

814-725-8112 / 800-729-8112  
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North East PA 16428  
fac@facinfo.com

Before you call or e-mail us, please take a moment to see if your question has an answer below. We value your time and think that this is the best way to get your questions answered quickly. If you don't find answers to your questions please call or send us an e-mail.

### **These questions have more detailed answers on the following pages:**

*Can you send a brochure?*

*How close are you to specific attractions and cities?*

*How many people are included with the campsite fee?*

*Can we put an additional tent up on our campsite?*

*Are the sites open or wooded?*

*Do you have campsites long enough that I don't have to unhook my tow car(s)?*

*Can we have visitors and is there a charge?*

*Can I cancel a reservation?*

*What if I arrive and the store is closed?*

*What is the best way to get in touch with you at the campground?*

*Are Pets allowed?*

*Do you accept PayPal?*

*Do you have Seasonal sites currently available?*

*Is there a fire ring and picnic table on the site?*

### **These questions have YES/NO answers with no additional detail:**

*Can I put a tent on an "electric" campsite or pop up or RV on a "primitive" campsite? YES*

*Is there honey dipping or a dump station available? YES to both*

*Do you have cabins or rental units? NO*

*Are fishing licenses required? NO*

*Do you have Internet access? NO*

*Do you have cable TV? NO*

*Can groups or clubs get a discount? YES, (talk to Janet)*

*Is there a charge for using your pavilion? YES (standard charge is \$25 per hour; talk to Janet)*

*Can we gather firewood to use? NO*

*Are 4-wheelers allowed? NO*

*Are golf carts allowed? YES for electric; NO for gas*

*Do you have a Laundry NO*

## Can you send a brochure?

If there is something that isn't answered in the web pages, the printed material will not answer it either. Our web site has more information than our brochure and flyers since they can be kept more current than printed material (which gets printed in quantities and edited down to fit in the limited space available). The home page offers basic information and has links to activities, rates, map, and local points of interest. Any hard copy information that we would send you would only be a subset of what is on this web site. It is only helpful to someone that would not have access to the Internet.

## How close are you to:

### *Erie Attractions:*

<u>Lake Erie fishing &amp; boating</u>	<u>6 miles</u>
<u>Lake Erie Speedway</u>	<u>3 miles</u>
<u>Presque Isle State Park</u>	<u>16 miles</u>
<u>Presque Isle Downs and Casino</u>	<u>15 miles</u>
<u>Erie Zoo</u>	<u>15 miles</u>
<u>Tom Ridge Environmental Center</u>	<u>16 miles</u>
<u>Waldamere Amusement Park</u>	<u>16 miles</u>
<u>Splash Lagoon Water Park</u>	<u>17 miles</u>
<u>Family First Sports Park</u>	<u>18 miles</u>
<u>Erie Seawolves Baseball</u>	<u>16 miles</u>
<u>Erie Civic Arena</u>	<u>16 miles</u>
<u>Erie Convention Center</u>	<u>16 miles</u>
<u>Flagship Niagara</u>	<u>6 miles</u>
<u>Penn State Behrend College</u>	<u>11 miles</u>
<u>Peek'n Peak Resort</u>	<u>7 miles</u>
<u>Grove City Outlet Mall</u>	<u>95 miles</u>

### Nearby cities:

<u>Downtown Erie</u>	<u>16 miles</u>
<u>Findley Lake, New York</u>	<u>5 miles</u>
<u>Buffalo, New York</u>	<u>81 miles</u>
<u>Cleveland, Ohio</u>	<u>118 miles</u>
<u>Edinboro, Pennsylvania</u>	<u>40 miles</u>
<u>Grove City Pennsylvania</u>	<u>95 miles</u>
<u>Pittsburgh, Pennsylvania</u>	<u>145 miles</u>
<u>Philadelphia, Pennsylvania</u>	<u>882 miles</u>

(We include Philadelphia so that you don't think that we are in the north east section of Pennsylvania just because we are located in a town called North East, PA.)

## How many people are included with the campsite fee?

If you are a family, our practice is to consider that you can use a site at the site rate. "Family" includes 2 adults and all biological, adopted or legal ward children under 18 years old living with the adults. Additional people (adults or children) are charged the overnight visitor rate identified on our Rate Page. Grandparents and adult children are "additional" people.

Each person on the grounds results in some expense to the operation and maintenance of the campground. Most campgrounds cover this expense by limiting the number included in the site fee. We are family oriented and choose to offer affordable family camping. In return, we ask that you be fair to us.

