

# Guest Policies and Procedures

**Elm Acres RV Park Resort** has established the following general guidelines to help ensure the safety and enjoyment of all people while staying as our guests. It is necessary to follow RV Park Resort Policies and Procedures. These rules have been enshrined for your safety and convenience. Those who choose not to observe these guidelines can be asked to leave our RV Park Resort without any form of refund. Following the simple RV Policies and Procedures, you can better enjoy your stay at **Elm Acres RV Park Resort**.

## GENERAL GUIDELINES:

- Items outside the unit are limited to patio & yard furniture/accessories. Any other items MUST be stored away neatly under or inside your RV. Any additional furnishings on your site will require management approval.
- All RVs are subject to inspection and approval by management. We reserve the right to refuse service based on RV appearance or condition. Any RV 15 or more years old management approval prior to arrival is needed. Please send pictures to [office@elmacresrvpark.com](mailto:office@elmacresrvpark.com).
- Flat (open) trailers ARE ONLY permitted to be parked in designated areas in the RV Park Resort.
- Cargo (enclosed) trailers ARE ONLY permitted to be parked in designated areas in the RV Park Resort.
- NO Glass Containers allowed in or on ANY common areas of the RV Park Resort.

## CHECK-IN/CHECK-OUT:

CHECK-IN: is at 1:00 PM. If you need to check-in after 5:00 PM, you MUST plan with management beforehand.

CAR TAGS: will be issued upon check-in. You will receive 2 GUEST and 1 VISITOR tag. This must always be displayed in your vehicle while on the RV Park Resort premises, as well as your visitors must also have theirs displayed while on the RV Park Resort premises. All car tags must be returned upon check-out.

CHECK-OUT: is at 12:00 PM. Any check-out after 12:00 PM must have prior management approval without any prior management approval there will be a \$50.00 LATE CHECK-OUT FEE.

CHECK-OUT INCONVENIENCE FEE: In the event **Elm Acres RV Park Resort** must place an incoming guest at another site due to you not being able to move your RV on your check out date and time, there will be an additional \$50.00 charge for the inconvenience of our incoming guest. The **Elm Acres RV Park Resort** does not provide "moving services". If your RV needs to be moved, it is your responsibility to do so accordingly.

CLEAN-UP FEE: Each site is responsible for maintaining a clean and organized site appearance. No trash, debris, cigarette butts, oil/grease, food, etc. is to remain on the site at check-out. The site should be left in the good condition in which you arrived.

## **QUIET TIME:**

10:00 PM to 7:00 AM

Excessive noise/nuisance created by guests/visitors will not be tolerated.

## **COMMON COURTESY:**

Common courtesy shall prevail between all persons on **ELM ACRES RV PARK RESORT** premises. Obnoxious, profane, abusive, or threatening language, behavior and/or actions directed at **ELM ACRES RV PARK RESORT** personnel or guests, or that could adversely affect the enjoyment of other parties utilizing our facility is prohibited; anyone engaging in such activity will be asked to leave the RV Park Resort immediately without refund at the sole discretion of the RV Park Resort management. Do not roam onto another guest's site without an invitation.

## **SAFETY AFTER DARK:**

To ensure safety after dark, please carry a flashlight. No bike or scooter riding after dark unless there are lights on the bikes or scooters.

## **SITE OCCUPANCY:**

There is always a limit of 6 people per site, including visitors. Only one (1) RV and a maximum of two (2) vehicles are allowed per site. If you have more than 2 vehicles, you must park the additional vehicles in the designated areas. Vehicles must be parked on the site's driveway. Parking on roads, landscape, and/or unoccupied sites is prohibited.

VISITORS: Visitors are always welcome at **ELM ACRES RV PARK RESORT**, provided they register at our main office and sign the Visitor Liability Waiver form. Registered guests and their visitors are expected to read and adhere to all resort guidelines. All visitors must leave the resort by 10:00 PM unless prior arrangements with management have been made.

MINORS/CHILDREN GUEST: Guests are responsible for the behavior of minors/children guests. All children under the age of 14 years must be accompanied by an adult 18 years or older.

RECREATIONAL VEHICLES: Battery-operated vehicles or motor-driven cycles, bikes, scooters, or golf carts are to be driven on the road surfaces only. We ask that you respect walkers and joggers in the RV Park Resort.

PETS: We offer a dog park for all our dog guests to run and play; however, the dogs must be walked on a leash to the park by a responsible person. You **MUST** pick up your pet's waste immediately. For the serenity and enjoyment of all our guests no excessive barking allowed. Pets are not allowed in the office, bathhouse, or laundry facilities, unless it is a service dog. There are health codes which prohibit this. A maximum of 2 pets allowed per site.

