



Hidden Lake RV Resort

Rules and Regulations

Contents

Alcohol Consumption Policy	1
Behavior and Noise Policy	2
Damage and Indemnification Policy	2
Discount Policy	3
Firearms and Fireworks Policy	3
General Conduct Policy	3
Internet Use and Wi-Fi Policy	4
Laundry Facility Use Policy	4
Parking and Motor Vehicle Policy	5
Payment Policy	5
Pond Use Policy	6
Liability Policy	6
Notice of Video Surveillance	6
Pet Policy	7
Pool and Spa Use Policy	7
Refund and Cancellation Policy	8
Site Maintenance Responsibilities	9
Smoking Policy	9
Solicitation Policy	9
Theft and Property Damage Policy	10
Visitor Policy	10

Alcohol Consumption Policy

Purpose

The Alcohol Consumption Policy at Hidden Lake RV Resort is designed to ensure a safe and enjoyable environment while allowing responsible alcohol use.

Regulations

- Designated Areas:** Alcohol is only allowed in specific, marked areas. Consumption outside these areas, especially in public and common spaces, requires management's approval.
- Responsible Consumption:** Guests must drink responsibly. Public intoxication or disruptive behavior influenced by alcohol will not be tolerated.
- Age Verification:** Alcohol can only be consumed by guests of legal drinking age. The resort may require ID for verification.
- Behavioral Expectations:** While consuming alcohol, guests are expected to maintain decorum and avoid loud, offensive, or inappropriate behavior. The resort prioritizes a family-friendly atmosphere.
- Legal Compliance:** All local, state, and federal laws regarding alcohol consumption must be adhered to by the guests.
- Driving Under the Influence:** Driving under the influence of alcohol within or around the resort premises is strictly prohibited. Guests are expected to plan accordingly and use designated drivers or transportation services to prevent incidents related to driving under the influence.
- Personal RV Space:** Alcohol consumption is permitted within individual RV spaces, but disturbances or excessive noise affecting other guests is prohibited.

8. **Glass Containers:** For safety, glass containers are not allowed in certain areas like the pool.
9. **Event Registration:** Events involving alcohol must be registered and comply with the resort's policies.
10. **Liability Statement:** Hidden Lake RV Resort takes no responsibility for any incidents, injuries, or legal consequences that result from a guest's decision to consume alcohol. Guests are fully responsible for their actions and any repercussions that arise from consuming alcohol on the resort premises.
11. **Enforcement:** The resort staff will enforce the alcohol policy, and non-compliance may lead to penalties including eviction from the resort.

This policy at Hidden Lake RV Resort ensures that alcohol consumption does not disrupt the enjoyment and safety of all guests.

Behavior and Noise Policy

Purpose

To ensure a peaceful and enjoyable environment for all guests at the resort.

Regulations

1. **Quiet Hours:** Quiet hours are from 10 PM to 8 AM. During these times, noise should be kept to a minimum to not disturb other guests. This includes, but is not limited to, loud conversations, television, music, and any other activities that could disrupt the peace.
2. **Generator Use:** The use of generators is restricted during quiet hours, except in emergency situations or with prior approval from the resort management.
3. **Respectful Behavior:** All guests are expected to conduct themselves in a manner that is respectful to others. This includes refraining from using foul language, engaging in aggressive behavior, or participating in activities that could be considered disturbing or offensive.
4. **Control of Noise and Disturbances:** Excessive noise or disturbances at any time of day is not permitted. This includes loud music, shouting, and other disruptive activities. Resort management reserves the right to address any situation where the noise level is deemed inappropriate.
5. **Enforcement and Consequences:** Resort staff will enforce this policy, and non-compliance may result in warnings or fines. Repeated or severe violations could lead to eviction from the resort.
6. **Consideration for Others:** Guests are reminded to be considerate of their neighbors and the community at all times. This includes monitoring noise levels, managing the behavior of children and pets, and being mindful of others' right to a peaceful stay.

This policy is in place to ensure that all guests at Hidden Lake RV Resort have a pleasant and memorable stay. Guests are encouraged to contact the resort management for any concerns regarding noise or behavior.

Damage and Indemnification Policy

Purpose

To outline the responsibilities of guests in terms of property damage and to define the resort's liability limitations.

