

## **All Reservation Policies:**

### **Cabin & Lodging Reservation Policy**

All reservations may be made up to one year in advance. All reservations will charge a \$5.25 reservation fee.

#### Lodging Reservations-

- A deposit equal to the first night's stay plus a \$5.25 reservation fee must be paid at the time of booking. The outstanding balance is due upon arrival. A credit card is required at check-in and a \$50 hold will be placed on the card until check-out for any incidentals incurred during the stay.

#### Cabin Reservations-

- A deposit equal to at least 50% of the full payment for the cabin(s) reserved for stay length plus a \$5.25 reservation fee must be paid at the time of booking. The outstanding balance is due upon arrival.
- Individuals reserving cabins or lodging must be 21 or older. A parent or adult must accompany individuals under the age of 21, and a valid identification might be requested and/or required by park personnel for age verification.
- No events of any kind are allowed at the cabins. If you are hosting an event, you must rent an event or day use facility.

#### Camping Reservation-

- Maximum stay for camping is 14 nights (31 nights November 1 to March 31 at select parks). The maximum stay length applies equally to the camping group and camping unit.
- Individuals reserving campsites must be 18 or older. A parent or adult must accompany individuals under the age of 18, and a valid identification might be requested and/or required by park personnel for age verification.

#### Pavilion & Day-Use Facility Reservation-

- Reservations for pavilions and day-use facilities can be made up to one year prior to the reserved date.
- Individuals reserving pavilions or day-use facilities must be 18 or older. A parent or adult must accompany individuals under the age of 18, and a valid identification might be requested and/or required by park personnel for age verification.

#### Cave Tour Reservations-

- Advanced tour reservations may be made up to seven days in advance by phone, in-person, or online.
- Tour reservations can be made by phone from 9 AM-5 PM daily.
- Full payment is required at the time of reservation.
- Cave tour reservations are nonrefundable.
- Large group reservations must be made by phone during business hours and can be made up to a year in advance. (No advance payment required for group reservations)

- Tours are scheduled 7 days per week, but tour times vary seasonally.
- The park is closed for tours on Thanksgiving Day, Christmas Day, and New Years Day.
- General Cave policies:
- ADA service animals are the only animals permitted inside the cave.
- Food, drinks, tobacco products and vaping are not allowed in the cave.
- Rainy weather does not affect cave tours unless it is a flash flood.
- \*Holiday cave tours at Rickwood Caverns reservation dates and times vary each year and will be posted on the main reservations page website.
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### **Arrival Instructions:**

#### General Campground-

- If you have a camping reservation and have received a gate code, you may proceed directly to your reserved site, unless you have additional needs that require a stop at the campground office.
- Guests may not check in to their campsite early (before 4 PM) unless authorized by park staff. Please stop by the office to notify us of your check-in when you have set up camp.

#### Joe Wheeler Cabin-

- Arrival and Key Pickup:
- The cabin office is located at 24921 HWY 101 Town Creek, AL 35672.
- If arriving during office hours, please check-in and pick up your key at the cabin office.
- Key pickups for after-hours arrivals are located at the white building across from Cabin #7. Please check-in with the office the next morning.
- Office Hours:  
Sunday to Thursday and Saturdays 8:30 AM to 4:30 PM  
Friday 8:30 AM – 5:00 PM

#### Cathedral Cave Tours-

- Please check in at the Welcome Center 15 minutes prior to your scheduled tour.
- Cave tours begin at the scheduled tour times.
- Tour guides are required to enter the cave.
- The cave tour consists of a 1.3-mile round-trip walk.
- The pathway is a smooth, concrete walkway with handrails, but we must caution that there are several areas with inclines/declines of about 45 degrees.
- The cave does have a smooth concrete pathway; however, it is not suitable for mobility devices (scooters, wheelchairs, walkers, strollers, etc.).
- Cave tours last approximately 90 minutes.
- The temperature in the cave averages 58 degrees.
- The cave is stroller accessible for people with small children.
- Rainy weather does not affect cave tours.

#### Rickwood Cave Tours-

- Please check in at the Welcome Center 15 minutes prior to your scheduled tour.
- Cave tours begin at the scheduled tour times.
- Tours are guided by park staff.
- The cave tour consists of a one mile walk through the cavern and there are 365 total stairs (110 of those being to exit the cave).
- Tickets can be picked up in the Gift Shop before the tour time.
- The cave is not suitable for mobility devices (scooters, wheelchairs, walkers, strollers, etc.).
- Cave tours typically last a hour and a half.
- The temperature in the cave averages 62 degrees.

#### **General Campground Policies:**

- Campsites may not exceed one motor home, fifth-wheel, travel trailer, or pop-up and one tent. Two tents may occupy one site. For example, at RV campgrounds, only one wheeled camper is allowed per site.
- Camping rates allow up to eight (8) people per campsite with exceptions for immediate family. For groups larger than eight, please reserve an additional campsite(s).
- Camping, trailer use, tent pitching, parking, and any other usage of camper units is permitted only at designated locations.
- Installation of permanent camping facilities is prohibited and digging or leveling the ground at any campsite is not allowed.
- Camping equipment must be completely removed, and campsites cleaned by campers before departure.
- Quiet hours are between 10 PM and 6 AM.
- Wood gathering for fuel usage in campgrounds or picnic areas is limited to dead material on the ground, except where such gathering is prohibited by the Park Manager and based on posted signage.

