

GREENBRIER CAMPGROUND

2353 East Pkwy. • Gatlinburg, TN 37738
865-430-7415
www.smokymountaincamping.com

Check-In: 1:00 pm (3:00 pm for all rentals)
Check-Out: 11:00 am (\$100 fee for late check-out)
Laundry & Bath Code: 2323
Wi-Fi: Greenbrier Guest
Password: happycamper

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CAMPGROUND RULES & INFORMATION

We want you to have the best possible experience at Greenbrier Campground. We ask that you enjoy the campground without disrespecting the natural beauty and ambiance for fellow campers.

DEPOSIT, BALANCE, & PAYMENTS

We accept credit/debit cards (Visa, Mastercard, Discover, Amex) or cash. No checks unless prior office authorization.

At time of booking, we require a 50% deposit. Deposits can only be made with credit/debit cards. The balance is due in full 3 days prior to arrival and will be charged to the card on file. If the card on file is not valid, we will attempt to contact you for 48 hours via phone or email. If payment is not received in full by closing time the day before arrival, your reservation will be canceled, and all payments will be forfeited. We are not responsible for incorrect email addresses, phone numbers, or if we are unable to leave a voicemail due to a full mailbox. Please verify your contact information when making your reservation and when you receive your email confirmation. For one-night reservations, 100% is due at time of booking. You are welcome to make additional payments towards your stay prior to arrival. There is a link in your email confirmation that will allow you to make partial payments or pay in full prior to arrival. Look for the blue, "Click Here to Pay Bill" link.

CANCELATION POLICY

**We no longer have an enhanced cancellation policy due to COVID-19. The following cancellation policy will apply to all cancellations, regardless of the reason for cancellation.
7+ days prior to arrival: 25% of deposit is forfeited
6-4 days prior to arrival: 100% of deposit is forfeited
3 days prior to arrival: Payment is due in full, and no refunds will be given.
Changes to reservation dates or shortening the length of stay requires a 7-day notice.

REFUNDS

Camping is an outdoor experience and refunds will not be given due to unfavorable weather. This rule does not apply if evacuations are necessary due to flooding. No refunds for early departure, delayed arrival, changes in work schedule, or illness.

No Call/No Show: Please contact the office by phone if you will be arriving the day following your scheduled arrival date. We will hold your reservation until 5pm the following day. If we have not heard from you by 5pm the following day, we will cancel your reservation and open your site for rental. If you "No Call/No Show" all money will be forfeited and is non-transferable.

If you need to cancel your reservation, please call the office or send an email requesting a cancellation. We will send you an email confirming the cancellation. If you do not receive an email, it is your responsibility to contact us as the email is your proof of cancellation. Please do not use Facebook or other social media to cancel a reservation. These outlets are not monitored consistently.

ARRIVAL & DEPARTURE

Check in time for RV sites and Tent sites is 1:00pm. No Early Arrivals Please!
Check in time for ALL Rentals is 3:00pm. No Early Arrivals Please!
Check out time is 11:00am. **An additional charge of \$100.00 per hour will be assessed for unapproved late departures with a minimum one-hour charge. If you are experiencing mechanical issues with your vehicle or RV that will delay your 11:00am departure, please let the office know by 10:00am.

LATE CHECK OUT

Occasionally, late check outs are possible. This is entirely dependent upon availability and time of year and is at the discretion of management. You cannot request a late check out ahead of time. Requests must be made on the morning of departure.

LATE ARRIVAL

For arrivals after office hours, we will leave your late check-in packet on the table in front of the check-in window at the Front office. Please keep in mind our office hours vary throughout the season. Please do not rely on Google or Facebook for accurate office hours. Quiet time starts at 10:00pm. Please try to arrive prior to that time to allow time to get set up without disturbing your neighbors. If you arrive after quiet hours, please do a very minimal set-up until the following morning. **TENT CAMPERS: NO ARRIVALS DURING QUIET HOURS.** Please plan to arrive and be set up by 10:00pm.

