

FAQs

POLICYs

You are responsible for reading our full cancellation policy and description of what we offer PRIOR to booking which can be found [here in our FAQ](#). Please do not book without reading [our Required Reading](#) in full.

In our required reading you'll read about how to decide if you are a glamper, the amenities we offer, and even our "you'll see bugs or your money back guarantee!" (yes, you read that correctly!)

Q: What is your cancellation policy

A: Cancellation policy: Please read in full before booking! We are putting this at the top of our FAQ to make sure everyone is on the same page- Surprises are best reserved for gifts and birthday parties!

We will charge the full amount of the reservation to the credit card you used to make this reservation when the reservation is made.

100% of paid prepayments refundable when cancelled 7 days before arrival or earlier.

50% of paid prepayments refundable when canceled 3-6 days before arrival.

0% refundable if cancelled after.

Trip Cancellation insurance is available via third party trip insurance companies you may purchase from and will cover you in the event you have to make a last minute cancellation due to a medical emergency or other documented covered reason by the policy you choose to purchase - please check with the insurance company of your choice for what is covered. We do not sell trip insurance.

Due to our limited inventory, small size, and how far in advance our sites book out, our cancellation policy is fairly strict.

*******Due to our cancellation policy we recommend ALL guests purchase at least the basic level of trip insurance. See Link to third party trip insurance below- There are no refunds for forfeited nights or trips cancelled during the no refund periods described below- for any reason- including fear of travel due to the coronavirus - rainy season or any other circumstances that are not in our control- Credits can only be issued for coronavirus related cancellations if we are forced to close by the State of Missouri- we can not issue credits for out of state travel bans.***

We understand that no one expects to have any reason to cancel- however things do happen. As a small business we have fixed expenses. Sticking to our cancellation policy helps us ensure that

we can "keep our tent flaps open" and continue creating this experience for our guests. The number one thing we hear from folks who cancel is "we never expected to have any reason to cancel" so we appreciate your understanding.

Again: We strongly encourage purchasing trip insurance in case of illness, a death in the family, or **any** unforeseen circumstances that could force you to cancel your stay. Without trip insurance there are no refunds given during the no refund periods described below. This includes any circumstances that are beyond your or our control. or for reasons that are not covered by purchased trip insurance.

We do not allow rescheduling or credits during our partial refund and zero refund periods.

No refunds given for events out of our control like power outages, weather and acts of god- including severe weather or illness that cuts trips short. Winter- while we do our best to prevent them water can freeze during winter mornings on rare occasions.

By booking you agree that you have read and accepted our rental agreement and policies.

TRIP INSURANCE:

This insurance is offered by CSA and many other companies and must be purchased within 24 hours of booking : <http://www.csatravelprotection.com> - trip insurance is not associated with SundanceKC in anyway. Note that most trip insurance companies do not provide insurance for fear of travel due to coronavirus for trips booked after the pandemic started in March 2020. As long as we are permitted to be open, our normal cancellation policy would apply if you are cancelling due to concerns with covid-19. If we are forced to close we will modify our normal cancellation policy to issue credits good towards future stays. No refunds will be given. Note that most trip insurance companies have temporarily suspended offering "cancel for any reason insurance".

Our family buys trip insurance through this company every year when we vacation. We've had to use it once for a last minute cancellation due to a death in the family (which is a covered event) and they were very easy to work with- they mailed us a check within 2 weeks.

Examples of unexpected events that could cause you to cancel your reservation:

- 1.) A family member or friend passes away (covered by trip insurance, but like the other reasons in this list- we are unable to issue refunds)
- 2.) You are not feeling well and are not up to visit or camp
- 3.) Your companions are unable to join you or you break up with your S.O.
- 4.) You just don't feel like it
- 5.) You were attacked by a mob of angry unicorns

6.) The weather is bad or severe weather is in the forecast. No refunds are given for weather out of our control including heat, cold, or rain.

(note all of our sites are completely waterproof)

If we are forced to close camp for any reason outside of our control we will issue future stay credits- but if camp remains open there are no refunds or credits, without trip insurance, if you can not make your scheduled visit.

7.) There is a state of emergency and you are worried about traveling. The highest tier of trip insurance will cover you in events of force majeure (events out of our control that make it impossible to make your trip)

8.) You don't have a reason

9.) You test positive for covid-19 and cannot travel - higher tier travel insurance will cover medical reasons for not being able to travel- you are responsible for purchasing trip insurance to cover this. We are unfortunately unable to assume liability for covid-19 cancellations.

