



HAPPY HILLS RESORT
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PARK POLICIES AND REGULATIONS

**THIS BOOKLET OUTLINES THE CRITERIA BY WHICH THE PARK IS MANAGED
PLEASE READ IT CAREFULLY**

POLICIES AND REGULATIONS

1) **CAMPING FEES:**

All our fees are based on **one family only**. By FAMILY we mean 2 adults and their dependent children under 21 still living at home. All other persons camping with you are ... EXTRA PERSONS. See your rate sheet for the additional fee.

Camping fees are due at specific times. We will charge \$25.00 per month late fee and a \$7.00 administration fee on all overdue accounts. A fee of \$25.00 plus an additional bank charge will be added to your account if your payment is returned N.S.F.

2) **GUESTS/VISITORS:**

It is your responsibility to see to it that:

- They are aware of and have paid the Park Entrance Fee and that they do not arrive before 9:00a.m. which is when the store opens.
- They have their guest pass visible on their rear-view mirror
- They leave the park quietly by 10:00p.m. or pay the additional nightly fee. You must register your guest(s) in the store prior to 9:00p.m. Please inform your company of the 11:00pm quiet time.
- When you register a guest to stay overnight, they must stay for the entire night. If you register a guest to stay overnight with the intent for them to leave after the 10:00 p.m. visiting hours, you will be in non-compliance of park policies and accept the consequences.

3) **SEASONAL PASSES:**

In the spring we will issue a Vehicle Pass to each eligible camper. This pass is to be affixed to the outside of the windshield. . . top corner. . . driver's side. We must be able to see from a distance if the vehicle entering the park belongs here. We have the right to stop any vehicle without park identification. Your help in this matter is appreciated, as it will enhance park security, as well as deter those who try to come into the park to use your paid for facilities free of charge.

- 4) **ELECTRONIC GATES:** The electronic gates have been installed for your safety and security. The cards you were issued are for **your use only**. They may not be passed around to friends or family. If you abuse this system, you will be subject to immediate dismissal from the park. Lost or physically damaged cards will not be entitled to the return of the deposit paid.

5) **VEHICLE PARKING:**

All vehicles must be parked on your site or open unused areas. Do not park on vacant sites.

6) **CHILDREN:**

You are to be in control of your children and are responsible for their behaviour and actions. Your children must be on your site by 11:00p.m. no matter their age. Under no circumstance should children / teens be left in the park without adult supervision. This park is "Family Camping Only." Your children are not allowed to stay overnight without a parent being in attendance. This applies to children of all age groups.

7) **PETS:**

The park policy is a maximum of 2 dogs per site. Their single or combined weight not exceeding 120 pounds. They are never to be left unattended on your lot. Excessive barking will not be tolerated, and you will be asked to take your dog out of the park if it persists. They are to be on a leash at all times and you must clean up after them. All dogs must have their current vaccinations. Aggressive dogs will be asked to leave the park. We do have an off leash park for your pet to enjoy. Please review the policies on the gates before you enter. Doggie bags are available for your use, dispose of these bags in the garbage cans provided.

Pets are not permitted in any of the swimming areas.

8) **POOLS:**

Our wading pool, indoor pool, adult pool and splash pad are unsupervised. Swim at your own risk! Children less than 14 years of age must be accompanied by an adult (18 years of age or older) at all times. Anyone not conducting themselves in a proper manner or not obeying the posted pool rules will be asked to leave.

Proper bathing attire is required to be worn when using the pools, splash pad, and wading pool.

9) **GOLF CARTS:**

Only battery operated carts are allowed in this park. All carts must be clearly marked with your lot number in 3" tall numbers, in a contrasting colour to your cart for easy identification. When driven at night, headlights and taillights are essential. All golf carts **MUST** have a golf cart inspection completed and a current compliance sticker applied to the cart before it's permitted to be driven in the park.

- Minimum license required to operate a golf cart with a fully licensed passenger is G1. Only G2 or G licensed drivers may operate a golf cart without a fully licensed passenger.
- Owners of all carts must carry liability insurance and a copy is to be submitted to the office yearly upon your renewal date.
- The maximum number of people on a golf cart relates to the number of seats on the golf cart.
- Do not drive with young children on your lap. If you have to stop suddenly, they will be the ones to get injured.
- Carts are to be driven on park roads only. Do not drive through the "Employees Only" areas.
- For everyone's safety carts must be off the road by 11:30 p.m. and be driven slowly and in a responsible manner.
- There is no drinking and driving on golf carts.

We Reserve The Right To Remove The Privilege of Operating A Cart In This Park From Anyone Creating A Safety Hazard, Or Not Following These Rules

10) **ELECTRIC SCOOTERS / BIKES / ATVs:**

We do not permit ATVs, dirt bikes and or mini bikes to be driven in the park.

Mini battery operated vehicles for children are not permitted in the park. There is no liability insurance available for us or the users of these vehicles and as they are motorized and cannot be categorized like pedal bikes.

11) **COURTESY & NOISE CONTROL:**

Please help us keep our park peaceful at night. Quiet time is 11:00pm to 8:00am., but we will not tolerate excessive noise at any time.

