of stay. Lock site fee is not applicable to overflow sites as this is dry camping.

Q: What if I choose not to pay the lock site fee, how will I know what my RV site number is if it gets changed?

A: If you decline to pay the lock fee, the site you selected is now considered a “preferred site” but your aware it’s not guaranteed. You will be notified via three days prior to your reservation what your site number will be. This email will also include all your required registration information that must be completed in order to full check-in.

Q: What are lock site fee amounts?

A: As mentioned above the lock site fee will be based on your length of stay;

- Reservations between 1 & 5 days long will be a one-time lock fee of \$8.00 per reservation.
- Reservation between 6 & 10 days will be a one-time lock fee of \$16.00 per reservation.
- Reservations greater than 11 days will be a one-time lock fee of \$24.00 per reservation.
- Reservations the length of stay of 30 days will be a one-time lock fee of \$32.00 per reservation.

Please note any maintenance issues that cause the RV site to placed out of order & assigned to a new site, the lock fee will be waived and guest will be contacted to acknowledge new site location.

Lock site fees are not applied against overflow.

Q: What is the cancellation policy?

A: Effective 10/7/24: Short term RV stays will require a 3-day cancellation notice in order to receive a full refund. If the reservation is not cancelled in a timely manner. The RV guest will be issued a 50% refund. Long term RV stays 30 days or more will require a 14-day cancellation notice in order to receive a full refund. If the reservation is not cancelled in a timely manner. The RV guest will be issued a 50% refund. This policy applies to all RV reservations made prior to 10/7/24 and future.

Q: What is the no show policy?

A: Effective 10/7/24: Short term RV reservations that are no shows will not be refunded. RV Monthly that are no shows will be given a single courtesy contact via email OR phone to determine if arrival still remains. Unreturned calls/emails after 24-hour single follow-up attempt with contact information listed in the reservation will result in cancellation of the monthly stay and deposit is non-refundable. Please ensure all contact & email information current & accurate when booking. This policy applies to all RV reservations made prior to 10/7/24 and future.

Q: If I depart early, will I be refunded the remaining cost of the days I did not stay?

A: Effective 10/7/24: Short term RV guests must provide 3-day notice in order to receive a 50% refund difference for the days they’re no longer staying. Reservations will be adjusted at that time. Short term RV guests who do not provide early departure notice in a timely manner will not receive a refund for the difference. Long term RV guests must provide a 14-day notice of early departure in order to receive 50% refund difference for the days they are no longer staying. Reservations will be adjusted at that time. Long term RV guests who do not provide early departure notice in a timely manner will not receive a refund for the difference. This policy applies to all RV reservations made prior to 10/7/24 and future.

Q: Will I be able to charge back to my RV site from any of the restaurant’s?

A: No, chargebacks to RV sites will not be available.

Q: How do I cancel or modify a reservation?

Online cancellation is available. Just follow these steps:

1. Open your reservation within Campspot.
2. If the reservation can be canceled online, you will see an option to "Cancel Online".
3. Follow the step-by-step instructions to confirm your cancellation. Please note that all park cancellation policies will apply.

If online cancellation is not available, contact the property you booked with directly to cancel or modify an existing reservation at 360-588-3600 or 855-794-6563. Your welcome to also email us directly at lodgereservationagent@swinomishcasino.com.

Q: How do I find check-in/out times?

A: Check in and out times are listed on the Swinomish Casino & Lodge website, your confirmation letter, and Campspot campground page. Be sure to search Swinomish Casino & Lodge under Campspot to find that information. Please do not hesitate to contact us 360-588-3600 or 855-794-6563. Your welcome to also email us directly at lodgereservationagent@swinomishcasino.com.

Q: I haven't received a confirmation email yet, what should I do?

A: Check your spam folder. Emails from Campspot may be sent to spam by your email provider. If the email isn't there, you can also reach out to your email provider. Some providers (e.g. comporium.net) have intensive security blockers which require you to request access for Campspot communications. If you think you may have made a mistake in your email address you can contact the park directly to have them verify and update if needed.

Q: I am not able to click the link to verify my email address, what should I do?

A: You may need to copy the link from the email and paste it into your browser.

Q: I can't get through to the RV park on the phone, what should I do?

A: Sometimes reservation phone lines may be very busy, or front-desk staff are working with another customer. If that's the case, try calling again later or contacting the park via email or other methods on their Campspot page or website. Please feel free to email as at lodgereservationsagent@swinomishcasino.com OR leave a message when you call.

Q: Is there a way to view past trips?

A: Yes! Simply log into your personal account under Campspot and select "Reservations" from the drop-down menu to view upcoming and past trips.

Q: How far can I book RV reservations in advance?

A: Feel free to book a year in advance.

Q: What can I do if I wasn't satisfied with my stay?

A: We are so sorry to hear that you weren't satisfied with your stay! If you experienced a stay that did not meet your expectations we encourage you to reach out directly to the RV parks Manager or Director of Lodge Operations with your concerns. We value your feedback!

Q: How are refunds handled?

A: When you book with Campspot, payment is made directly to the park. Any refunds processed will be refunded in the same form that it was originally paid in OR at management discretion a reservation credit could be issued towards a future stay to be used within one year from the date the reservation credit was issued. All refunds processed via credit/debit card, will be processed back to the original credit/debit card used, no exceptions. Refunds will not be issued for evictions OR barring's. Check our Cancellation, No show, and Early departure terms for further refund information.

Q: What is Campspot Service Fee?

A: Reservations booked on Campspot's marketplace may be charged a service fee ("Service Fee") to help cover the cost of secure transactions on the platform. The Service Fee is \$3.00 per reservation. The Service Fee will be refunded in the event a guest ("Guest") is entitled to a full refund pursuant to the terms of the cancellation policy presented in the listing.

To learn more, please refer to our <https://www.campspot.com/about/service-fee>

Q: What is covered?

A: The exact Service Fee charged will be displayed to Guests at the time of booking. Please be aware that each campground operator on the Campspot Marketplace has its own refund policy that applies to other charges paid by the Guest. Campgrounds do not have the ability to discount or waive the Service Fee. Guests are urged to review each campground operator's refund policy before making a reservation.

Q: How much of the Service Fee will be refunded?

A: The Service Fee will only be refunded in the event a Guest is entitled to a full refund pursuant to the terms of the cancellation policy presented in the listing. For example:

- If the Guest is entitled to a 100% refund from the applicable campground operator, then Campspot will refund 100% of the Service Fee to the Guest.
- If the Guest is not entitled to a refund from the applicable campground operator, then Campspot will not refund any portion of the Service Fee to the Guest.

Some campgrounds may have custom policies that differ from the examples noted above, and such policies may have different cancellation terms and fees associated with them.

Additional Note on Refunds

If a Guest was charged in a different currency, the payment and refund totals of the Service Fee may vary based on exchange rates or other additional applicable fees.