Regulations

1. **Guest Responsibility for Damages:** Guests are responsible for any damage they cause to the resort's property. This includes, but is not limited to, damages to the accommodation, common areas, facilities, or landscaping.
2. **Reporting Damages:** Any damage should be reported to the resort management immediately. Failure to report damages may result in additional charges or penalties.
3. **Assessment and Charges:** The resort will assess the damage and determine the appropriate charges. Guests will be invoiced for the cost of repair or replacement.
4. **Indemnification:** Guests agree to indemnify and hold harmless the resort from any claims, liabilities, damages, or expenses arising from their actions or omissions while on the resort property.
5. **Liability of the Resort:** The resort is not liable for any loss, damage, or injury to guests or their property unless directly caused by the resort's negligence.
6. **Insurance:** Guests are encouraged to have personal insurance to cover any unforeseen damages or losses during their stay.
7. **Enforcement:** Compliance with this policy is mandatory, and the resort reserves the right to seek restitution for any unreported or malicious damages.

This policy is in place to ensure a fair and responsible environment for all guests and to protect the property of Hidden Lake RV Resort.

Discount Policy

Purpose

This policy outlines the terms and conditions related to discounts offered by Hidden Lake RV Resort, emphasizing the resort's right to refuse any advertised discount at its discretion.

Regulations

1. **Offered Discounts:** Hidden Lake RV Resort may offer discounts, promotions, or special offers at its sole discretion. These discounts may be advertised through various channels, including the resort's website, marketing materials, or third-party platforms.
2. **Right to Refuse:** The resort reserves the unconditional right to refuse to apply an advertised discount to any reservation, service, or transaction, without the need to provide a specific reason for such refusal.
3. **Non-Discrimination:** The decision to refuse a discount is not based on any discriminatory factors, including but not limited to race, color, religion, gender, national origin, disability, or age.
4. **No Obligation:** The resort is under no obligation to provide any explanation or justification for the refusal of an advertised discount.
5. **Policy Acceptance:** By making a reservation or utilizing a discount offered by Hidden Lake RV Resort, guests acknowledge and accept this Discount Policy, including the resort's right to refuse discounts without explanation.

This policy serves to clarify the resort's position regarding discounts and its unequivocal right to decline any advertised discount at its discretion. Hidden Lake RV Resort aims to maintain transparency in all its dealings with guests.

Firearms and Fireworks Policy

Purpose

To ensure the safety and comfort of all guests while respecting the rights enshrined in the Second Amendment.

Regulations

1. **Support for Second Amendment:** Hidden Lake RV Resort fully supports the Second Amendment rights of our guests. However, for the safety and comfort of all guests, certain restrictions are in place.
2. **Prohibition of Open Carry:** While we respect the right to bear arms, open carry of firearms is not permitted anywhere on the resort property. This is to ensure a comfortable and secure environment for all guests.
3. **Concealed Carry:** Guests with valid concealed carry permits are permitted to carry their firearms in accordance with state and federal laws. It is the responsibility of the guest to understand and comply with these laws.
4. **Storage of Firearms:** Guests are responsible for the safe and secure storage of their firearms within their personal accommodations. Firearms should not be left unattended in public areas.
5. **Fireworks Prohibition:** For the safety of all guests and to comply with local fire regulations, the use or discharge of fireworks is strictly prohibited on resort property at all times.
6. **Enforcement:** Resort staff will enforce this policy, and non-compliance may lead to penalties including eviction from the resort.
7. **Liability:** Guests are liable for any harm, damage, or disturbance caused by their firearms or by the use of fireworks.

This policy is in place to balance the rights of our guests with the need for a safe and peaceful resort environment.

General Conduct Policy

Purpose

To maintain a respectful, safe, and enjoyable environment for all guests at the resort.

Regulations

1. **Respectful Behavior:** Guests are expected to conduct themselves respectfully at all times. This includes courteous interactions with other guests and staff, and respect for resort property.
2. **Disruptive Conduct:** Behavior that is disruptive, threatening, abusive, or harmful to others is strictly prohibited. This includes excessive noise, harassment, and violence.
3. **Compliance with Laws and Resort Rules:** Guests must comply with all local, state, and federal laws, as well as all resort policies and regulations.
4. **Supervision of Minors:** Guests are responsible for the behavior and safety of their children. Minors should be supervised at all times to ensure they adhere to resort rules and do not disturb other guests.
5. **Community Areas:** Respect and proper use of community areas are essential. This includes cleaning up after oneself and not monopolizing shared facilities.

6. **Enforcement and Penalties:** The resort staff will enforce this policy. Violation of the general conduct rules may result in warnings, fines, or eviction from the resort.

This policy ensures a harmonious atmosphere at Hidden Lake RV Resort, allowing all guests to enjoy their stay.

Internet Use and Wi-Fi Policy

Purpose

To ensure fair, secure, and enjoyable use of the resort's internet services for all guests.

