

Hometown RV Park **Guest Rules & Regulations**

Check-In:

Standard Check-In time is between 1:00 pm – 5:00pm. If arriving after 5:00 pm, please notify the office staff so that arrangements can be made for you to pick up your information packet at the Welcome Center.

Early Check-In:

The Standard Check-In time of 1 p.m. allows staff the opportunity to inspect and perform any necessary maintenance between guest arrival. An Early Check-In time may be available but is not guaranteed. You may contact the office to inquire if your spot is available for early Check-In.

Late Check-In:

Late Check-In is between 5:00 pm – 10:00 pm. Check-In after 10:00 pm is not permitted as it can interfere with the park's quiet hours. If you have an unexpected delay, please contact the office and we will do our best to assist you.

Check-Out:

The campground check-out time is 11:00 am. **A late check-out is available upon request and subject to availability.** Late Check-Out fee is \$25.00 till 5:00pm. If leaving after 5:00pm the fee is a full night charge, based on your reserved site. The Office needs to be contacted during business hours to set up arrangements for late check-out and to check availability.

Reservation Acceptance:

100% of booking fees are due at time of reservation. If you book for 6 nights don't forget your 7th night is free.

Cancellation Policy:

Reservations cancelled 15 days or more prior to your scheduled arrival will be issued a **Refund minus a \$22.00 cancellation fee.**

Reservations cancelled 14 days to 8 days prior to your scheduled arrival will be issued a **Refund minus a \$37.00 cancellation fee.**

Reservations cancelled 7 days to 3 days prior to your scheduled arrival will be issued a **Camp Credit minus a \$37.00 cancellation fee.**

Reservations cancelled 2 days prior to your scheduled arrival, or in the event of a NO-SHOW you will be charged the Full reservation fees.

All Cancellations must be done via phone with office staff, during office hours: (Tuesday – Saturday: 9:00am – 5:00pm, Closed on Sunday & Monday)

***No email, voicemail or social media cancellations will be accepted.**

***Payments made for holiday reservations will not be refunded.**

***Camp Credits are valid for redemption within 12 months from original booking.**

***There are no refunds, discounts or prorated prices granted for early check-outs on your last day or for early departures.**

Site Changes:

Changes will only be made in the event of a malfunction with the current site amenities. (Examples being sewer, plumbing or power issues).

Refunds:

Our goal is to provide you with the best camping experience possible. However, there are things beyond our control that can affect your stay. We cannot control Acts of Nature and refunds, or credits will not be given based on environmental factors.

Transportation:

Bicycles and electric scooters are welcome but please keep them on the trails, roadways and in designated parking areas. Please do not ride on or through landscaped areas of the park. Do not operate bikes or scooters after dusk for your personal safety. The charging of electric scooters is permitted.

Golf Carts and RV's must be registered at Check-In. Proof of insurance and a copy of the operator(s) license must be presented. A parking pass will be issued for the golf cart and must remain visible. Only drivers 16 years of age and older with a valid driver's license are permitted to operate golf carts without a parent/guardian. Any child 15 years of age or under must always have a parent/guardian in the cart with them. If operated after dusk the golf cart must have adequate lighting and be parked during quiet hours. The charging of electric golf carts is permitted at your designated site. ***Electric cars are not allowed to charge at the park.***

Transportations Continued:

Campers older than 15 years must have a photo submitted for approval for an extended stay. All RV's must be manufacturer made and self-contained. Each site allows for one RV and one vehicle. If your vehicle does not fit on your designated pad along with your RV it must be parked in the visitor parking area.

Parking in the grass, the roadway or at another site is not allowed. Parking passes must always be displayed during your stay. If you require a third vehicle, there is a \$5 per day parking pass that must be purchased when registering the additional vehicle. ***Washing of vehicles, golf carts or RV's is not allowed in the park unless a wash pass is purchased. A wash pass is \$25 and good for use on one day only, Monday – Thursday Only.***

Speed Limit:

The parkwide speed limit is 5 mph or less. Please enter and exit the park with extreme caution. Children will be at play and vehicles will always be on the move. Any damage to the park grounds or guest property due to negligence will be the financial responsibility of the driver.

Occupancy:

Each reservation allows for 4 - 6 campers per camp site. The maximum number of 6 people includes: 2 adults and 4 children per camp site or a maximum of 4 adults only. Any change in occupants must be approved by staff and the new occupant must be registered and all necessary documentation completed. **Additional children or adults may be added for \$10.00 per night, per camp site. Daytime Guest must purchase a parking pass for \$5.00. All guests not registered overnight must exit the park by 10 pm.** Please take advantage of the gathering areas we have provided if visiting in large groups.

These areas include: the Gathering Place Fire Pit, the Covered Pavilion, the Welcome Center Patio, Hammock Haven, Event Lawn, and Playgrounds.

Children:

A parent/guardian must always accompany Children/Minors. Parents/guardians will be held responsible for their child's conduct, both verbal and physical. Any damages that arise from the acts of children will be the liability of that child's parents/guardians. All playground and activity areas are marked **Play at your own risk and all children must be supervised** by a parent/guardian. Children under 16 must return and remain at their campsite during **quiet hours (10pm - 7am)** unless accompanied by a parent/guardian. Please discuss the park rules with your children and understand that disregard for these rules or the observance of poor or destructive behavior can result in removal from the park without notice or refund.