10.) You are traveling from a state that has imposed a coronavirus travel ban and booked after coronavirus was a known risk

Check their website for trip insurance pricing- for a weekend the cost is usually between \$30 and \$40 for basic insurance and higher for insurance that allows you to cancel for any reason.

BUGS!

Q: Will there be BUGS?

A: Most definitely. We put this section about bugs in two places in our FAQ because it's that important to us that you read this prior to booking.

This is still camping and unlike a sealed home or a nylon camping tent our tents and trailers are not 100% bug proof. Though our spaces are clean- we guarantee that you are going to see bugs at some point during your stay. Guaranteed Folks or your money back!

FACT: Bugs outnumber humans on planet earth.

Did you know that there are **400 MILLION** insects per acre of land in the United States? It's true. That means we have billions of bugs on our properties. Statistically speaking, it's going to be really hard to avoid them in a glamping setting.

We do not spray poison on our grounds (insecticides) because they are proven to be harmful to humans, lakelife and pets.

So if running into some ants, spiders, daddy long legs, bees, ticks during tick season or any other bug is going to make you "bug out" ...this isn't for you :) Please understand in advance that there are no refunds for the presence of bugs.

Also, note that just because the crawling visitor is not mentioned here by name does not mean he or she is not coming. This is the outdoors and we want to make sure our guests have realistic expectations. :)

HEAT & A/C?

Q: Do the sites have Heat and A/C?

A: The Robber's Roost Treehouse and Dreamcatcher Tipi are off-grid and do not have air-conditioning. The Treehouse has a huge ceiling fan and multiple screened windows as well as a shaded location deep in the woods which all help to keep it comfortable in the summer. The Tipi also has a nice Vornado fan and is also located in a shaded spot.

This is still camping with some added comforts- this is not a hotel room.

We understand that some of this may be common sense to some folks but one of our main priorities is making sure folks arrive with accurate and realistic expectations.

The Hole in the Wall Guest Suite, San Vincente and Sundance Lake Cabins which are both built and insulated like normal homes maintain the temps the heat and a/c are set to.

LOCATION

Q: What is your address? Can I come take a tour?

A: We give registered guests our address. The location listed on map is nearby our location, within 2 miles to assist you with planning, but is not our exact location. Unlike a typical public campground our sites are private. For our sanity and the privacy of our guests we are not open to unregistered guests. We are unable to offer tours. When our addresses were published our property started to resemble a drive through zoo....for some reason a lot of curious people want to come visit us...go figure right? ;)

Q: What's your property like?

A: Our 200-acre property is home to the:

- 1.) Robber's Roost Treehouse
- 2.) Dreamcatcher Tipi
- 3.) San Vincente Lake Cabin
- 4.) Hole in the Wall Guest Suite

5.) Sundance Lake Cabin

This property has cows as neighbors, great hill and meadow views, and a view of our 15 acre lake from the lake cabin sites. It's surrounded by cattle farms and larger acreage homes so neighbors are not close and we are mostly forested with rolling green hills. It's also just 3.2 miles up the road from the downtown Excelsior Springs. You can see a few neighbors houses off in the distance on the little knolls outside of the property borders.

IS THIS FOR ME?

Q: Does "Glamping" mean it's nothing like Camping?

A: NO!

Let me try again: "GOOD LAWWWD NO!!" ;)

--Let me preface this section by saying that we'd rather have our guests arrive with lower expectations and be pleasantly surprised than arrive with unrealistic expectations and be disappointed. It may sound like we are trying to scare you off- but really we are just trying to filter out the folks who just wouldn't enjoy this experience. We want you to enjoy your stay! We've found that people who read our mandatory reading/FAQ are happier.

Back in 2010 the word Glamping was brand new and the term was first used by a camp on the internet by the pioneer of glamping herself: Mary Jane Butters who started an awesome glamping camp of tent cabins on her property. Mary Jane offered beautiful tent cabins with wood floors and comfortable beds- they also came with no electricity, a bathroom with composting toilets, and cast iron tubs that you could heat water in with a little stove beneath the tub. Mary Jane Butters wrote the book on glamping (literally...you'll find a copy of it in some of our rentals!

Since Mary Jane opened her glamping camp up in 2004 many others have followed just like us. Glamping has a wide definition these days and it's anything from not sleeping in a sleeping bag on the ground to the highest luxury imaginable like what is offered at the Resort at Paws up in Montana where you can stay in a tent cabin for \$1,500 a night and enjoy catered meals, a personal s'more chef, and cattle drives on the property (we are not knocking that experience at all btw- they are an amazing luxury camp!).

