

## FAQ'S for Darien Lake Camper & Lodge on the Lake Hotel Guests

### Q: How do I purchase on ground accommodations?

- A:
1. Mail in your reservation form with a post mark no earlier than October 3<sup>rd</sup>
  2. Call the KB office after October 23<sup>rd</sup> at 800.461.4485 or 716.633.1117
  3. Come to KB office after October 23<sup>rd</sup> at 8550 Sheridan Dr Williamsville NY 14221

### Q: Is there a deposit due for booking on ground accommodations?

- A: A set amount of deposit is due at booking. See accommodations pricing on the website. [Click here for pricing.](#)  
Pricing depends on time frame of booking package
- a. Purchase from October 3- March 15, balance due on March 15<sup>th</sup>
  - b. Purchase from March 16-May 15, balance due on May 15<sup>th</sup>
  - c. Purchase after May 15<sup>th</sup> total amount due at time of booking package.

### Q: Can I purchase accommodations on grounds for less than the 4-day package?

A: No, accommodations are sold in packages including 4 days/4 nights. Check-in is on Sunday and checkout is on Thursday at 11 am.

### Q: Can I purchase accommodations on grounds for less than 6 people?

A: No, the accommodations packages include tickets for 6 people. There is no decrease in package price if less than six attending. You may sell your extra tickets to someone else that may be in need.

### Q: Is Darien Lake Amusement Park included with my Kingdom Bound wristband?

A: Yes, your wristband will give you access to all that the Kingdom Bound Festival offers and all that Darien Lake Theme Park offers.

### Q: Can I stay on a campsite with a commuter ticket?

A: No, a camping wristband is required to stay on grounds. Commuter wristbands do not include the camping fee, which is paid directly to Darien Lake. By staying on-site with anything other than a camping wristband you are cheating Kingdom Bound and stealing from Darien Lake. Persons found with the campgrounds after hours without a camping wristband are subject to prosecution.

### Q: My wristband broke. Can I get it replaced?

A: Yes, replacements may be obtained at the Kingdom Bound Information booth at the front Gate or at the KB Communications Center near the General Store in Darien Square.

### Q: I lost my wristband. Can I get it replaced?

A: No, there are no replacements or refunds on lost wristbands.

### Q: My friend/family/pastor has my ticket and they are in the park, Can I go inside to find them?

A: No, you must have a ticket to enter the campgrounds and park. Please make arrangements prior to the festival to obtain your ticket and site/room car tag. Or have your leader meet you at the gate.

### Q: Can I purchase a camping ticket at the gates?

A: No, walk-ups are not allowed at the Camping Gate.

### Q: What do I do if I want to camp prior to Sunday?

A: All additional camping can be purchased through Darien Lake. Contact DL accommodations at (585) 599-2211.

### Q: What time is check in?

- A:
- Sunday**
  - Hotel 3:00 pm
  - RV 3:00 pm
  - Hook-Up 2:00pm
  - Overflow 10:30 am

### Q: What time is check out?

A: **Thursday** at 11:00 am for all accommodations

### Q: Can I check into my site early?

- A. No, for a couple reasons.
1. You're site is probably not ready yet. RV & Rooms need to be cleaned and garbage removed from sites.
  2. Previous nights customers still have access to site.

### Q: Will I be able to wait in line if I arrive earlier than my site check in time?

A. No, you will be turned around and redirected to the main gate until your arrival time.

### Q: How do I drop off supplies/my child to a campsite if I'm not staying?

A. You must have the site holder purchase a Temporary Entry Pass at the cost of \$25. This pass allows you to stay for 1.5 hrs to the campsite on Sunday and Thursday. Only those with the pass and site car tag or camper band and site car tag will be allowed entrance

### Q: How many cars can I have on a site?

A: Two cars per site. You may request two additional car tags for your site, however those cars must park in the Lodge on the Lake Hotel Parking lot.

### Q: What amenities are in the RV?

A: Our air conditioned 35-ft RV rentals include a bedroom with a full-sized bed and a separate bedroom with two sets of twin bunk beds, a kitchen, and bath. Each trailer sleeps up to six. All camping trailers are non-smoking.

### Q: Are there dishes and bedding in the RV?

A: No, you need to bring all your camping and bedding supplies. You can print the packing list from our website.

**Q: Is there a TV in the RV's?**

A: No

**Q: Can I put a pop-up on a Darien Lake RV site?**

A: No, Darien Lake will allow only a tent on the site.

**Q: Is there a pool for those staying in an RV or Hook up site?**

A: Yes, the pool is located near Darien Square.

**Q: Is there water and electric on each hook up site?**

A: All sites have electric and water, however the utility poles are not on every site. We recommend you bring extra extension cords and hoses.

**Q: Can we have campfires?**

A: Yes, bring your own wood or there is wood available for sale at the General Store. There is a fire pit on each site.

**Q: Are there grills on the sites?**

A: Specific RV sites have propane grills. The Executive Dr and Lake Preferred sites book up fast. You may bring your own grill.

**Q: Are there picnic tables at all sites?**

A: No. RV's should have tables at each site. Some Hook-up sites do have a picnic table, but the placement is sporadic and Kingdom Bound does not guarantee that your site will have one. Overflow sites definitely do NOT have picnic tables.

**Q: Is there a store on-ground that sells ice and other essential needs?**

A: Yes, the store is located at Darien Square

**Q: Can I bring my dog?**

A: Yes, pets are permitted in the campground however must be leashed near your site, and a copy of vaccination records is **required**. You are required to clean up after your pets. They are not allowed in the rented RVs, the Hotel or the Amusement Park

**Q: Are there restaurants on grounds?**

A: Beaver Brothers Lakeside Cafe, a wonderfully themed 454-seat restaurant serving breakfast, lunch, dinner and snacks

**Q: What is the walking distance from the Campgrounds to the Amusement Park entrance?**

A: Hotel-about 4 minutes; RV-about 4-10 minutes; Hook-up-about 10-15 minutes; Overflow-about 15-20 minutes

**Q: What is in the Lodge on the Lake Hotel rooms?**

A: Each hotel room has two queen sized beds, a large sofa that converts into a queen-sized bed, a full bathroom with a hair dryer, a refrigerator and satellite television. All rooms are non-smoking.

**Q: Do the Hotel rooms have kitchenettes?**

A: No, the rooms have a bar size refrigerator. Microwave, griddles and George Forman grills are not permitted in the room. There is a microwave available for use in the lobby.

**Q: Is there a restaurant at the Lodge on the Lake?**

A: Woody's pool side cafe serves a variety of traditional and specialty items. Whether you're looking for breakfast delights or a tasty late-night snack, Woody's has something for everyone! Open daily in season, 7 a.m. to midnight.

**Q: Is there a pool at the Lodge on the Lake?**

A: The hotel features an outdoor heated swimming pool (weather permitting) and wading pool.

**Q: Can I order a roll a way for my room?**

A: Yes, you can contact the hotel directly after July 15<sup>th</sup>. There is a limited amount of roll a way's available and availability is on a first come first serve basis.