- Radios, musical instruments, and singing must be terminated by 11:00pm and loud chatter subdued.
- Please be respectful of your neighbours and dim any exterior lights at 11:00pm
- Walking or running through other camper's sites is not acceptable.
- As mentioned in section 9, golf carts must be on their campsite by 11:30pm
- Obscene language will not be tolerated at any time.
- Sunday is a day of quiet. Please refrain from using power tools, doing construction of any type, cutting grass and or lawn trimming. We never allow chainsaws.

Please refer to Schedule B "Park Policy on Courtesy and Noise Control" for more detailed information.

12) **ALCOHOL / SMOKING / VAPING:**

We permit alcoholic beverages on your site only! Please keep all your empty alcohol bottles out of sight. Glass cups, bottles and containers are not permitted off your site. Smoking and vaping involving cannabis use will only be permitted on your campsite. This coincides with our alcohol consumption policy. Unlike alcohol, cannabis smoking produces an odor that is offensive to many. Please be courteous of your neighbours when choosing to smoke this product. It is prohibited to cultivate, produce or distribute cannabis anywhere on park land, the site or in your trailer. The use of illegal drugs anywhere in the campground will result in eviction and termination of your License of Occupation.

13) **FIRES:**

Campfires must be kept under control at all times. Keep them to the size of the fire ring and do not leave it unattended. Do not burn any plastic, garbage or other material that causes nauseous odours or black smoke. You are responsible for your guests and their behavior while on your campsite. As mentioned in section 11 radios, musical instruments and singing must be terminated by 11:00p.m. and loud chatter subdued. By 11:30pm campfire guests from other sites must return to their own site for the evening. Remember, all golf carts should be on their sites by this time.

- At midnight, all campfires must be fully extinguished.
- All firewood must enter the park in 1 foot lengths **ONLY**. For safety reasons scrap boards with nails are not permitted into the park.
- Maximum wood storage per site is one face cord (32cu.ft.) (.9cu.m.)
- See lean-tos for proper wood storage (in section 15)
- In the event of a fire ban, you are expected to comply with the rules set out by the Fire Marshall.

14) **FIREWORKS:**

Fireworks and Chinese Lanterns are not permitted in the park at any time.

15) **CONSTRUCTION:**

To avoid “Non Compliance Structure Tax”, please take note of the following information when a construction project is to be performed.

- Park management must preauthorize any building project.
 - The Construction Project Information form **MUST** be completed and handed into the office prior to construction.
 - Please do not dig or place stakes on your site due to underground services without checking with the office first.
- a) **LEAN - TO'S:** These are only to be used for wood storage. They must always be kept tidy. Do not build your lean-to longer than your shed's width, extending out further than two feet, or taller than five feet.
- b) **PRIVACY FENCES:** If you must install one of these structures, please abide by these simple guidelines:
- 1) Height: Max. 5 ½' (1.7m) high (from the top of the deck to the top of the fence)12' (3.65m) max. length per side.
 - 2) Do not make it a solid wall.
 - 3) Construct it in a tidy manner. Pressure treated wood or P.V.C. vinyl materials only.
- c) **DECKS:** Must be built from quality materials. No skids or aspenite please. You must let us know when you decide to build a deck, this will ensure it will not infringe on your neighbour's property or interfere with our equipment.
- d) **SHEDS:** Prefabricated, store purchased metal or vinyl sheds only, no larger than 50sq.ft. (1.4sq.m.) any wooden or oversized shed now on your site must be removed from the park when the present owner leaves. **ONLY** one shed per site. If you choose to have two you will be charged the yearly non-compliance fee. If you have a refrigerator in your

shed, we recommend you install three vents to allow for proper ventilation. Doing this will greatly reduce your hydro consumption and decrease the chance of a fire.

- e) **STORAGE BOXES:** You are permitted 1 storage box per site no larger than 40 cu.ft.
- f) **TEMPORARY SHELTERS:** These may be set up after park closing October 1st. for the storage of golf carts. They MUST be taken down before park opening May 1st. Non compliance structure tax will apply if not removed by May 1st.

16) **ELECTRICAL CORDS:**

All cords supplying your trailer or refrigerator must be of good quality, 12 gauge wire (minimum size), with heavy duty connectors. Fire regulations do not allow "OCTOPUS" connectors.

17) **SITE AND TRAILER MAINTENANCE:**

We require that you keep your trailer and site tidy. Do not store bottles, boxes, and other items under your trailer as this only invites unwanted rodents to gather there. Clotheslines are to be used for towels and bathing suits only, please do not nail anything into our trees to hang these up. Extra refrigerators should be kept in a shed, they are not permitted on your deck.

We reserve the right to cut your grass and invoice you for it if your site becomes untidy.