So what do we define as glamping? Glamping with us is still camping (which we love btw) with some, but not all, added amenities like comfortable beds and seating- sites that are already set up for you- some sites having air-conditioning and heating, etc... however....WE ARE NOT A 5 STAR RESORT! We want folks to arrive with accurate expectations so we work hard to be crystal clear transparent. As the word "Glamping" has grown in popularity we realize that we have started to attract some folks who would not go camping for a million dollars and think that

Glamping is nothing like camping and more like staying at the Hilton. If you wouldn't camp....you probably will not enjoy a stay here :)

If you have any questions or are on the fence we'd rather you call us at 816-701-9535 rather than booking and hoping for the best. We find that those who arrive with accurate expectations have a blast....but those who are expecting the Resort at Paws up in Montana end up wishing they booked a stay at the Hilton ;)

Q: Will there be Bugs?!

A: Yup. This is still camping and unlike a sealed home or a nylon camping tent our tents and trailers are not 100% bug proof. Though our spaces are clean- we guarantee that you are going to see bugs at some point during your stay. Guaranteed Folks or your money back!

FACT: Bugs outnumber humans on planet earth.

Did you know that there are **400 MILLION** insects per acre of land in the United States? It's true. That means we have billions of bugs on our properties. Statistically speaking, it's going to be really hard to avoid them.

We do not spray poison on our grounds (insecticides) because they are proven to be harmful to humans, lake life and pets.

So if running into some ants, spiders, some daddy long legs, ticks during tick season stink bugs during stink bug season or any other bug is going to make you "bug out" ...this isn't for you :) Please understand in advance that there are no refunds for the presence of bugs.

Q: Is Glamping Right for Me?

A: So while most people enjoy glamping with us very much, and return to us on future trips, glamping is not for everyone.

"WHAAATT?!!! Why are you telling us this? Don't the owners of SundanceKC want everyone to come and spend their money on booking a stay?...what kind of business says their service isn't for everyone???"

We started this business because we absolutely LOVE building, enjoying, and SHARING our fun whimsical dwellings. The most important thing to us is having guests who are going to have a great time during their stay. We want you to depart with memories that will make you smile when looked back upon...that's our number one priority before making money. You have fun- we have fun...see, it's a win win!!

Visiting SundanceKC is a unique experience with some, but not all amenities offered. Please read our entire FAQ to decide whether or not its an experience you'd enjoy!

So, in our experience, what characteristics tend to describe people who LOVE Glamping?

- People who like an adventure and trying new things!
- People who are generally described as positive and fun loving!
- People who have had some previous positive camping experience but would love to enjoy more creature comforts while simultaneously enjoying the outdoors-glamping is still camping!
- People who enjoy unique experiences!
- You are super excited about staying in a cool hand-built cabin, tipi, or treehouse! You're thinking "this is going to be AWESOME!!!!"

Does this describe you? We can't wait to have you!!! :-D

And Who has tended to not Enjoy Glamping?

- Most of our guests have a fantastic time and make plans to return...but we've found that anyone who is seriously wrestling with the idea of whether or not glamping is for them will not fully enjoy themselves (sounds like common sense, but it's something to consider). If you are not super excited about it right off the bat before you even book...you are less likely to enjoy yourself once it's actually time to glamp!
- You've never been camping or even entertained the idea of going camping- you generally prefer to stay in hotels and love knowing exactly what to expect from a hotel chain experience.
- The idea of running across a bug or insect makes you want to run screaming!! (by nature our structures are not sealed up tight like houses so occasionally a spider or an ant (or several) might make his or her way in to say hello!). Keeping tent doors zipped up and doors closed will help keep the majority of them out---but if this sounds like a deal breaker for you, you might want to consider a hotel or traditional one of our structures. ;).
- *Someone who arrives with false expectations and has not read through our entire FAQ.*

If Glamping isn't for you that's ok! Try out the Guest Suite or Sundance Cabin which have all modern amenities! :)

PETS

Q: Do you allow Pets?

A: Yes! All of our spaces are pet friendly. We do charge a small additional \$15 pet fee for any extra cleaning that may be required.

Dogs are not allowed to be up on any of the furniture including the beds in any of our rentals and there are absolutely no exceptions. We appreciate you understanding.

Note that pets cannot be left alone in our units not even crated so please know you will need to take your pets with you during your daytime excursions.

Please respect our property by bringing plastic bags to clean up after your pet and leave the space clean for future guests- ****all dogs must be leashed at ALL times while on the property.

RULES

Q. #1 Rule - You MUST agree to before booking.

A: We want you to have FUN! That's why we created SundanceKC Ranch and our awesome guests are why we continue! We also want to have fun. By booking you are confirming that you read the FAQ and you are going to be a 5 Star guest. If you have any issues or are unhappy you are going to call us on the phone immediately like a good friend so we can get you back to happy (no texting- no emails- a phone call :-D). You're going to treat us and our spaces the way you would like to be treated or have your things treated. Golden Rule folks.