Regulations

1. **Accessibility of Internet Services:** Both wireless and wired internet provided free of charge for general use including browsing, emailing, and streaming.
2. **Streaming:** Guests are allowed to stream media content but should be considerate of bandwidth usage to ensure stable connection for all users.
3. **Use of Equipment:** Guests may use their own devices or rent equipment from the resort to make use of the wired internet services provided (rental fees may apply). Management reserves the right to prohibit devices that interfere with network performance.
4. **Prohibited Devices:** Devices that may negatively impact network performance or security are not permitted.
5. **Responsible Use:** Illegal activities, such as hacking or accessing prohibited content, are strictly prohibited.
6. **Security:** Guests are responsible for the security of their devices. The resort is not liable for any breaches or data loss.
7. **Limitations of Service:** The resort does not guarantee specific internet speeds or uninterrupted service. Network performance may vary.
8. **Guest Responsibility:** Guests are entirely responsible for their use of the internet, including any content accessed or shared.
9. **No Performance Guarantee:** Hidden Lake RV Resort makes no guarantees regarding the performance of the internet service, including speed, reliability, or availability.
10. **Compliance and Enforcement:** Non-compliance with this policy may lead to restricted or revoked internet access. Resort staff will monitor and address issues as necessary.

These regulations are in place to provide a positive online experience for guests at Hidden Lake RV Resort while ensuring fair and responsible use of internet services.

Laundry Facility Use Policy

Purpose

To maintain the cleanliness, efficiency, and safety of the laundry facilities for all guests.

Regulations

1. **Machine Usage Limit:** Guests may use up to 2 washing machines and 2 dryers at a time.
2. **Identification of Usage:** Mark machines with provided Velcro labels. Unmarked contents will be removed and stored at the front desk.
3. **Personal Use Only:** Machines are intended for personal, non-commercial use.
4. **Prohibited Items:** Do not wash greasy, excessively dirty, or hazardous materials in the machines.
5. **Pet Item Washing:** Items related to pets must only be washed in machines specifically marked for "Pet Item Use."
6. **Cleaning Fees:** A cleaning fee may be applied for misuse of machines, especially if non-designated machines are used for pet items or prohibited articles.
7. **Policy Violation Fees:** Additional fees may be charged for violations of any part of this policy.
8. **Cleanliness and Maintenance:** Guests are responsible for cleaning lint traps and maintaining the cleanliness of the area.
9. **Attendance and Personal Belongings:** Guests should monitor their laundry to prevent loss or damage, for which the resort is not liable.
10. **Consideration for Others:** Respect the machine usage limit, particularly during peak times.
11. **Payment for Use:** Machines are coin or card-operated, requiring payment per use.
12. **Reporting Problems:** Report any machine or facility issues to resort management immediately.
13. **Compliance with Policy:** Failure to adhere to these rules may result in restricted facility access.

This policy is designed to ensure a positive laundry experience for all guests at Hidden Lake RV Resort, while preserving the quality and functionality of the laundry facilities.

Parking and Motor Vehicle Policy

Purpose

The purpose of this policy is to ensure the safety, efficiency, and aesthetic harmony of the resort environment. By establishing clear guidelines for the use and parking of vehicles, the resort aims to prevent accidents, reduce disturbances, and maintain its pleasant appearance.

Regulations

1. **Vehicle Maintenance and Condition:** All vehicles within the resort must be well-maintained, especially to prevent fluid leaks. Guests are responsible for any damage or clean-up fees resulting from leaks from their vehicles.
2. **Noise and Disturbance Control:** Vehicles should be operated in a manner that minimizes noise, including limiting the use of loud music systems and engine revving, to avoid disturbing the peaceful environment of the resort.
3. **Appearance Standards for Vehicles:** Vehicles must be kept clean and presentable. The resort may request that excessively dirty or unsightly vehicles be cleaned to maintain the resort's visual appeal.
4. **Designated Parking Compliance:** Guests must park their vehicles only in designated parking areas to ensure safety and orderliness. Unauthorized parking may lead to towing at the owner's expense.
5. **Speed Limit Regulations:** A speed limit of 20 MPH is enforced on the main entrance road, and a lower speed limit of 5 MPH is applicable throughout the rest of the resort, as indicated by signage, for the safety of all guests.
6. **Recreational Vehicle Parking:** Specific areas are designated for RV parking, and guests with RVs are expected to park in these designated areas to facilitate orderly parking and space utilization.
7. **Prohibited Vehicle Types:** The resort reserves the right to restrict certain types of vehicles, such as oversized commercial vehicles or those in poor repair, for safety and aesthetic reasons.
8. **Visitor Parking Rules:** Visitors must park in designated visitor areas and adhere to the resort's vehicle policies.
9. **Towed Vehicle Protocols:** There are specific protocols for connecting and disconnecting towed vehicles to avoid obstructions and maintain safety.
10. **Liability Disclaimer:** Hidden Lake RV Resort is not responsible for any damages, theft, or losses related to guest vehicles on the property. Guests are encouraged to secure appropriate insurance for their vehicles.
11. **Policy Enforcement:** The resort's management and security staff will enforce these vehicle regulations, and non-compliance may result in fines or other penalties.
12. **Issue Reporting:** Guests should immediately report any vehicle-related problems or safety concerns to the resort management.