### **Can we put an additional tent up on our campsite?**

Yes. If the tent is for your immediate family members (as described above), there is no charge to put it on the same site. We consider the site fee a family fee as long as it includes children that live with you. An additional family (or adult children) in another camper or tent would pay a separate campsite fee.

### **Are the sites open or wooded?**

Our overnight sites are in open areas. Since Mother Nature cannot be counted on to keep the wooded areas and access to them dry we do not reserve wooded spots for overnight sites. If you have reservations for a primitive site and would like to be in a wooded area, please ask when you arrive and we will try to accommodate you.

### **Do you have campsites long enough that I don't have to unhook my car(s)?**

We have sites for this, but you must let us know at the time of reservation about your requirement so that we can confirm and reserve the proper site.

### **Can we have visitors and is there a charge?**

Visitors are allowed and can participate in our activities and events and utilize our facilities. The Rate Page identifies the charge. There is an "overnight" rate for visitors and/or extra campers that stay the night. There is a "Daily" rate for those that don't stay the night. If you do not want your visitors to pay the fee to visit you, you may pay it for them in advance of their arrival.

Seasonal Campers can pay a Seasonal Guest Fee that covers all visitors to their site during the camping season (day visits or overnight).

All visitors that set up a camper or tent on the site pay the standard campsite fee instead of an "Overnight" visitor fee.

For the safety of all our guests (and required by our insurance company), all campers and visitors must be registered at the office, regardless of their length of stay, and display a hang tag identifying that they have permission to be on the grounds. Campers are responsible for the conduct of their visitors and must be at the campground during the visit.

### **Can I cancel a reservation?**

For "Standard" nights, one night of the campsite fee is non refundable. "Holiday Weekend Packages" are not refundable.

### **What if I arrive and the store is closed?**

If the store is closed when you arrive, pull around to the left past the store and go to the white house - the office entrance is marked. If no one answers at the office and you have reservations, you should be able to find your site using the map. If you don't have reservations, you can set up on an empty site located across from the house. We will meet with you when we get back to the house to settle your account and give you a hang tag.

## **What is the best way to get in touch with you at the campground?**

If you would like to make reservations or have still have questions, please call.

When the campground is closed, October through April, you will get the answering machine and we will return all calls within 48 hours.

From the Wednesday before Memorial Day through Labor Day (and the two weekends following Labor Day) the store opens at 9 am and is open until at least 8 pm Sunday through Thursday and 11 pm Friday and Saturday. Someone will be available to take your reservation and answer your questions. When the store is closed, you can leave a message on the answering machine and we will return the call within 24 hours.

Because of the responsibilities of the campground we are not near a phone very often. Please note that the 1-800 number rings on the same line as the 1-814 number. There is no reason to call both to see if we will answer one or the other. Leaving a message the first time is preferable to trying to "get through" several times within a short period. If we are not there to answer, we probably won't be there any time soon, either.

You can also e-mail your reservation request and questions.

## **Are Pets allowed?**

Pets allowed if on a leash and kept quiet and controlled on your site. You must clean up after your pet. Pets must not be left unattended. Pit Bulls, Doberman Pinchers, Rotweilers, Chow-Chows and Wolf-Hybrids are prohibited. All dogs brought onto the campgrounds must have proof of Rabies Vaccination.

## **Do you accept PayPal?**

Yes. If you request to use PayPal an e-mail will be sent to the address you provide directly from PayPal identifying Family Affair Campground as the requester. Click on the link in the e-mail. If you are a PayPal user the process will be familiar. If you are not a PayPal user, you will be asked to provide your credit card information. You don't have to sign up for PayPal. This offers you a secure way to use your credit card to guarantee the reservation. (After you complete the process you will also get an e-mail from PayPal asking you to verify your e-mail address by linking back to the PayPal site. If you do this, it makes it easier for you to use PayPal in the future, but is not a requirement.)

Our PayPal user name for payments is [payment@facinfo.com](mailto:payment@facinfo.com).

## **Do you have any Seasonal Sites currently available?**

All of our Seasonal Sites are occupied or are committed to paid in full campers. We do keep a waiting list, but understand the nature of seasonal camping and that folks on our waiting list might choose to commit to a seasonal site available at another campground to make sure that they have a spot for the season. We do contact people on the waiting list if a site becomes available and there is not a paid in full camper waiting, but the site must be paid for immediately.

## **Is there a fire ring and picnic table on the site?**

Yes, except on Primitive sites. All Primitive sites are provided a fire ring, but a table is provided only if available and on a first come, first serve basis.