QUIET HOURS/AFTER HOURS INFORMATION

Quiet hours are from 10:00pm to 7:00am. Please make sure all music, TV noise, etc. are at a minimum after this time. All children under the age of 16 must return to their site by 10:00pm. Quiet hours are enforced by security. If they must speak to you more than once about the noise volume at your site, you may be asked to leave immediately without a refund. Security is here from around 9pm to 2am and the game room serves as their office

during this time. For life-threatening emergencies, call 911. For any other emergency, see the office door for a posted phone number.

SPEED LIMIT

The speed limit is 5 mph, and it is enforced. Please drive carefully and watch for children and pets.

VEHICLES, PARKING, UTILITY TRAILERS, & OVERFLOW PARKING

There is a maximum of 2 vehicles per site. There is a daily fee of \$5 for additional vehicles. Vehicles must be parked on the gravel pad. Absolutely no driving or parking in the grass unless it is a designated parking spot. Vehicle hang tags must be visible on your rearview mirror or dash at all times. Vehicles parked without a valid hang tag are subject to towing at the owner's expense.

When booking your site, please pay close attention to the dimensions of the site so that you have plenty of room to park your vehicle(s) in addition to your RV.

**We do not have an overflow/visitor parking lot. If you are bringing a utility trailer, tow dolly, or an additional vehicle than what is allowed and you do not have room in your site for it, you will be required to book an additional site or find parking off property.

VISITORS

All visitors must register at the front office and obtain a parking pass. Day visitors must leave by 10:00pm or will be considered overnight visitors and will be charged a fee. We do not have a visitor parking area, so registered campers must have space in their site for the visitor to park. Registered campers are responsible for their visitors and will be held financially responsible for any damage to our property. Please make sure your guests are aware of campground rules.

FIRES, FIREPITS, & GRILLS

Fires are allowed in designated fire rings only and must not be left unattended. Do not move the fire rings. If your fire ring is too close to your camper to safely burn a fire, please alert the staff and we will move your fire ring. **DO NOT** burn plastic, glass, or garbage. Do not burn logs that are larger than the fire ring. There is a charcoal grill at each site. These are for charcoal only. Firewood, charcoal, and related items are available at the office for purchase. Fires must be extinguished before leaving for the day and before final check out.

GARBAGE

Please keep your site tidy! **DO NOT** leave your trash out overnight or while you are away for the day. The dumpsters are located near both main bath houses for your convenience. The dumpsters have very heavy metal lids to keep bears out. The lids will remain open from 8am to 8pm. Please dispose of your garbage during these hours. If management must clean up your site, there will be a \$25 fee.

TENT CAMPING

All food must be stored in your vehicle overnight and any time you are not present at your site due to the possibility of bear activity. Make sure all garbage has been taken to the dumpsters prior to leaving for the day and before dark. **ABSOLUTELY** no tent camping on grass. Tents must be on gravel pads. **NO ARRIVALS DURING QUIET HOURS.** Please plan to arrive and be set up by 10:00pm.

RV CAMPING

Pressure regulators and surge protectors are recommended. All sewage connections must have an airtight seal by use of a rubber collar or elbow adapter. If you do not have one, you will be required to purchase one. If your camper is equipped with outdoor LED lighting, please be courteous to your neighbors and turn off those lights once you go to bed. These lights can be extremely bright and disruptive to both the nighttime ambience of the campground and your neighbors' sleep.

SWIMMING & TUBING

Swim at your own risk. Children under 12 must be supervised by an adult. Water shoes are recommended. Do not cross through an occupied campsite to reach the river. River depth and speed can fluctuate very quickly, even if it is not raining at the campground. If you suddenly notice the water turning muddy, exit the river immediately as this is a sign that flash flooding is imminent. Management will alert guests to any possibilities of flooding or inclement weather when we are notified. We have a PA system throughout the campground and in case of emergencies, we will make an announcement if possible. Life jackets are strongly recommended for all ages when swimming or tubing in the river. All persons, including visitors, legally agree to release Greenbrier Campground and its employees from any and all injuries or damages incurred while swimming or tubing.