Through adherence to these guidelines, Hidden Lake RV Resort aims to provide a secure, orderly, and enjoyable experience for all guests, ensuring the smooth operation and pristine condition of the resort's vehicle-related facilities.

Payment Policy

Purpose

This policy outlines the accepted methods of payment for services at Hidden Lake RV Resort and the terms related to payment for daily, weekly, and monthly guests.

Regulations

1. **Accepted Payment Methods:** Hidden Lake RV Resort accepts various forms of payment, including cash, money order, credit card, or debit card.
2. **Credit/Debit Card Fee:** A 3% processing fee applies to all payments made using credit or debit cards.
3. **Checks for Monthly Guests:** Checks are only accepted as a form of payment for guests staying on a monthly basis.
4. **Due Date for Payments:** Full payment for services is due on the designated monthly date as agreed upon at the time of reservation or check-in.
5. **Late Payment Fees:** A late fee of \$40 per day is applied to payments that are not received by the designated due date.
6. **No Implied Grace Period:** There is no implied or standard grace period for late payments. All payments are expected to be made on time as per the agreed schedule.
7. **Management Discretion on Late Payments:** While typically there is no grace period, the management of Hidden Lake RV Resort may, at its discretion, allow for a grace period in certain circumstances. However, this is not guaranteed and is subject to management's decision.
8. **Policy Compliance:** Guests are required to comply with this payment policy as a condition of their stay at Hidden Lake RV Resort.

This policy is established to ensure clear understanding and adherence to the payment terms at Hidden Lake RV Resort, providing guests with multiple options for payment and outlining the consequences of late payments.

Pond Use Policy

Purpose

This policy governs the utilization of the ponds within Hidden Lake RV Resort's premises, aiming to create a secure and enjoyable environment for all guests while protecting the natural habitat.

Regulations

1. **Catch and Release Fishing Only:** Fishing in the resort's ponds is restricted to catch and release only. Guests are not allowed to retain any fish caught in the ponds.
2. **Swimming Prohibition:** Swimming by guests or their pets in the ponds is strictly prohibited. These ponds are not designated for recreational swimming, and entering the water is perilous.
3. **Safety Precautions:** Guests should exercise caution while near the ponds, particularly if they have children or pets with them. It is the responsibility of guests to ensure their safety and the safety of their companions.
4. **Liability Disclaimer:** Hidden Lake RV Resort is not liable for any injuries, accidents, or damages that may occur in or around the ponds. Guests use the pond facilities at their own risk, and the resort is not responsible for any incidents that may arise.
5. **Compliance with Fishing Regulations:** Guests participating in fishing activities must obtain all necessary and valid licenses and adhere to all local and state fishing laws and regulations.

This policy serves to uphold the ecological balance of the ponds and to ensure the safety of all guests. It is imperative that all guests not only follow these regulations but also comply with local and state fishing laws to preserve the natural beauty of the resort's pond areas.

Liability Policy

Purpose

This Liability Policy is established to clarify the extent of liability assumed by Hidden Lake RV Resort and to define the responsibilities of guests while on the resort premises.

Policy Statement

1. **Assumption of Risk:** By entering the premises of Hidden Lake RV Resort, all guests acknowledge and agree that they are participating in all activities and using the resort facilities at their own risk.
2. **Limitation of Liability:** Hidden Lake RV Resort, its owners, managers, affiliates, employees, or agents shall not be liable for any injury, loss, damage, or death resulting from the use of the resort's facilities, amenities, or services, except in instances of gross negligence or willful misconduct by the resort.
3. **Guest Responsibility:** Guests are responsible for their conduct and for any injury or damage that they cause to other guests or resort property. Guests must observe all safety guidelines and policies set forth by the resort.
4. **Indemnification:** Guests agree to indemnify, defend, and hold harmless Hidden Lake RV Resort from any claims, lawsuits, damages, losses, costs, or expenses, including attorney's fees, arising from or related to their actions, their family's actions, or their guests' actions while on the resort premises.
5. **Third-Party Services:** The resort is not liable for any loss, damage, injury, or dissatisfaction arising from goods or services provided by third-party vendors operating on the resort premises.
6. **Property Loss:** The resort is not responsible for the loss or damage of personal property brought onto the resort premises. Guests are encouraged to secure their belongings and vehicles.
7. **Force Majeure:** Hidden Lake RV Resort is not liable for failure to perform its obligations if such failure is as a result of Acts of God (including natural disasters), acts of terrorism, or other causes beyond its control.
8. **Compliance with Laws:** Guests are responsible for complying with all applicable laws and regulations during their stay. Any violation of laws or resort policies may result in eviction without compensation.
9. **Policy Acceptance:** Use of the resort's facilities and services constitutes acceptance of this Liability Policy. Guests acknowledge that they have read, understood, and agreed to the terms and conditions set forth herein.

