



DEVIL'S BACKBONE ADVENTURE RESORT RULES AND REGULATIONS

Reservations/Information: (844) 549-0023

Hours may be found at devilsbackbonewv.com but are typically 8 am – 8 pm.

Security/After Hours Emergencies: (304) 542-7066

ALL GUESTS MUST SIGN THE WAIVER AGREEMENT TO STAY AT THE RESORT.

Cancellation fees will apply.

CHECK-IN/OUT

CHECK-IN/OUT TIME: Check-in time is 3:00 pm. Check-out time is no later than 11:00 am. There are no refunds/discounts for early departures.

CHECK-IN PROCEDURES: You will receive an email prior to your check-in date which will include any codes you may need for your site. Please contact us prior to your arrival if you do not receive the gate code as cell phone service is limited in the area.

Upon arrival, please register at the Backbone Company Store (lodging sites) or Reservations Office (camping & RV sites if paying with card. Cash payments may be made at the Backbone Company Store). At this time, you will verify the number in your party, provide your driver's license and credit card, and register all vehicles for security purposes.

ALL GUESTS MUST SIGN THE RESORT WAIVER UPON CHECKING IN TO STAY AT THE RESORT!

Office hours vary depending on the season but are generally 8am-8pm. **If you will not be checking in until after 8:00 pm please notify the Reservations Office (844-549-0023 or reservations@devilsbackbonewv.com) for check-in instructions and to receive your door code.**

FEES

FEES AND PREPAID DEPOSITS: Reservations require at least a 50% deposit made by credit card or check to guarantee your reservation. This deposit must be received before the site will be secured.

Please inspect your site upon arrival and report any issues as soon as possible.

- Any damage to resort property, whether accidental or willful, is the responsibility of the registered guest for each site.
- Damage or excessive filth may result in additional fees listed below.
- In extreme cases, criminal charges will be pursued.

- We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.
- Charges may also include nightly rates for the site(s) for the time spent fixing damages.
- Should any issues come to light after the guest has departed, we reserve the right to make a charge to the registered guest's credit/debit card or send an invoice for the amount to the registered address.

Fee Type	Amount	Description
EXCESSIVE CLEANING FEE	Beginning at \$50, up to \$300	If sites are damaged or left with a need for excessive cleaning, the registered guest will be charged corresponding excessive cleaning fees of \$50 to \$300. In the event a room is required to be placed out of order any additional night(s) so that it may be returned to our standards, a fee in the amount of our prevailing best available rate those night(s) will be charged in addition to the accrued excessive cleaning fee.
BROKEN OR REMOVED ITEMS	Up to 120% of the cost to replace	We reserve the right to charge the registered guest the cost of replacing any items that are removed from the premises by them without consent. The charge will be up to 120% of the full replacement amount of the missing item, including any shipping charges.
PET FEE	Up to \$200	Pets are only permitted at the Heliport and RV sites. Any unauthorized pet will result in a fee of up to \$200. Any damages or excessive cleaning due to a pet may result in additional fees listed below.
SMOKING FEE	Up to \$300	All building interiors are completely non-smoking . A smoking fee may be charged to the card on the account up to \$300. Any additional charges resulting from deodorizing the property or other smoke related maintenance shall be the financial responsibility of the registered guest of said site; this includes but is not limited to false alarms with the fire and police departments and lost revenue.
DAMAGE TO RESORT PROPERTY	Up to 120% of the cost to replace or repair	Damage to rooms, fixtures, furnishings, structures, or equipment, including the removal of electronic equipment, towels, artwork, etc., will be charged up to 120% of the full and new replacement value plus any shipping and handling charges.
VOMIT OR OTHER BODILY FLUIDS	Up to \$200	

CANCELLATION POLICY AND REFUNDS: We know that plans can go astray. However, we rely primarily on advance reservations and cancellations cannot always be filled. To be fair to all concerned, our policy is as follows:

Heliport

Prior to 21 Days: \$25 Fee; 14-21 Days: \$200 Fee; 14 Days or Less: Forfeit Full Deposit

Cabins

Prior to 21 Days: \$25 Fee; 7-21 Days: \$100 Fee; 7 Days or Less: Forfeit Full Deposit

RV Rental & Deluxe Tent

Prior to 21 Days: \$25 Fee; 7-21 Days: \$50 Fee; 7 Days or Less: Forfeit Full Deposit

RV & Primitive Sites

Prior to 21 Days: \$25 Fee; 7-21 Days: \$25 Fee; 7 Days or Less: Forfeit Full Deposit

RESERVATION RESCHEDULES

Reschedule #1: No Fee

Reschedule #2 or More: \$25 Fee per Reschedule

Rescheduling or removal of days within 14 days of your reservation will be subject to cancellation policy above.