## PET-FRIENDLY POLICIES:

- No Aggressive dogs are permitted in the RV Park Resort.
- No pets over 50 lbs. allowed without prior manager approval. For approval, please email us at [office@elmacresrvpark.com](mailto:office@elmacresrvpark.com).
- Our RV Park Resort is pet-friendly; however, when out and about in the RV Park Resort all 4-legged guests must always be accompanied by at least one 2-legged friend and on a six-foot maximum length leash.
- All pets must be kept in RVs overnight.
- Any damages or incurred costs by the RV Park Resort due to guest's pet will be charged directly to guest.
- Should a pet's behavior result in complaints by other guests, the owner may be asked to board the dog in an outside kennel facility.
- The **ELM ACRES RV PARK RESORT** is not responsible for pets accompanying our guests.

## FORMS OF PAYMENTS/DEPOSITS/CANCELLATIONS:

Guests are required to pay their reservation in full before or on arrival. Your reservation must be paid IN FULL before you park in your designated site. We accept Credit/Debit Cards, Cash, checks or Cahiers Check. Reservations are guaranteed by Credit Card. Sorry, no checks.

### DEPOSITS:

- 50% Deposit is required when the reservation is booked.
- Monthly Reservations require an additional \$150.00 Electricity Deposit.
- Holidays and Special Events: The full reservation amount must be paid at booking.  
*Holidays include New Year's Weekend, Spring Break, Easter Weekend, Memorial Day Weekend, July 4th Weekend, Labor Day, Thanksgiving Weekend and Christmas Weekend*

### CANCELLATIONS:

- All cancellations must be sent via email to [office@elmacresrvpark.com](mailto:office@elmacresrvpark.com).
- We do give RV Park Resort credit (not refunds) due to unforeseen "Mother Nature" events.
- Cancellations may be made 10 days before check-in with a 100% refund of your deposit.
- NO REFUND for cancellations made less than 10 days before check-in.
- If a situation arises not mentioned within refunds will be handled on a case-by-case basis.
- NO REFUNDS for shortened stays.

### EXTENDING YOUR STAY/AUTOMATIC BILLING:

- We will auto-bill your card on file on the 1<sup>st</sup> day of each new month.
- It is the guest's responsibility to know when your check-in and check-out dates are. *(You have a copy of your signed commitment letter from the day you moved in.)* Do not rely on courtesy calls to see if you plan on staying or leaving past your check-out date.
- Planning on staying longer than your original check-out date? It is up to the guest to call or go online well in advance to reserve your spot for a longer period.
- All sites are available for all guests to reserve at any time if it's not shown to be reserved at the time of booking. You will have to move sites or leave the park if you have not extended your stay in

an ample amount of time and your site has been booked. We cannot guarantee your site unless you reserve your site in advance.

#### **SPEED LIMIT:**

10MPH. Please observe our speed limit to ensure the safety of all our guests. Any violators of this speed limit will be warned. If the speed limit is still not observed after warning, guests will be asked to leave the RV Park Resort.

#### **TRASH PICK-UP/DUMPSTERS:**

The trash will be picked up at the site each Monday-Wednesday-Friday. Place all bagged garbage at the end of the site. In the event you need to throw away trash there are dumpsters set throughout the RV Park Resort. Please break down all boxes, it helps with the overflow of garbage. **NO ITEMS ARE TO BE PLACED IN DUMPSTER THAT IS NOT HOUSEHOLD TRASH.**

#### **CAMPFIRES:**

Ground campfires are NOT permitted in **ELM ACRES RV PARK RESORT** other than in the designated areas or in a self-contained firepit should you bring one. Do not dump coal or ashes on the premises; let the coal cool and then put them in a trash bag tied and place in the dumpster.

#### **PORTABLE GRILLS:**

Gas grills and Pellet grills are allowed in the resort. Wood (stick) or charcoal grills are NOT allowed.

#### **CLOTHESLINES:**

NOT permitted.

#### **ADD ONS TO RV/SITE:**

All add Ons to your RV and or site Must be approved by management prior to the add on. This includes decks, steps, etc. No carpet or ground covering are to be placed on any of the grass areas! Please assist us with keeping the landscaping and grass looking good and in good condition.

#### **FIREWORKS AND FIREARMS:**

Prohibited on RV Park Resort premises including BB, Airsoft, and Pellet guns.

#### **LOST AND FOUND:**

Missing an item? (Restroom, Shower, Laundry Room, Site, Landscape) Check our lost and found bin located in the front office. This bin is emptied at the end of each month.