- a) **TOILET CHEMICALS & OUR SEPTIC SYSTEM:** It is mandatory that toilet chemicals used in the park be ENVIRONMENTALLY FRIENDLY (formaldehyde free). We do supply the appropriate chemical in the store. If you have any questions, please ask us. Do not flush the following down the toilet or sink: diapers, sanitary napkins, applicators, condoms, cleaning wipes, flushable wipes or any other wipes, masks, gloves, coffee grounds or other compost, paint, paper towels or grease. Please use 1 ply toilet paper, never use 3 ply toilet paper. Do not use bleaches or toxic drain cleaners.

It is your responsibility to inspect your connections you inspect sewer connections for loose fittings, cracked pipes and/or odors.

- b) **TRAILER PAINTING:** Please refrain from painting the primary colour originally baked onto the sheet metal work of your trailer. The factory paint is superior to and will outlast any other product used for this purpose. If you must change the colour stripe present on your trailer, please have a decal professionally cut and choose an aesthetically pleasing colour.
- c) **TREE CARE:** If you put up any clotheslines, lighting or wiring of any type around our trees, they must be removed at the end of the season to prevent damage to the trees. If you must fasten something around a tree, please use a bungee cord. This still allows the tree to grow without cutting off its circulation. **There is never a reason to put nails in a tree.**

18) **PICNIC TABLES:**

One table per site. It is wise to remove your plastic tablecloth at the end of the season. Picnic tables are now your responsibility to maintain. We have a limited inventory on hand if a replacement is needed. Let us know if you would like us to remove your table from your lot if it is no longer required.

19) **INSURANCE:**

Each year we do require an up to date copy of your trailer insurance at the time of your policy renewal. We do not assume responsibility for damage to your trailer however caused. If you leave the park for a period longer than a few days please:

- Do not leave large amounts of food in your refrigerator. We are not responsible for a power failure causing your food to spoil.
- Serious water damage could occur if you forget to turn your tap off at the post.
- For safety reasons, please turn off your propane tank if it is connected to your trailer using rubber hoses.

It is up to you to have proper insurance coverage.

You, the occupant, agree that the use of these facilities are at you and your guests' own risk.

20) **ELECTRIC and WATER METERS:**

All our sites have metered electricity and water. We will mail your usage adjustment, refund or invoice in December. Any electric and or water meter damaged by stones, bumping or abuse will be repaired or replaced using the deposit to cover the cost.

To avoid a surprise when your utility invoice arrives in December, turn off the main power switch inside your trailer just in case you left something plugged in. If possible, unplug your trailer at the post.

21) **TRAILERS FOR SALE:**

We do not permit "FOR SALE" signs to be displayed unless a trailer is being sold out of the park, all sales must be registered through the office. If you sell your trailer, **do not include your site fees** as they are not transferable, and a new License of Occupation will need to be requested by the new owner. We reserve the right to refuse any new owner not previously approved.

Please see Schedule C and D "Policies Regarding Travel Trailer and Park Model Sales" and Purchases.

22) **HAPPY HILLS RESORT REFUNDABLE SECURITY DEPOSIT:**

We have implemented a Security Deposit program that is refundable to new clients or existing clients who have paid this Fee when they decide to sell or remove their R.V.s in the future. It is indexed by site size (sq. ft.) as well as location and is administered upon a new application for a seasonal contract. Please see the information sheet that now appears on our website under "rates" as well as Schedule E.

23) **TRAILER PURCHASES:**

If you plan to purchase another trailer, please check with management to make sure the size is acceptable for your site.

Please see Schedule D "Bringing R.V.'s into Happy Hills Resort" if you plan to bring a trailer into the park.

24) **TRAILER STORAGE:**

Seasonal campers with more than one trailer are subject to a winter storage fee according to the fee schedule. Seasonal campers not returning for the following season but leaving their trailer in the park will be charged the winter storage fee. The trailer must be off the site by the 15th of October if the next year's site fees are not accounted for.

25) **SUBLETTING:**

We do not permit subletting of your trailer.

26) **TENTS:**

Each seasonal site is permitted to have **one** tent set up on their site in addition to their trailer. If you are having visitors stay with you on your site and don't already have a tent, they are permitted to set **one** up. Your visitors will have to register in the store and pay the unserviced site fee for the number of nights they will be staying. Tent trailers and trailers are not permitted in addition to your own on your lot.

27) **GARBAGE:**

This Park recycles. It is your responsibility to dispose of your household garbage and recyclables at the garbage / recycling depot near the tennis courts. We do not accept large items such as old

mattresses, lawnmowers, refrigerators, barbeques etc. These items must be taken out of the park. We suggest any scrap metal dealer. The garbage cans at the washrooms, pool and rec. hall are not to be used to deposit your garbage bags; they are only for walkers to dispose of their wrappers etc. **ANYONE FOUND TO BE ABUSING THE PARK'S GARBAGE AND RECYCLING SYSTEM, SUCH AS BRINGING GARBAGE FROM HOME OR LEAVING LARGE ITEMS, WILL BE SUBJECT TO IMMEDIATE DISMISSAL.**

28) **WATER CONSERVATION:**

Please no car washing. Trailers may be washed on weekdays only. To avoid a drop in water pressure, garden or lawn watering is only permitted before 8:00a.m. or after 10:00p.m.

HAVE A GREAT SEASON!