RULES CONTINUED

PROFANITY/VIOLENCE

Abusive language, racist comments, hate speech, screaming/yelling, threatening, boisterous and/or violent behavior towards staff or guests will not be tolerated under any circumstances. Violators will be subject to immediate ejection from the park with no refund.

CHILDREN

Children must be supervised by a parent or guardian at all times. Guests are liable for any damages caused by children that are not supervised. Please advise children to respect the privacy of other campers by not walking through other campsites or disturbing their belongings. Children under the age of 8 must have an adult with them in the restrooms. Please caution children to not approach unknown dogs unless they have owners' permission. All children under the age of 16 must return to their site by 10:00pm.

GOLF CARTS

Personal golf carts (gas or electric) are permitted at the campground and must be registered at check in. There is no charge to bring your personal golf cart. Only licensed drivers, aged 16 and up, are permitted to drive personal or rental golf carts. Golf carts are not allowed off property, on paved roads, or in the grass. Personal golf carts must be equipped with working headlights. Passengers are limited to the number of seats on the golf cart.

A valid driver's license is required for registering personal golf carts and rental golf carts. Privately owned golf carts must have proof of proper liability insurance and must be shown at registration.

ALCOHOL

Alcohol is allowed on property. The legal drinking age in Tennessee is 21 years old. Alcohol must be concealed in a cup or with a koozie. No glass bottles allowed at the beach or in common areas. Any alcohol-related offense will be grounds for immediate eviction without a refund.

SMOKING

Please dispose of cigarette butts in receptacles provided throughout the campground. Do not leave cigarette butts on the ground. Smoking is not allowed inside any buildings or common areas. Please refrain from smoking within 500 feet of a common area.

PROHIBITED

- Generators (except for Winter months during power outage)
- Fireworks
- ATVs
- RV, trailer, or car washing
- Illegal drug use
- Disorderly behavior
- Walking through occupied sites

GREENBRIER CHANNEL LINEUP

6 ABC - Local	26 FOOD NETWORK
8 CBS - Local	27 FOX NEWS
10 NBC - Local	28 FX
11 FOX - Local	29 HGTV
12 A&E	30 HISTORY
13 AMC	31 DISNEY JR.
14 CARTOON NETWORK	32 FOX SPORTS ONE
15 CMT	33 TLC
16 CNBC	34 NICK JR.
17 CNN	35 REELZ
18 COMEDY CENTRAL	36 TBS
19 DISNEY	37 TURNER CLASSIC
21 E! ENTERTAINMENT	38 TNT
22 ESPN	39 TV LAND
23 ESPN2	40 USA NETWORK
24 DISCOVERY	41 SEC
25 LIFETIME	

Troubleshooting Your Cable Issues:

Attach coaxial cable from your RV to our cable (located at back of pedestal.) Most RVs have a booster button behind the TV, please make sure the green light is off and then run a channel search on your TV cable.

GREENBRIER CAMPGROUND PET RULES & REGULATIONS

We are a pet friendly campground, and we love our four-legged campers almost as much as you do. However, we do ask that you respect the rules of the campground and your fellow campers. Please read the rules below before bringing your pet. Maximum of 3 pets for RV campers. Maximum of 1 pet for tent campers. Maximum of 2 small pets or 1 large pet in pet-friendly rentals.