To shoot it to you straight: We have a no jerk policy. If you are a jerk you can't book here- we do not negotiate with terrorists.

Q: Which Sites are Kid/family friendly?

A: All of our sites are kid and family friendly! HOWEVER, they are NOT child-proofed and constant adult supervision and care must be exercised for young children. Note that we count kids age 3 and over in the head count for maximum site occupancy so if a space says 4 people we do not allow extra, extra kids to sleep on the floor, etc. Please contact us if you have a larger family and we can discuss options and the best fit for you. Thank you for respecting this rule.

Q: Can I bring my own tent or trailer or set up an extra tent?

A: Unfortunately no. We just don't have the room for regular tent campers and we do not allow extra tents to be set up around one of our existing sites.

Q: Can I have extra people sleep on the floor?

A: No. We only allow the max occupancy listed at each site.

Q: How old do I need to be to book?

A: You must be at least 21 years old to book.

Q: Do you have coupon codes

A: On occasion we release coupon codes to our email subscriber list. Coupon codes are valid only for the dates they are issued for. Codes must be used at the time of booking and entered into the code field at check out to receive the discount. Codes cannot be applied retroactively to existing reservations.

Q: What time is check in and check out?

A: Check in is anytime between 3pm and 7pm for the Robber's Roost Treehouse and Dreamcatcher Tipi as an escort is required if it is your first stay with us. The San Vincente Lake Cabin is available for check-in anytime after 3pm as it has an antique door (lockable from the inside) and will be open for you. The Hole in the Wall Guest Suite and Sundance Cabin have electronic keypads and are also available anytime after 3pm.

Check out is by 11am

Early check-ins and late check outs are generally not possible although we are happy to let you arrive an hour or so early to hike or enjoy the lake prior to your check-in. We understand travel is sometimes unpredictable, however we do ask that you do your level best to arrive when you say you will specifically for the accommodations requiring an escort (Treehouse and Tipi) as we do not enjoy waiting and waiting ...and waiting for you to arrive with no knowledge that you have gotten a late start, hit traffic or a herd of stray cows crossing the road and will not be generally on-time. We want to get you checked-in and enjoying your stay here in as timely a manner as possible. :).

Q: Can I smoke?

A: There is no smoking inside any of our units! Please, please do not smoke inside. Smoking is allowed outside only. We ask that you bring a container for storing your cigarette butts rather than throwing them on the ground or in the firepit (where we have to pick them out after you leave...!) Thank you!

PHOTOGRAPHY

Q: Can I have a photo shoot here?

A: You can! There is a \$100 site fee for ALL photoshoots on our property in addition to the cost of your reservation.

The site fee does not apply to your own photography.

If you are a photographer interested in shooting at SundanceKC Ranch please contact us at sundanceranchkc@gmail.com for available dates and our site fee.

Commercial Photography: Please email us at sundanceranchkc@gmail.com for commercial photography rates (distributed advertising for large brands)

DISTANCE FROM AIRPORT

Q: How far is SundanceKC Ranch from Kansas City International airport?

A: The Kansas City International Airport (MCI) is just under a 45 minute drive at 35 miles away.

AMENITIES

Q: Do sites have WIFI?

A: We encourage our guests to unplug during their visit. In that spirit there is no wifi at the Treehouse or Tipi. There is good Verizon (and most other carriers) cell phone service at all of our properties. We do understand some people need to work or do other things requiring a connection during their stay and wifi is available at the outdoor common area, San Vincente Lake Cabin and Hole in the Wall Guest Suite. The Sundance Lake Cabin also has wifi.

Q: What is the bathroom situation at each site?

A: The Sundance Cabin and Hole in the Wall Guest Suite include private bathrooms with tubs, showers and hot running water. The Treehouse and Tipi have modern and clean Nature's Head composting toilets in cute outhouses located next to each accommodation. During the spring, summer and fall they also have running cold water and soap inside the outhouses. The San Vincente Lake Cabin includes a restroom with Nature's Head composting toilet as well as a small sink with cold water. This cabin also includes a seasonal hot outdoor shower on the deck (available when temperatures are consistently above freezing).

There is also a guest bathroom with a tub and shower located up near the lake in our barn that is available to guests staying more than one night.

Q: Do you provide meals/food?