This Liability Policy is designed to clearly define the legal responsibilities and limitations of liability of Hidden Lake RV Resort, ensuring that all guests are aware of their rights and obligations during their stay at the resort.

Notice of Video Surveillance

Purpose

The purpose of this notice is to inform individuals entering Hidden Lake RV Resort about the presence and purpose of security cameras on the property. This notice ensures transparency and compliance with privacy and security standards.

Regulations

1. **Surveillance System:** Hidden Lake RV Resort utilizes a comprehensive video surveillance system to enhance the security and safety of the premises, its occupants, and assets.
2. **Camera Locations:** Security cameras are strategically positioned throughout the Resort, including common areas, entrances, parking lots, and public spaces. These locations are chosen to maximize security coverage while respecting privacy.
3. **Primary Purposes:** The primary objectives of the video surveillance system are, to discourage and prevent unauthorized access, criminal activity, and misconduct within the Resort, aid in the investigation of incidents, including security breaches, accidents, and disputes, and to ensure the safety and well-being of guests and their belongings.
4. **Phone Call Recording:** Phone calls made to and from Hidden Lake RV Resort may be recorded for quality assurance, security, and training purposes.
5. **Consent:** By entering Hidden Lake RV Resort, all individuals grant their explicit consent to being recorded by the video surveillance system. This consent applies to guests, visitors, and staff members.
6. **Data Retention:** Recorded video footage is stored for a limited duration in compliance with relevant laws and Resort policies. Access to this footage is restricted to authorized personnel for security and investigative purposes.
7. **Privacy:** The Resort is committed to preserving the privacy of guests. Cameras are not placed in private areas, such as restrooms or rental units, to uphold the privacy and dignity of all occupants.
8. **Security Measures:** Adequate technical and organizational security measures are implemented to protect the confidentiality and integrity of recorded video footage.
8. **Policy Compliance:** Non-compliance with this Notice of Video Surveillance may lead to warnings, fines, or eviction from the Resort, depending on the gravity and recurrence of the violation.

By entering Hidden Lake RV Resort, individuals demonstrate their acknowledgment and acceptance of this Notice of Video Surveillance, encompassing the presence and purpose of security cameras for surveillance and security objectives. The Resort's commitment is to maintain a secure and protected environment for the benefit of all guests and visitors, adhering to privacy and security standards.

Pet Policy

Purpose

To ensure the safety and enjoyment of all guests at Hidden Lake RV Resort, including those with and without pets.

Regulations

1. **Leash Requirement:** All pets must be on a leash no longer than 6 feet when outside the RV or vehicle. Unattended pets on a leash are not permitted.
2. **Pet Waste Management:** Owners must clean up after their pets promptly in all resort areas. Waste disposal bags and receptacles are provided in designated areas. Cleaning fees may apply for guests who fail to clean up after their pets.
3. **Noise Control:** Continuous barking or excessive noise from pets is not allowed. Owners must ensure their pets do not disturb other guests.
4. **Designated Pet Areas:** Pets should be in designated areas for walking and exercising. Pets are not allowed in pools, playgrounds, or indoor facilities.
5. **Aggressive Behavior:** Pets exhibiting aggressive behavior towards other pets or guests will not be tolerated and may be required to leave.
6. **Pet Limit:** A maximum of two pets per RV site is enforced.
7. **Health and Vaccinations:** Pets should have up-to-date vaccinations, with proof available upon request.
8. **Damage Responsibility:** Owners are responsible for any damage caused by their pets to the resort property or other guests.
9. **Breed Restrictions:** Breeds such as Pitbulls, German Shepherds, and other breeds typically known for aggressive behavior are not permitted due to insurance reasons. Guests certify that their pet is not mixed with any aggressive breeds. Hidden Lake Resort reserves the right to request proof of breed at any time during a guest's stay and can evict the guest without refund for violation of this policy.
10. **Visitors' Pets:** Visitor pets must adhere to all resort pet policies.
11. **Pet Registration:** Pets must be registered at check-in, agreeing to adhere to the resort's pet policy.

