
Frequently Asked Questions (FAQs)

1. **How do I book a camping spot?**
Easy Booking Process
Simply visit the "Spots" page on our website, explore the available camping locations, and pick the one that suits you best.
Select your dates, and follow the easy steps to complete your booking!
2. **What happens if I need to cancel my booking?**
Flexible Cancellation
Need to change your plans? No problem! You can easily cancel your booking through the "My Bookings" section in your account.
If you cancel within the designated time frame, you'll receive a 75% refund on your booking amount.
3. **Are gift cards redeemable for cash?**
Gift Cards - Not for Cash
Poppy Stays gift cards are not redeemable for cash.
They are meant to be used exclusively for booking spots on our platform.
4. **How do I use a gift card for booking?**
Using Your Gift Card
At checkout, simply enter the unique code from your gift card,
and the amount will be automatically deducted from your total payment.



5. **Do I need an account to book a spot?**
Account Required
Yes, you'll need to create an account before booking.
This allows us to send you booking confirmations and provide better customer support.
6. **Can I combine promotions or use multiple discount codes?**
↑ **One Promo per Booking**
Promotions cannot be combined. Each promotion or gift card can only be used individually for a single booking.
7. **What is the check-in/check-out time for the spots?**
Check-In/Check-Out Times
The standard check-in time is 2:00 PM, and check-out is by 11:00 AM.
Please double-check the specifics for your spot before finalizing your booking.
8. **Is there a limit to how many people can book a camping spot?**
★ **Group Sizes**
Each spot has a maximum capacity, which you can find on the spot's booking page.
If you're booking for a larger group, make sure to choose a spot that fits your party size.



9. **Can I make special requests for my booking?**

Special Requests

Yes, special requests are welcome! You can submit them when booking your spot. To ensure the best experience,

please communicate directly with the spot owner via the Poppy Stays text service. We'll do our best to accommodate your needs,

whether it's extra equipment or site preferences.

Still have questions?

Need more help?

Feel free to reach out to our customer support team, or visit our Contact Page for assistance!