You may add days to a reservation at any time without penalty.

GUEST ACCOUNT BALANCES: Funds may be placed into a guest account to be used toward a later reservation. If these funds were applied to the guest account in lieu of forfeiting a deposit, they may not be refunded for a future cancelled reservation. Funds transferred to a guest account must be used within one year of transfer or the funds will be forfeited.

CHARGE BACKS: Guest will not claim any charge backs or credits from his/her credit card company for any fees charged to his/her credit card, including but not limited to deposit, rental, or additional damage or security deposit fees.

RETURNED CHECK FEE: There is a \$50.00 per check fee for all returned checks.

SAFETY

SPEED: Speed is limited to 10 mph on resort property. Speed limits are strictly enforced to ensure guest safety and reduce dust. No speeding or driving recklessly is permitted.

CAMPFIRES: Campfires are allowed only in designated areas and must be contained within the fire ring. All sites have fire rings and there is firewood for sale at the Backbone Company Store. We enforce all local burn bans. Campfires must never be left unattended. Fireplaces/rings are not to be moved. Per state regulations, no outside firewood is permitted. Firewood may be purchased at the Backbone Company Store.

FIREWORKS: No fireworks are permitted on the resort property.

VEHICLES & TRAILERS: Each site will accommodate 2 vehicles and 2-trailers. Please contact our staff for additional trailer storage locations.

QUIET HOURS: Between the hours of 11:00 pm to 7:00 am noise interfering with the peaceful enjoyment by occupants of adjoining sites is strictly prohibited. Children must be on their site supervised by an appropriate adult by 10:00pm. Parents must be responsible for the safety and actions of their children at all times. Vandalism will not be tolerated.

Riding after dark is not permitted within the resort.

GUNS: Guns are not permitted on resort property.

ALCOHOLIC BEVERAGES: Alcoholic beverages are permitted only at guests' reserved sites. Alcohol consumption and open containers are not permitted in the common areas of the resort. Excessive use will not be tolerated. Underage drinking or drug use will be reported to the police and offenders will be banned from the resort without refund.

DAMAGE/ VANDALISM/THEFT: Devil's Backbone Adventure Resort and its owners and employees are not responsible for damage, vandalism or theft of guests' RV or other personal possessions.

ACTS OF GOD: Guests agree to relieve Devil's Backbone Adventure Resort and its owners and employees of any responsibility of "Acts of God".

PETS/WILDLIFE

PETS: Only one dog per site is allowed. Pets must be on a short leash at all times and shall remain tied on a strong durable chain or rope that will not allow the pet to extend off a site in any direction. Pets must never be left unattended.

1. The pet shall always be on a short leash. Children shall not be allowed to walk pets. All pet/dog droppings shall be the responsibility of the pet owner.
2. All pets should have proper papers for vaccinations, which must be presented at registration. West Virginia law requires all pets (visiting or resident) to have a rabies vaccination and provide proof of rabies vaccination.
3. If any pet is creating a disturbance or being a nuisance, the pet shall immediately be removed at the request of the Manager.
4. No pets are allowed in the restrooms, with the exception of service dogs.
5. Dogs are only permitted in the heliport and at RV sites. Any damage due to pets may be subject to additional fees.
6. Dogs must not be left unattended.
7. **Visitors may not bring pets to the resort.**

WILDLIFE: The resort is home to black bears and other wildlife that are known to frequent the resort. For the safety of our guests: 1) **absolutely no feeding of black bears or wildlife**, 2) remove all food items from outside areas, 3) place any trash in the provided dumpster, and 4) properly lock all food in appropriate locations.

TRASH

TRASH: DO NOT LEAVE TRASH OUT OVERNIGHT. Dumpsters are located at designated locations throughout the resort.

GRAY WATER: The **dumping of gray water on the ground is against the law.** Anyone caught dumping gray water on the ground will be evicted immediately, without refund.

Devil's Backbone Adventure Resort is intended to be a friendly, family-oriented resort. We reserve the right to eject anyone who does not comply with these Rules and Regulations, which are intended to make your stay more enjoyable. **ANYONE EJECTED WILL NOT RECEIVE ANY REFUND AND SHALL BE REQUIRED TO IMMEDIATELY VACATE THE SITE.**