This policy ensures a harmonious environment for all guests at Hidden Lake RV Resort, balancing the enjoyment of pet owners with the comfort and safety of all guests.

Pool and Spa Use Policy

Purpose

This policy is enacted to govern the use of the pool and spa facilities at Hidden Lake RV Resort, ensuring safety, health, and enjoyment for all guests. It establishes guidelines and liabilities in accordance with resort management principles.

Regulations

1. **Facility Allocation:** The Resort provides an Adults Only Pool, a Family Friendly Pool, and a Spa for guest use. Each facility is designated for specific guest demographics to cater to their respective needs.
2. **Supervision Requirement:** It is mandatory that children under the age of 14 in the Family Friendly Pool are accompanied and supervised at all times by an adult. This is to ensure their safety and well-being.
3. **Operational Hours Compliance:** Guests must adhere to the posted operational hours for both the pool and spa facilities. These hours are subject to change based on seasonal demands and maintenance schedules.
4. **Conduct and Safety:** Engaging in activities such as running, diving, or rough play in or around the pool and spa areas is strictly prohibited to prevent accidents and injuries.
5. **Swimwear Protocol:** Proper swim attire is required for all guests using the pools and spa. Infants and toddlers are required to wear swim diapers as a hygiene measure.
6. **Restriction on Food and Beverages:** The introduction of glass containers into the pool and spa areas is forbidden. Food and beverages must be consumed responsibly to maintain the cleanliness and safety of these areas.
7. **Hygiene and Cleanliness:** Guests are expected to uphold the cleanliness of the pool and spa facilities. Littering and leaving waste in these areas is not permissible.
8. **Health Advisory:** Guests with pre-existing health conditions are advised to consult a physician before utilizing the pool and spa facilities. Guests presenting open wounds or signs of communicable diseases are prohibited from entering the water in these facilities.
9. **Lifeguard Absence:** There are no lifeguards on duty at the pool and spa facilities. Guests use these facilities at their own risk and are responsible for their safety.
10. **Spa Time Limitation:** Usage of the spa facility is limited to a maximum of one hour per session. This regulation is in place to ensure equitable access to all guests.
11. **Enforcement of Regulations:** Non-compliance with these regulations may result in restricted access to the pool and spa facilities, as deemed appropriate by the resort management.
12. **Assumption of Risk and Liability:** By using the pool and spa facilities, guests knowingly and freely assume all risks associated with such use, including, but not limited to, personal injury, drowning, or property damage. Furthermore, guests agree to indemnify and hold harmless Hidden Lake RV Resort from any claims, demands, lawsuits, and damages, including attorney's fees, caused or alleged to be caused in whole or in part by the negligence of the resort or otherwise.

This policy is intended to provide a clear framework for the safe and enjoyable use of Hidden Lake RV Resort's pool and spa facilities, ensuring that all guests understand and adhere to the necessary guidelines for the collective benefit of the resort community.

Refund and Cancellation Policy

Purpose

This policy establishes the procedures and regulations governing refunds and cancellations for reservations and services at Hidden Lake RV Resort. Its primary objective is to ensure transparency and fairness in dealing with guest reservations.

Regulations

1. **Cancellation and Modification Window:** For all reservations, cancellations and modifications must be requested within the following timeframes prior to the scheduled arrival date:
 - a. Daily Stays: 48 hours before check-in time (2:00 PM).
 - b. Weekly Stays: 7 days before check-in time (2:00 PM).
 - c. Monthly Stays: 30 days before the first day of the monthly stay.
2. **Cancellation and Modification Fees:** Cancellations or modifications within the designated timeframes may incur the following fees:
 - a. Daily Stays: \$25 fee.
 - b. Weekly Stays: \$50 fee.
 - c. Monthly Stays: \$100 fee.
3. **No-Show:** A no-show is defined as a failure to check in on the scheduled arrival date without prior notice.
 - a. Daily Stays: No refund for no-shows.
 - b. Weekly Stays: No refund for no-shows.
 - c. Monthly Stays: No refund for no-shows.
4. **Early Departure:** Early departure results in no refund for the unused portion of the reservation.
5. **Refund Timeframe:** Refunds for cancellations or modifications are processed within 14 business days from the date of the request.
6. **Exceptional Circumstances:** In situations involving unforeseen and exceptional circumstances, such as natural disasters or severe weather events, the resort may consider exceptions to this policy.
7. **Policy Acceptance:** Guests are required to acknowledge and accept this Refund and Cancellation Policy during the booking process.

