

Your satisfaction is very important to us. We appreciate that you have chosen to spend your time with us and want to make sure you and all our guests enjoy their stay. With this in mind, we have outlined some basic RV standards and site standards to ensure that we maintain a standard of quality in our resorts and campgrounds.

Please note that these guidelines and examples are not intended to address all possible situations that may arise at a property. Individual campgrounds/resorts may have specific rules, regulations or guidelines relating to their individual properties. If you have any questions or concerns, please feel free to stop by the management office at your convenience.

Most importantly, we hope you enjoy your stay with us!

RV Standards

The quality of RVs in a resort or campground can contribute to or detract from the overall experience of all the campers. For this reason, we enforce some standards of appearance on RVs, similar to those in place at many other RV resorts and campgrounds.

Our property rules state that "all vehicles must be operable and in good condition." We think it may be helpful to outline a few examples of what is meant by "good condition."

Age Limit

Please note that "good condition" does not mean "new," and we do not typically have an age limit for RVs.

RV Certification

RVs should have RVIA certification. RVIA certification states the rig complies with certain fire codes, which are important for the safety of our guests. Occasionally, exceptions can be granted by Resort Managers and/or Regional Managers on a case-by-case basis for non-RVIA rigs which seem to conform

to safety requirements and are of a design and style compatible with the park. A park model RV, also known as a recreational park trailer, should be certified by the manufacturer and built in accordance with the ANSI code.

Appearance Guidelines

Overall, the RV should look and function as it was originally designed. While we can't provide a list including every possible scenario, following are a few examples that should be helpful:

- Doors, shrouds, panels, windows and coverings, etc. should be intact and not unsightly.
- Exterior should be not unsightly, and should be free of obvious, poorly-repaired damages.
- Tarps cannot be used for weatherproofing and awnings should be in good condition.
- Air conditioning units should not be added through the walls or windows unless previously approved.
- All hoses, wires, etc. should route through ports as originally designed.
- Exterior should be free of duct tape, repair tape, excessive caulk, etc.

Isolated minor issues are generally acceptable, provided multiple issues aren't combined to substantially deteriorate the appearance of an RV:

- Minor body damage which has been properly repaired but is still visible.
- Fading of decals and/or paint.
- Minor window cracking, although replacements should be scheduled.
- Damage from traveling that has just happened, especially if you have a repair plan.

Site Standards

We all need to be good neighbors to our fellow campers! No one likes to camp next to a messy site, and a messy campsite can be an open invitation to unwanted wildlife.

Following are some guidelines to help everyone be a good neighbor in the campground:

Recreational vs. Residence

For our seasonal or annual campers, we need to remember that your campsite is a recreational site and not a residence.

- Customers shall use their RV and site for recreational purposes only and shall not use their RV and site as a permanent residence. Length of stay requirements are based on legal requirements and property established guidelines.

Safety Guidelines

- Campsites should be clean and neat, free of fire hazards and clutter.
- Customers shall not make any alteration to the electric, water or sewer connections provided by the campground/resort.
- Customers should adhere to specific legal requirements when connecting to sewer, water and electric services at the campground/resort.
- Customers should be able to move your rig very quickly in case of emergency.
- No extra air conditioners, wires, hoses, or cords are allowed except through the OEM port.

Tarps, Tents, Shade Structures, Other Structures

- Tents and "easy-up"-type structures are for temporary use only, limited to seven days.
- Manager can approve more substantial, semi-permanent shade structures, in accordance with the individual property guidelines.
- Only form-fitting bike/car covers are allowed. Carports are prohibited.
- Please do not use a tarp to cover any part of your RV or campsite.
- Exterior furnishings should be appropriate for outdoor/camping use. Indoor furnishings including but not limited to sofas, chairs, refrigerators, freezers and kitchen tables are not allowed on your campsite.
- Fencing is limited to 24" in height and may be utilized only in the area under the rig awning.
- Flags and signs that display the Confederate flag, politicians, political candidates or contain vulgarity or profanity are not allowed to be displayed at your site or throughout the campground/resort. Customers in violation of this policy will be asked to remove their flag/sign and if they refuse to do so, will be asked to vacate the property.

Pets

- Customers may bring usual household pets such as dogs and cats to a campground and resort. No other animals, livestock, poultry, reptiles, insects or exotic pets are permitted.
- All pets must be registered with the office and vaccination records must be available upon request, and all pets must wear a collar identifying the owner and phone number.
- Pets must be kept on a leash at all times and under the control of their owner.
- Pets must not be left tied or otherwise unattended at any time.
- For the protection of, and in consideration to other persons, noisy, aggressive, vicious, unruly or poisonous pets are not allowed at a campground and resort. Persons who are unable to control their pets must remove them from the campground and resort, or the animal may be taken to/by local animal control authorities.
- The owner of any pet is responsible for any injuries or damages caused by their pets. In addition, the owner of any pet that causes injury or damages to another is expected to resolve the issue directly with the injured party. We are not responsible for any injuries or damages caused by pets.
- Guests are responsible for their pets and should "clean up" after them. All pet droppings must be properly disposed of in a trash receptacle. If we incur expenses in excess of any "pet fee" paid by the guest, the guest will be required to reimburse us for those expenses.
- Pets are not permitted in the public buildings or amenity areas, including but not limited to the bathrooms, clubhouse, swimming pool and beach areas.
- Pets will be allowed in certain rental units upon payment of a non-refundable pet fee. Please note that any guest wishing to bring a pet and use a rental unit must advise Reservations of this fact when making their reservation arrangements.
- Service animals may accompany a disabled person without any proof of disability or certification for the service animal and without payment of any pet fee or other surcharge. Service animals are permitted in buildings, swimming areas, rental units and other locations where pets are prohibited.
- Pet policies may vary by campground and resort and are subject to change without notice. To learn about specific pet policies, please contact the campground and resort directly.

Noxious Activities

- No illegal, noxious or offensive activities shall be conducted at any site, including those that are or could become an unreasonable annoyance or nuisance to neighboring sites.
- We will not tolerate abusive or disruptive behavior, whether directed at management, staff or other persons.
- Smoking is not permitted in any of our buildings, including restrooms, pool areas and rental units. Smoking material must be extinguished in an appropriate fire container.
- The open consumption of alcoholic beverages is discouraged in the family areas of the campground/resort. Where permitted, alcoholic beverages must be kept in a concealed container. Under no circumstances will minors, as determined by state and local law, be served or allowed to consume alcoholic beverages at the campground/resort.

Disorderly Persons

- The following are grounds for reservation termination and removal from the property: loud noise, whether mechanical, musical or vocal, use of foul or indecent language, causing damage to property of the campground or another person, drunken disorderly conduct, failing to follow rules, failing to follow directions of the property staff, threatening or abusive behavior, or any other conduct that is not the type of behavior that is expected at a family campground/resort.

Damage

- Customers are responsible for all damage or destruction of property, and any injury to persons, caused by the guest or his or her family, visitor or pets. We reserve the right to charge guests accordingly for any damage they cause to the grounds and/or campground/resort facilities, including but not limited to broken waterlines, damaged/missing sewer connections, cable lines, landscaping, and excessive debris (bottle caps, zip ties, cigarette butts, etc.).