Pets:

Dogs who are well behaved are more than welcome. There is a maximum of 3 domestic animals "pets" allowed per campsite. This limit includes campers and guest pets combined. This limit includes any combination of cats, dogs, birds, etc. **Dogs must remain on a leash throughout the park.** Dogs are allowed in a small, fenced area that you provide and that fits under your canopy. **Fences cannot be placed in grass. Pets are not to be left alone outside of their camper.** If your dog cannot remain in your camper quietly, it is recommended that it travel with you. Aggressive behavior will not be tolerated and can be grounds for the pets/owner's removal from the park. Only service dogs are permitted in the Office or Bathhouse. Please make sure your dogs are up to date on all shots. **Please clean up after your dog immediately and make sure to bring all necessary items to do so.** Cats are allowed but must remain in your camper or at your site. Cats must have a tag and collar for identification purposes. ***Livestock of any kind is not allowed in the park.***

Bathhouse:

The bathhouse is open to registered campers and guests only. Please do your part in keeping the bathhouse clean and ready for the next guest to use. If there is water or trash on the floor, please clean it up. **No items other than toilet paper are to be flushed.** If you find the bathhouse needs attention, please let the office know immediately. **All children 10 and under need to be accompanied by an adult when using the bathhouse.**
No Tobacco of any kind is allowed in the bathhouse.

Laundry:

The laundry facility is in the bathhouse. The laundry room is open to registered campers only. **NO RUGS / NO PET BEDS & NO PET RELATED ITEMS ARE ALLOWED in MACHINES.** Please do not leave your laundry unattended. Children are not to use the laundry facility unsupervised. **No Tobacco of any kind is allowed in the laundry facility.** The washer and dryer are coin operated. If needed change and rolls of coins will be available in the Office during Office Hours.

Garbage:

We offer trash pick-up every day. **The designated pick-up time is between 9am - 11am.** **DO NOT LEAVE YOUR TRASH OUTSIDE OVER NIGHT.** Your trash must be placed in tied 13gal bags and secured at your site. No items other than household trash can be placed in the park dumpster. **This means no Flammable Items, Hazardous Items, Furniture, Mattresses, etc.** Please keep your site clean and trash collected. Fire Rings must be cleaned out before departure. **Cigarettes must be discarded, not tossed on the ground. The Park trash cans are for single small trash items or bagged dog poop and are not for large trash bag disposal. If the Park Staff removes trash, cigarettes, etc. from your campsite there will be a \$100.00 clean-up charge added each time to your account.**

Housekeeping:

You may move the picnic tables to fit your needs. Before you leave, please place them back on the gravel where they were originally located. Please do not put carpets or rugs in the grassed areas.

Hookups:

The use of a watertight collar is required on all sewer connections. Please leave the sewer valve closed until you are ready to dump, this allows the chemicals to get the job done.

Campfires:

There must be an adult present whenever a campfire is active, never leave a fire unattended. All campfires must remain in the fire rings provided and should not be moved. Campfires must be extinguished before retiring for the night. **Do not put trash into the fire. Only kindling, newspapers and firewood should be burned.**

Campsite Boundaries:

Respect for each camper's site is necessary to ensure everyone feels safe and has a great stay. Please do your best to respect the boundaries of your site and do not take shortcuts through sites.

Quiet Hours:

For the comfort and relaxation of all guests the park quiet hours are from **10 p.m.- 7 a.m.** During this time, we ask those activities, music, conversations, and all other noises be kept at a respectful level. TV's and radios should only be used inside the campers during this time. Again, all children 16 and under should be at their designated campsite unless accompanied by an adult.

Camper Conduct:

While we want everyone to have the best time possible, we also want to promote the best environment possible. We are a family friendly, family owned and family operated park. Please do not allow your activities to take away from the enjoyment of other guests. Causing a noise or privacy nuisance, disrespectful behavior, fighting, or crude language are not conducive to a family environment. Such actions can and will result in removal from the park.

Alcohol & Drugs:

As stated earlier we are a family friendly park and the use of any recreational drugs, legal or illegal is not allowed on park grounds. If such acts are observed, it will result in the immediate removal of the user(s) from the park. Alcoholic beverage consumption laws for NC apply to park property. There is to be no open display of alcohol at any time. All alcoholic beverages must be kept concealed in a cup or koozie once outside of your camper.

Prohibited Items and Acts:

Do not hang tarps, clothes lines, dog lines from trees. No generators are allowed. No Fireworks!!! Outside lights that will cause a disturbance must be off by 10pm. No hot grills on picnic tables. No digging by man or dog, no disturbance of the park's ground. Do not dump grilling grease or ashes on the ground or in the firepit. Do not place rugs, mats, or carpets on any grassed area.

Park Owner & Operator Rights:

Hometown RV Park, Inc., is a family and privately owned business. Hometown RV Park, Inc. and its owners, employees and representatives will not be held liable nor assume any responsibility for the following:

- *Theft
- *Accidents
- *Loss or damage due to fire
- *Loss or damage due to Acts of Nature
- *Injury to self
- *Loss or damage of personal property
- *Negligence of registered campers, guests, or others.

Owners, employees, and representatives invoke the right to refuse service to anyone and to evict without notice. Ground for eviction include creating a public disturbance, open disregard for park rules/ policy / public nuisance. If you are found to be in violation of any of the above, eviction will be immediate, and no reimbursement of camping fees will be issued. If you have questions or concerns regarding our rules, regulations or liability please ask office staff for clarification. These rules and regulations have been established to ensure that every guest has the best camping experience possible.

Security / Cameras:

All buildings and property are monitored by cameras and video is recorded.

Rates, Information, Rules & Regulations:

All are subject to change without notice.