This policy is established to provide clear and equitable guidelines for handling cancellations, modifications, and refunds for reservations at Hidden Lake RV Resort, ensuring fairness and transparency in all guest interactions.

Site Maintenance Responsibilities

Purpose

This policy outlines the responsibilities of guests at Hidden Lake RV Resort in maintaining the cleanliness and condition of their specific site, contributing to the overall appearance and enjoyment of the resort.

Regulations

1. **Cleanliness:** Guests are responsible for keeping their site clean and free of debris, litter, and waste. Trash should be disposed of in designated receptacles.
2. **Lawn Care:** If applicable, guests are encouraged to maintain the condition of the lawn on their site by mowing, trimming, and watering as needed.
3. **Outdoor Furniture:** Any outdoor furniture or equipment brought onto the site by guests should be well-maintained and in good repair.
4. **Pets:** Guests with pets must ensure that their animals do not damage the site or create unsightly conditions. Waste must be promptly cleaned up and properly disposed of.
5. **Utility Connections:** Guests should regularly inspect their utility connections (water, sewer, electrical) for leaks, damage, or issues and report any problems to resort management promptly.
6. **Site Appearance:** Guests are expected to maintain the overall appearance of their site, including the cleanliness of the RV or camping equipment.
7. **Safety:** Guests should take precautions to prevent accidents or injuries on their site, such as securing loose items during windy conditions.
8. **Resort Rules:** Guest site maintenance must comply with all resort rules and policies, including those related to site appearance and cleanliness.
9. **Liability:** Guests are responsible for any damage to their site or resort property resulting from negligence or failure to adhere to maintenance responsibilities.

This policy serves to inform guests of their role in maintaining the cleanliness and condition of their individual sites within Hidden Lake RV Resort. By adhering to these responsibilities, guests contribute to the overall appeal and comfort of the resort for all visitors.

Smoking Policy

Purpose

Hidden Lake RV Resort is committed to providing a comfortable and enjoyable environment for all our guests. This Smoking Policy has been established to balance the preferences of both smokers and non-smokers while ensuring the safety and well-being of all resort visitors.

Regulations

1. **Designated Smoking Areas:** Smoking and vaping is permitted in designated outdoor areas of the resort, including the pool areas and specified outdoor covered and uncovered areas.
2. **No Smoking in Buildings:** Smoking and vaping are strictly prohibited within all resort buildings, including RVs, cabins, restrooms, and other enclosed spaces.
3. **Proper Disposal:** Guests who smoke must responsibly dispose of all smoking materials, including cigarette butts and ashes, in designated receptacles. Littering or disposing of smoking materials in any other manner is strictly prohibited.
4. **Laundry Room Policy:** Smoking materials must never be disposed of in the laundry room waste receptacles. Doing so is a fire hazard and is strictly forbidden.
5. **Consideration for Others:** Guests who smoke should be mindful of their fellow resort visitors. Smoking should not disturb other guests, and smokers should maintain a respectful distance from non-smoking areas.
6. **Fire Safety:** Guests are urged to exercise extreme caution when smoking in outdoor areas during dry or windy conditions. Open flames, including cigarette lighters, should be used responsibly to prevent fire hazards.
7. **Enforcement:** Non-compliance with this Smoking Policy may result in warnings, fines, or eviction from the resort, depending on the severity and repetition of the violation.

By choosing to stay at Hidden Lake RV Resort, guests acknowledge and agree to adhere to this Smoking Policy. Resort management reserves the right to enforce and update this policy as necessary to maintain a pleasant environment for all visitors. This Smoking Policy aims to strike a balance between accommodating the preferences of both smokers and non-smokers while prioritizing the safety and comfort of all guests at Hidden Lake RV Resort.

Solicitation Policy

Purpose

The purpose of this policy is to maintain the tranquility and privacy of Hidden Lake RV Resort by regulating solicitation activities within the premises.

Regulations

1. **No Unauthorized Solicitation:** Unauthorized solicitation, including commercial, religious, political, and charitable solicitation, is strictly prohibited within Hidden Lake RV Resort.
2. **Respect for Privacy:** The privacy of our guests is paramount. Unsolicited approaches in person, by phone, or through any other means are not allowed.
3. **Exception for Resort Services:** Communications related to resort services, reservations, and updates are exempt from this policy as they are part of the guest experience and not considered solicitation.
4. **Enforcement:** Violations of this Solicitation Policy may result in warnings, fines, or eviction from the resort, depending on the severity and recurrence of the violation.