- **Pets must be under the control of an adult at all times. Please do not allow unsupervised children to walk and/or monitor pets.**
- **Only non-aggressive, QUIET pets are allowed. We do not have breed or weight restrictions. Any pet that becomes a nuisance or becomes aggressive must be placed at a local kennel at the pet owner's expense.**
- Pets must be on a leash (6 feet or less) unless they are in the dog parks.
- Pets must be current on all vaccines. We do not require paperwork.
- Please pick up after your pet. There are pet receptacles throughout the campground and at the dog parks for your convenience. This is the pet owner's responsibility and will be monitored. Please notify the office if bags are needed at the pet stations. Do not allow your pet to "potty" on or around other sites. You will be asked by staff to clean up after your pet if you do not do so.
- You may leave your pet in an RV while you are gone for the day, but if the pet disturbs guests with excessive barking, you will receive a call from the office and you will be required to come back to the campground.
- Tent Campers: Pets are NOT allowed to be left in the tent or tied up outside while you are off property or away from your site for extended periods.
- Do not leave your pet unattended or tethered. Management will reserve the right to call law enforcement to remove a pet from a hot car. If you are tent camping and your pet is a nuisance to other guests, you will be asked to leave the campground without a refund.
- We advise against bringing cats while tent camping due to our proximity to the National Park.
- Pets are allowed at the beach area and in the river so long as your pet is not disturbing other guests. If your pet is a disturbance, you will be asked to remove your pet from the river area. Please be courteous of guests fishing and do not allow your pet to disturb anglers.
- Pets are not allowed in bell tents, bath houses, game room, laundry rooms, or pavilion.
- We offer two fenced-in dog parks and pet friendly walking paths throughout the campground.



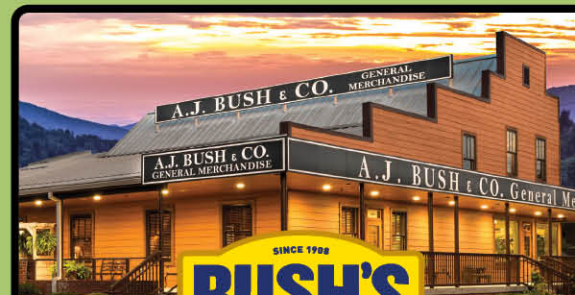
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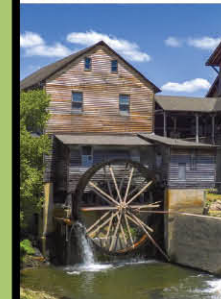
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See y'all soon!

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YOUR GUIDE TO CAMPGROUND ETIQUETTE

- OBSERVE CHECK IN/OUT TIMES**
Arrive at an open check-in time and leave before the check-out time.
- RESPECT YOUR NEIGHBORS**
Do not walk through other campers' sites.
- BE MINDFUL OF YOUR NOISE LEVEL**
Keep all noise at a reasonable level at all times.
- OBSERVE QUIET TIMES**
From 10:00 p.m. to 6:00 a.m. the following day, please keep all noise at a reasonable level.
- GO THE SPEED LIMIT**
Obey the speed limit at all times on the campground roads.
- MIND YOUR CAMPFIRE**
Check to be sure the campfire is burning properly and never leave it unattended.
- KEEP A TIDY CAMP SITE**
Pick up all trash and debris from your site and dispose of it properly.
- KEEP ALL FACILITIES CLEAN**
Please do not urinate or defecate in the woods or brush. Use the restrooms or dumpsites.
- BE A RESPONSIBLE PET OWNER**
Please do not let your dog off-leash and please pick up after your dog.
- FOLLOW ALL CAMPGROUND RULES**
Be sure to read all campground rules to ensure that you and your family have a safe and enjoyable stay.
- WE WANT TO HEAR FROM YOU!**
If you have any comments or suggestions, please contact us at 423.833.7273 or visit our website at www.greencampground.com.
- ENJOY YOUR STAY!**
Our number one priority is to ensure all campers have a fun, enjoyable and comfortable stay.

