

# Camp A Way Additional Policies

Our campground rules and regulations can be found on the back of the site map that you were issued upon check-in and at [www.campaway.com/policies.php](http://www.campaway.com/policies.php). This form is to highlight and supplement some additional guidelines for our extended stay guests, but does NOT infer any rental contract or lot lease agreements.

Be sure full names of ALL registered guests are on file in office. We return mail and packages addressed to those not in our booking system. This is especially important for spouses/partners/children with different or recently changed last names.

## Automated Payments

- Extended stay guests shall have a credit card on file for automatic payments to be processed as a recurring transaction at the end of each time period. A payment statement will be sent via email. All credit cards used in the system are automatically saved.
- Cash/Check payments must be presented prior to automatic payment processing, 1-2 days prior to current time period's check-out date. A \$40.00 fee will be applied for all returned checks
- Declined automatic payments on primary card will result in trying additional cards associated with the booking. If alternate cards are declined, a telephone call will be made to cardholder to arrange for other (same day) payment option. If not arranged by close of business, smaller incremental time periods will be charged; if declined again, RV may have utilities disconnected and/or be removed from property at owner's expense. Camp A Way will not be liable or responsible for overdraft or other banking fees to your account.
- Campground fees will not be pro-rated and may not be paid in installments. A guest who extends a booking will be charged the daily rate unless the entire week or month is paid in full.

## Changes to Booking:

- A designated Check-out date is required. We will take bookings for your campsite for other guests to arrive after that date. A guest who must change sites to extend a booking or, through lack of movement, require an incoming guest to upgrade sites shall pay the calculated rate for the new/upgraded campsite.
- A guest who switches to a campsite with a monthly discounted rate will have a new monthly booking begin on that day. Current booking will be truncated and any credit calculated from "Days/Weeks stayed" applied to new monthly booking. Campground fees will not be combined or pro-rated. Depending upon time moved, both sites may be charged on moving day.
- Guests who plan to check-out before the designated check-out date must notify the Office BEFORE automated payment occurs. Shortening a booking

that results in a refund will incur an administration fee equal to the greater of: 10% of refund amount or other amount dependent upon check-out time. See refund policy.

### **Extended Stay Discounts:**

- Due to discounts associated with the extended stay rate group, Weekly and Monthly discounts will not be retroactively applied. The current booking will be truncated and a full week/month will begin from current day.
- Guests with past due accounts may lose Weekly and Monthly discounts for the time spent in arrears. Late Fees may also be applied.

### **Refunds:**

- Refunds must have manager approval and may not be immediately available. Refunds will not be processed until RV is off-site. If original payment was by check, a refund check will be mailed to address on file after the original check has cleared.
- A guest cannot apply "remaining days" to future visits.
- Refunds are subject to an administration fee of 10% or another amount depending upon check-out time: \$20 if before Noon or 1 Day if after Noon; whichever is greater.
- Refunds are calculated by number of days and weeks stayed, less administration fees. Camp A Way does not pro-rate time periods. (*Fifteen days is calculated as 2 weeks and 1 day, not ½ a month.*)
- Monthly stay will have no refunds after 3pm of the 18th day.
- A guest is not eligible for a refund if a rule violation results in eviction from park.

### **Check-out:**

- Check-out is 11 a.m.
- Late check-out must have prior approval, prepayment of \$10 to stay until 4pm, after that time another night will be booked/charged.
- No late check-outs on Fridays or Saturdays from May through October; staying after Noon will require the registration of an additional night--if available.
- If an incoming booking must be moved and upgraded in site class to accommodate a late departure, the late-leaving guest will be charged the more expensive site rate.

### **Children & Visitors**

- Disturbing noises are not permitted at any time. Quiet Time is 10:00 p.m. until 8:00 a.m.
- Registered Guests are responsible for the safety, supervision, and actions of their children and Visitors. Visitors should check-in at the Office and must leave the park by 10:00 p.m.

- Children under age 16 must be accompanied in the Pool and Spa by and ADULT at least age 19. Children age 5 and under are NOT allowed in the Spa as per State Laws.
- Visitors of Registered Guests may use Pool & Spa for a small fee.

### **Pets**

- Pets must be leashed and ATTENDED by an adult at all times. If your pet is outside, we ask that you are as well. If you are not with your pet, please house him safely inside your RV-- even if you kennel your pet.
- Owners are responsible for cleaning up pet debris immediately. Waste bags are located at each trash station. Failure to pick up will lead to eviction.
- We like well-mannered, sociable pets. Aggressive or Barking dogs are not permitted. Certain pets/breeds must be approved before being allowed in the park.

### **Sites**

- Please keep site free of clutter or debris. Loose tires, appliances, indoor furniture, etc., are not allowed.
- Wooden decks are not permitted.
- Shade Structures must be easily portable.
- Sewer hookups need to be connected with a rubber doughnut or a ridged elbow.
- RV Skirting is only allowed November through March. Hay bales, bags of leaves, and fiberglass insulation are not permitted.

### *Groundskeeping special requests:*

- Please keep all area rugs, hoses, and cables on the gravel.
- Please keep all yard ornaments, satellite dishes, dog leashes, etc. off the grass.
- Shade structures on grass must be moved for mowing and re-positioned every 3 days.

### **Vehicles:**

- Only one un-towed vehicle per site- check with office regarding additional vehicles
- Visitors may park on the gravel of your campsite or in designated parking areas.
- All travel trailer and fifth wheel RVs must have an immediately accessible tow vehicle—not towed in by a friend or towing service.
- RV wash permits are available at the office for \$15. Please No Vehicle Washing-- car washes are just around the corner.
- Drive slowly through the park.
- Please drive on designated roads. Do not take short cuts through campsites or across grass.

- Mechanical repairs and oil changes are not permitted in the campground.
- Tires and Appliances with refrigerants are not permitted by our refuse service. Please see Office regarding proper disposal options.
- Commercial equipment and trailer storage is not permitted in the park. Please leave work at work.

**Additional:**

- Lee's propane will deliver propane, maximum propane tank size 100 pounds.
- Premium Cable, internet, telephone through Spectrum.

Management reserves the right to evict anyone from the premises due to detrimental conduct, rule violation or any other reason deemed necessary.

Estimated Date of Check-out: \_\_\_\_\_  
Camp A Way uses this date to determine vacancy for upcoming reservations. Unless updated with Camp A Way staff in a timely manner, bookings will be taken for your campsite after the above date.

Please keep this for your records.

My camping and electricity fees will be charged on or around the \_\_\_\_\_ of each month or, if weekly, every \_\_\_\_\_. Weekly fees vary with local events.



# For Camp A Way Office Records:

Site Number: \_\_\_\_\_ Estimated Check-out Date: \_\_\_\_\_

Name of all Registered Guests: \_\_\_\_\_

Reason for Stay: \_\_\_\_\_

(Employment, building house, visiting family, etc.)

Additional Notes:

## Recurring Payment Authorization Acknowledgement:

- All payments are due in advance.
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Product: Site Rental Fees plus electricity usage, recurring every Week/Month. Weekly rates vary with local events.

If Camp A Way has more than one payment card on file, please process cards in this order:

1<sup>st</sup> card: Type \_\_\_\_\_ Last 4 digits \_\_\_\_\_

2<sup>nd</sup> card: Type \_\_\_\_\_ Last 4 digits \_\_\_\_\_

I have received and agree to the policies of Camp A Way Campground:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_