A: We do not provide meals or food, but all of our properties are a short drive to great eateries and grocery stores. In addition, food delivery is available to the main barn at the front of the property by the lake, via Spring Delivers from most restaurants in town. The San Vincente Cabin, Sundance Cabin and Hole in the Wall Guest Suite have refrigerators for storing food. Make sure to read the description of each site to see which amenities are available for that site. Most people bring a cooler for storing perishables at the Treehouse and Tipi. We also have coolers available for rent as well as ice for sale at the barn.

Q: Which sites have hot tubs?

A: None. The lake is your water playground here. :)

Q: What about water?

A: All of our sites have their own bathroom with water for handwashing. Filtered drinking water is provided at all accommodations.

Keep in mind that if you are renting the treehouse or tipi during the colder months (late-November through March) that water is subject to freezing and handwashing water may be unavailable at night or during the day if freezing temps are present.

Q: Do all sites have heat and A/C?

A: The Hole in the Wall Guest Suite, San Vincente Cabin and Sundance Cabin include air-conditioning and all of our sites (with the exception of the Tipi) have heat. The Treehouse includes a large ceiling fan that keeps it comfortable even in the warm months given its shaded location deep in the woods but it is off-grid and does not have air-conditioning available. The Tipi also has a nice Vornado fan and is also located in a shaded spot. Look under each listing for specific amenities.

Q: How do I Check in and do I need a Key?

A: We do self check-in via keypad at the Hole in the Wall Guest Suite and Sundance Cabin so you can go straight to your site when you arrive. The San Vincente Cabin is available for check-in anytime after 3pm as it has an antique door (lockable from the inside) and will be open for you.

The Robber's Roost Treehouse and Dreamcatcher Tipi are located in the woods and if it is your first time staying with us an escort is required given the size of our property. Simply let us know when you arrive and park just past the barn or in the cul de sac at the lake front and we will come show you how to access the sites. After you are set up at your site you are welcome to come and go as you please.

With the exception of the Hole in the Wall Guest Suite and Sundance Cabin, none of our rentals or tents have keys/lockable doors (The Treehouse and San Vincente Cabin doors are lockable

from the inside). If you are concerned about valuables we recommend keeping any valuables you are worried about in your car - though our property is perfectly safe and not public to through traffic.

WHAT TO BRING

Q: What is provided & what should I bring with me?

A:

- The treehouse and tipi sites do not come with towels other than a hand towel in the restroom so you may wish to bring your own if lake activities are in your plans. The Hole in the Wall Guest Suite, San Vincente Lake Cabin and Sundance Cabin come with one bath towel per person listed on the reservation as well as wash cloths and hand towels.
- All beds come with sheets, pillows and blankets
- The bathrooms are stocked with toilet paper but bring your own personal toiletries like bath soap and shampoo/conditioner. If you're staying at the San Vincente Cabin Dr. Bronner's Baby soap is provided for the outdoor shower to protect our lake life from harsh chemicals.
- 2 plates, mugs, cups and utensils are provided at the Treehouse, Tipi and Lake Cabin. The Hole in the Wall Guest Suite and Sundance Cabin have full kitchens stocked with all the necessities. Many of our sites do not have kitchens with sinks - if yours does not make sure you bring any paperware you will need when cooking on the grill, or in the outdoor common area, etc.
- If your site does not have a kitchen with running water make sure to bring your own water or a container to fill up at the spigot that is near the lake or at the barn for washing dishes, rinsing cups, etc.
- Comfortable shoes/hiking boots for walking to your site and up to the lake - sneakers are fine most of the time but boots for inclement weather are great and you'll probably also want to use them on some of great hiking trails on site! Flip flops in summer or fuzzy warm slippers are also a very good idea if it is snowy or rainy or just to keep sand and dirt off the floors when you return to your accommodation after a fun day at the lake or hiking!
- If you bring firewood make sure to bring fire making items like fire starter, newspaper etc. If you buy firewood here (\$10/large bundle) fire starter and newspaper are provided.
- Bug spray at night for hanging by the campfire. Though we do not notice too many mosquitos, it can't hurt to be prepared.

- Sunscreen for hiking and being outside during the summer! No one likes a sunburn on vacation :)
- Flashlight. Having a flashlight can come in handy when walking to and from your site or the bathroom at night. All of our sites have electricity inside them with lights but the grounds outside are not totally lit up. We do have small lanterns and flashlights available in the treehouse and tipi most of the time.
- Lake toys and floaties are sometimes available but you are welcome to bring a mat or tube to float around on. Please do not leave behind popped or broken equipment near the lake. Bring it to the shop where we can dispose of it properly. We have two kayaks, a paddle board, paddle boat and canoe. All are available on a first come first served basis. We have life jackets for all ages available in the barn, but you are welcome to bring your own as well.