#### Site Occupancy Requirement-

- Guests that leave the campground prior to their scheduled departure date and have been departed for three (3) consecutive dates will forfeit all fees and the reserved campsite may become available for other guests. If you intend to return to your campsite, contact the park so the site can be held for you.

Lodge/Cabin check-in time is 4 PM. Check-out time is 11 AM. Campground check-in time is 2 PM. Check-out time is 11 AM.

#### **Smoking policy**

All cabins are non-smoking. Smoking in any of our cabins can result in a \$200 smoking fee.

#### **Pet Policy**

### Cabins & Lodging Pet Policy-

- To make your stay more enjoyable, Alabama's State Parks offer a number of cabins and lodge rooms at each park for guests who travel with their pets. Advanced reservations for these limited cabin/room types is strongly recommended.
- There is a \$30 per-pet charge per night. Additional charges may apply for any damage that occurs to carpet or furnishings.
- Pets are not allowed in cabins or rooms that are not designated for pets.
- Park management reserves the right to prohibit any pet on the premises that may pose a risk to guests or staff.
- Cabins/rooms will not be serviced if a pet is present.
- Extra fees may apply for noisy dogs and cats that disturb other guests resulting in complaints or refunds.
- Guests are liable for cleaning or damage caused by their pet.
- Pets are allowed only in designated areas.
- Pets are not permitted inside restaurants, lobbies, or other public buildings.
- Pet owners are required to pick up after their pets and properly dispose of their droppings.
- Pets must be kept on a leash in public areas.
- Pets must be current with all vaccinations.
- Never leave your pet unattended in a parked vehicle.
- Park management may designate areas where pets are not permitted by posting appropriate signs on trails and other portions of the park. This prohibition does not apply to service animals.

### Campground Pet Policy-

- All state park campgrounds allow dogs. Please remember that these are natural areas and domestic and wild animals sometimes have confrontations. Certain places such as picnic areas, trails, beaches, swim locations and foodservice areas may be restricted to pets.
- A maximum of two dogs per campsite or RV regardless of the size of the animal.
- Pet owners are required to pick up after their pets and properly dispose of their droppings.
- Pets must always be kept on a leash.
- Pets must be current with all vaccinations.
- Never leave your pet unattended in a parked vehicle.
- Park Management reserves the right to prohibit any pet on the premises that may pose a risk or annoyance to our guests or staff.

### **Cancellation & No-Show Policies**

#### Cancellation Policy

- Reservations may be changed or cancelled up to 72 hours prior to 12:00am on the scheduled day of arrival date with a refund of all paid fees except the non-refundable \$5.25 reservation fee.

- Cancellations made within 72 hours to arrival date will forfeit all fees, taxes and the non-refundable \$5.25 reservation fee, per site/unit. Cancellation of some, but not all nightly stays, made within 72 hours to arrival date will forfeit all fees and taxes for the canceled nights.
- If this reservation is part of a contracted group, then the contract's cancellation policies supersede the above individual cancellation policies.
- ADCNR and Alabama State Parks reserve the right to cancel a reservation and/or contract anytime with 100% refund of all monies received for the reservation.
- To cancel reservations please visit My Reservations online.

#### Gulf State Park Monthly Cancellation Policy-

- Monthly Reservations must be cancelled by August 1st to receive a full refund less the non-refundable \$5.25 reservation fee.
- Any Monthly Reservation cancelled after August 1st will forfeit their entire deposit.
- To make a new reservation or modify an existing reservation, please call the Gulf State Park Reservations office at (251) 948-7275 Ext. 62020 Monday thru Friday 8am to 4pm.
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#### No Show Policy:

- Guests that do not arrive to check in by 12:00 noon the day following the first night's reservation will forfeit all fees and the reserved cabin may become available for other guests. If you do not intend to occupy a reserved location on the first reserved night, contact the park so that we can hold the site for you, or assist you in making other arrangements.

#### Gift Card Refunds:

Refund amounts due to cancelled reservations originally made with an Alabama State Parks Gift Card will be refunded as a gift card credit.

### Reservation Discounts

The following discounts are available on camping, cabins and lodging for qualified guests:

#### ADA Discount:

- A 15% ADA discount on overnight accommodations managed and operated by Alabama State Parks is available. Accessibility features are for people with disabilities as defined by the ADA. Learn more here: [Americans with Disabilities Act of 1990, As Amended | ADA.gov](https://www.ada.gov/)
- ADA accessible rooms are also available (based on park amenities and occupancy levels).

#### Senior Discount:

- Guests ages 62 and over, enjoy a 15% senior citizen discount on nightly campsite rates. Government-issued identification with proof of birthdate is required upon check-in at the park.

#### Military Discount:

- Veterans and U.S. active military members can take advantage of a 15% discount on nightly camping rates.
- Current U.S. Military ID Card, Retired Military ID Card, Veteran Administration ID or copy of DD Form 214 are required upon check-in at the park.

State Employee Discount:

- State of Alabama Employees can take advantage of a 15% discount on nightly camping and cabin rates.
- Current State Employment ID card is required upon check-in at the park.