**RV WASHING/VEHICLE REPAIRS/GENERATORS:**

Please do not operate generators in the park or conduct any mechanical repairs, including changing the oil on a vehicle. Also, all personal RV washing on your site is prohibited. You may check with the office for the local listings for businesses that provide these services.

**MESSAGES/PACKAGES (AMAZON/UPS/FEDEX):**

If you are expecting messages, please check at the office. Emergency messages will be delivered directly to the site. When placing a package order, be sure you have delivery information correct as well as the correct address,

Your Name  
% Elm Acres RV Park Resort  
4869 Highway 16 S. Bandera, Texas 78003

All packages will be delivered to the office, and it will be up to you to check the status and tracking of your package and have it picked up during regular office hours.

**MAIL SERVICE:**

Outgoing mail can ONLY be given to management to send out accordingly. Make sure the correct postage is on all outgoing mail. All incoming mail should be sent through AMAZON/FEDEX/UPS ONLY. We CAN NOT ACCEPT or DISTRIBUTE any personal/business mail through the USPS mailbox.

**FOOD DELIVERIES:** (Uber Eats/GrubHub/Doordash/Pizza)

All food deliveries MUST be delivered to your site and not to the office.

**WASTEWATER:**

Ground disposal of any drain water (gray or black) is prohibited by State Law. Wastewater from RVs (including sink water) must be disposed of into sewer drains. Do not put grease down the sewer.

**SEWER CONNECTION:**

Sewer connection is required by state law and must have a tight seal by a sewer donut (or sewer ring) or a screw-type connector.

**WINTER WATER/FREEZING TEMPERATURES**

The guest is responsible for protecting the hydrant from freezing. If the temperature falls below freezing, water may be turned on only to fill camper water reservoir. The hydrants are drain back, which drain when disconnected.

Long term guests are responsible to winterize water pipes for the winter.

**SMOKING:**

Smoking is not permitted within the RV Park Resort facilities. If you choose to smoke it will need to be outside the facilities and 10 feet away from any building entrance. PLEASE DO NOT THROW CIGARETTE BUTTS ON THE PARK GROUNDS!

**EV CHARGING:**

Any guest charging an electric vehicle will be required to pay an extra utility fee.

**LIABILITY LIMITATION:**

All Park Resort facilities and equipment are intended for the use of the guests. All people using the facilities do so at THEIR OWN RISK and consent. **ELM ACRES RV PARK RESORT** is NOT RESPONSIBLE for any accidents or other unfortunate circumstances.

**PRIVACY POLICY:**

The personal information provided will remain in a paper file as well as in a digital file within our system. Your information will be protected with lock and key and our software security. The information will not be shared with any other sources or affiliations of **ELM ACRES RV PARK RESORT**.

Management reserves the right to rule on a case-by-case basis for situations not addressed in our policies and procedures. So, we have made everything clear in our guide about RV Policies and Procedures.

MANAGEMENT ALSO RESERVES THE RIGHT TO REFUSE SERVICE, LIMIT THE LENGTH OF STAY AND THE NUMBER OF PERSONS OR VEHICLES PER SITE AND/OR EVICT ANY PERSON OR PARTY WITHOUT REFUND.

Damage to Park property, including but not limited to restrooms, utilities, landscaping, vehicles, streetlights, or signage is strictly prohibited. Guests will be held responsible for the repair of any damage. We reserve the right to refuse service to anyone. **ELM ACRES RV PARK RESORT** assumes no responsibility for fire, theft, vandalism, natural happenings, injury, accidents, or losses from any cause. **ELM ACRES RV PARK RESORT** is not responsible for any damage to vehicles caused by other guests/visitors. **ELM ACRES RV PARK RESORT** is not responsible for any personal property. **ELM ACRES RV PARK RESORT** reserves the right to limit the stay and number of persons per site. Willful violation of these rules will result in termination and barring from the property. These Rules & Regulations supersede any previously written or discussed Rules & Regulations. Rules & Regulations; and rates may be changed at any time. Please report any problems to Park management immediately. Please notify Park management of any incident or accidents as soon as possible. For emergencies dial "911".

I/We \_\_\_\_\_ and \_\_\_\_\_,

at Site # \_\_\_\_\_, hereby acknowledge that I/we have read and understand the foregoing Rules & Regulations and that I/we have been provided a copy of the same at the time of registration with the Park Resort. Acceptance of the above Rules & Regulations is a condition of my/our space rental.

**AGREED TO AND ACCEPTED:**

\_\_\_\_\_

**RV Guest**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Texas 6 RV Park Management**

\_\_\_\_\_

**Date**

**06-01-2023 Park Policy and Procedures for Guest**