By choosing to stay at Hidden Lake RV Resort, guests acknowledge and agree to comply with this Solicitation Policy. Resort management is responsible for enforcing and updating this policy to maintain a peaceful resort environment. This Solicitation Policy is established to safeguard the privacy and serenity of Hidden Lake RV Resort while ensuring that guest stays remain free from unsolicited solicitation.

Theft and Property Damage Policy

Purpose

The purpose of this policy is to clarify the responsibilities of guests regarding theft prevention and property damage within Hidden Lake RV Resort, ensuring a secure and enjoyable environment for all.

Regulations

1. **Security Measures:** While the resort takes security measures to protect guests, individuals should take reasonable precautions to secure their belongings. The resort is not liable for any theft.
2. **Valuable Items:** Guests are responsible for safeguarding valuable items, including cash, jewelry, and electronics. Any loss of such items is not the resort's liability.
3. **Vehicle Security:** Guests should lock their vehicles when not in use and avoid leaving valuable items in plain sight inside vehicles.
4. **Respect for Property:** All guests must treat resort property and fellow guests' property with respect. Deliberate or negligent damage to resort property is strictly forbidden.
5. **Reporting Damage:** Accidental damage to resort property should be reported promptly to resort management. This includes damage to cabins, RV sites, amenities, and other facilities.
6. **No Liability:** Hidden Lake RV Resort holds no liability for theft, loss, or damage to guests' personal property, vehicles, RVs, or any other belongings, irrespective of circumstances.
7. **Property Damage Responsibility:** Guests are accountable for any damage they cause to resort property or facilities, including the cost of repair or replacement.
8. **Insurance:** Guests are encouraged to carry their own insurance to cover personal property and potential liability for damage to resort property.
9. **Policy Adherence:** Guests are expected to comply with this Theft and Property Damage Policy. Non-compliance may result in warnings, fines, or eviction from the resort, based on the seriousness and repetition of the violation.

This Theft and Property Damage Policy, guided by the purpose of ensuring a secure environment for all guests, clarifies responsibilities related to theft prevention and property damage. While the resort takes security measures, guests are urged to exercise due diligence in safeguarding their belongings, and the resort assumes no liability for theft or property damage.

Visitor Policy

Purpose

The purpose of this policy is to establish guidelines for visitors to Hidden Lake RV Resort ("the Resort") in order to maintain a safe and enjoyable environment for all guests and ensure compliance with resort rules and regulations.

Regulations

1. **Guest Responsibility:** Registered guests are responsible for their visitors and must ensure that they adhere to all resort rules and policies.
2. **Visitor Registration:** All visitors must register at the Resort's office upon arrival. Visitors are required to provide their name, contact information, and the name of the registered guest they are visiting.
3. **Identification:** Visitors may be asked to provide valid identification when registering, and it is the responsibility of the registered guest to ensure that their visitors carry appropriate identification.
4. **Visitor Hours:** Visitors are welcome during designated visiting hours, which are typically from 8:00 AM to 10:00 PM. Extended visitor hours may be granted with prior approval from resort management.
5. **Day Passes:** For extended visits, day passes may be required for visitors, and applicable fees will apply. The registered guest is responsible for purchasing and distributing these passes.

6. **Visitor Conduct:** Visitors are expected to conduct themselves in a respectful and considerate manner, adhering to all resort rules and policies. Disruptive or inappropriate behavior will not be tolerated.
7. **Access to Amenities:** Visitors may be granted access to resort amenities at the discretion of resort management. Amenities such as pools, recreational facilities, and other common areas may have specific visitor guidelines.
8. **Liability:** Registered guests are liable for the actions and behavior of their visitors. Any damages, disturbances, or violations of resort rules caused by visitors may result in consequences for the registered guest, including fines or eviction.
9. **Maximum Visitors:** The number of visitors allowed per RV site or rental unit may be limited, and registered guests should confirm these limits with resort management.
10. **Emergency Contact:** Registered guests are responsible for providing contact information to the resort in case of emergencies involving their visitors.
11. **Non-Transferable:** Visitor privileges are non-transferable and may not be extended to other individuals without prior approval from resort management.
12. **Visitor Vehicle Policy:** Visitors' vehicles must be parked in designated visitor parking areas and display a valid visitor pass. Unauthorized parking in guest or RV sites is not permitted.

Failure to comply with the Visitor Policy may result in warnings, fines, or eviction from the Resort, depending on the severity and recurrence of the violation.

By inviting visitors to Hidden Lake RV Resort, registered guests acknowledge their responsibility for their visitors' conduct and agree to ensure compliance with all resort rules and policies. The Resort aims to provide a pleasant and secure environment for all guests and visitors, upholding the purpose of this policy.