LEGEND

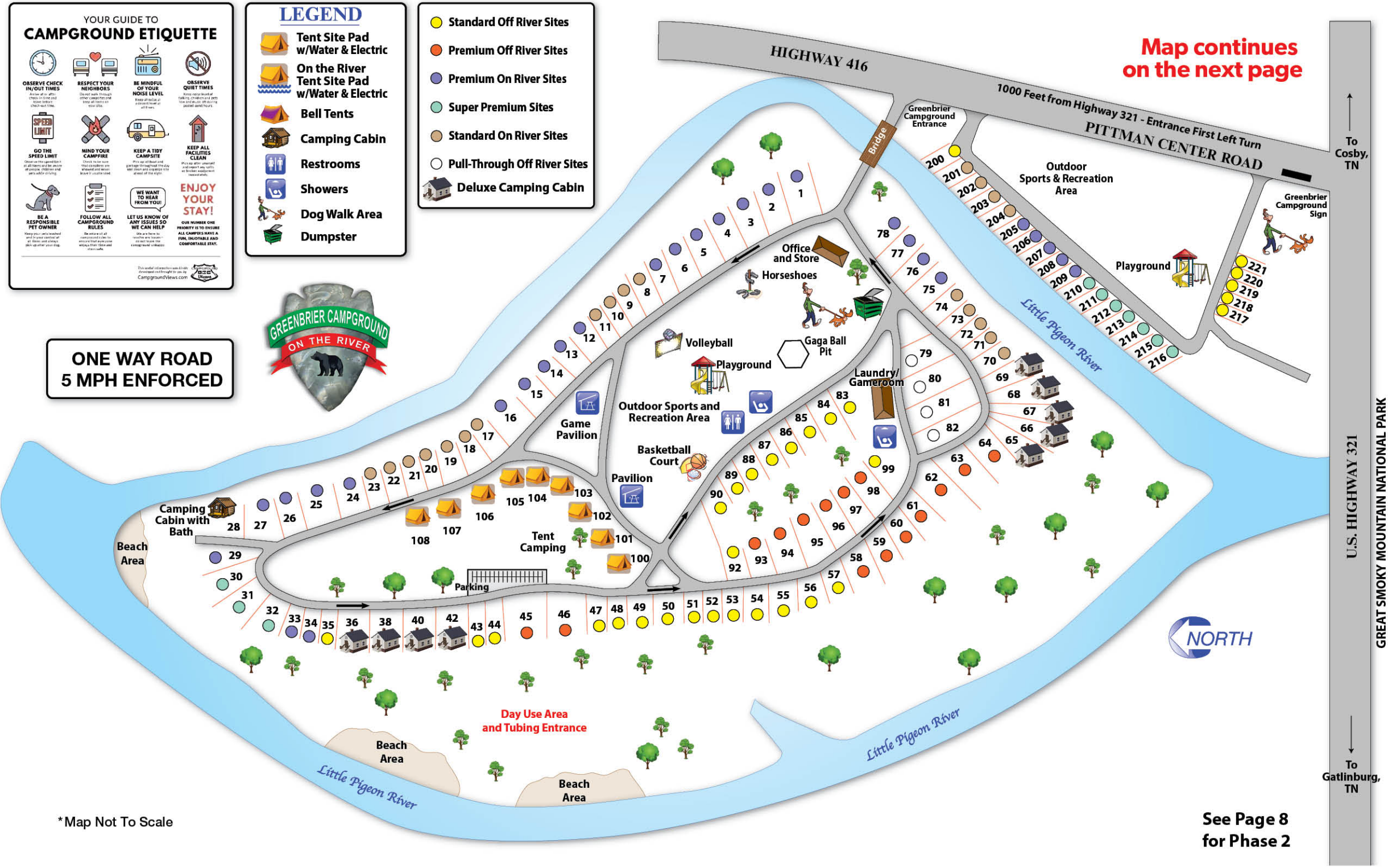
- Tent Site Pad w/Water & Electric
- On the River Tent Site Pad w/Water & Electric
- Bell Tents
- Camping Cabin
- Restrooms
- Showers
- Dog Walk Area
- Dumpster

- Standard Off River Sites
- Premium Off River Sites
- Premium On River Sites
- Super Premium Sites
- Standard On River Sites
- Pull-Through Off River Sites
- Deluxe Camping Cabin

**ONE WAY ROAD
5 MPH ENFORCED**



Map continues on the next page



To Cosby, TN

U.S. HIGHWAY 321
GREAT SMOKY MOUNTAIN NATIONAL PARK

To Gatlinburg, TN



* Map Not To Scale

See Page 8 for Phase 2

PHASE 2



SMO
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