

www.batesvilleciviccenter.com

Your satisfaction is very important to us. We appreciate that you have chosen to spend your time with us, and we want to make sure you and all our guests enjoy their stay. With this in mind, we have outlined some basic RV standards and Unit standards to ensure that we maintain a standard of quality in our Rv Park.

Please note that these guidelines and examples are not intended to address all possible situations that may arise at a property. Individual RV Park's may have specific rules, regulations or guidelines relating to their individual properties. If you have any questions or concerns, please feel free to stop by the management office or call 662-563-1392 at your convenience.

Most importantly, we hope you enjoy your stay with us!

Our Rates & Reservations

Reservations

- All reservations can be done online (www.batesvilleciviccenter.com) or by phone (662-563-1392).
- All reservations must be paid with credit/debit card only.
- **NO CASH PAYMENTS.**
- \$40.00 per night per Unit or \$30 per night per Unit with a monthly reservation.
- **Full Hook-Ups include** - water, electricity (20, 30, & 50amp), sewer, Wi-Fi, garbage can, a picnic table & grill on each Unit. (Note: no outside bathrooms/showers available. All RV's must be equipped with their own shower/bathroom & grey/black water system & disposed of properly and not disposed on the ground).
- Check-Out time is 11am and Check-In time is 2pm.
- The RV Park is open year-round.
- Peak season: May - August.
- Specific Units may be requested but are not guaranteed.

Cancellation Policy

The BCC will need 48hr notice prior to your arrival to cancel your reservation to receive a refund. A \$10 processing fee will be applied for all cancelations or rescheduling of a reservation. Email

notifications **are not** acceptable to cancel or reschedule a reservation. Must call the BCC office to cancel any reservations (662-563-1392). Failure to do so will forfeit any refund.

General Rules

- Check Out 11:00am / Check In 2:00pm.
- Quiet hours are from 10:00pm-6:00am.
- Must cancel reservation 48hrs prior to arrival to receive a refund.
- Reservation holders must be present for the duration of the stay.
- Must be 21 years old or older to rent a Unit in the RV Park.
- Children 12 and under must always be accompanied by an adult.
- No parking on the grass.
- Speed limit in RV Park is 10miles per hour or below.
- Only 1 RV per Unit.
- Only 1 vehicle per unit, any extra vehicles, trailers, or boats must be parked in the parking lot outside the RV Park.
- **NO**- ATV/UTV of any sort allowed in the RV Park.
- **NO**- more than 8 people to a Unit including visitors & overnight guests.
- **NO**- fire pits except for charcoal grills for cooking.

Recreational vs. Residence

For our seasonal or annual campers, we need to remember that your RV Unit is a recreational Unit and not a residence.

- Customers shall use their RV Unit for recreational purposes only and shall not use their RV Unit as a permanent residence. Length of stay requirements are based on legal requirements and property established guidelines.
- Must use a P.O. Box for all mail

RV Standards

- The Quality of RVs in an RV Park can contribute to or detract from the overall experience of all the campers. For this reason, we enforce some standards of appearances on RVs, like those in place at many other RV Parks.

Appearance Guidelines

Overall, the RV should look and function as it was originally designed. While we can't provide a list including every possible scenario, following are a few examples that should be helpful:

- Doors, shrouds, panels, windows and coverings, etc. should be intact and not unsightly.
- The exterior should not be unsightly, and should be free of obvious, poorly repaired damage.
- Tarps **cannot** be used for weatherproofing and awnings should be in good condition.
- Air conditioning units **should not** be added through the walls or windows unless previously approved.
- All hoses, wires, etc. should route through ports as originally designed.
- **NO-WASHING** of Rigs or Vehicles anywhere on the BCC property.
- **NO-LEAKING** Fluids or maintenance work of any kind on the BCC property.
- Exterior should be free of duct tape, repair tape, excessive caulk, etc.
- **NO- CONVERTED** box type trailers or moving trucks.
- **NO-** cattle/horse trailers.
- **NO-** converted buses or tiny houses.

Isolated minor

- Issues are generally acceptable, provided multiple issues aren't combined to substantially deteriorate the appearance of an RV.
- Minor body damage which has been properly repaired but is still visible.
- Fading of decals and/or paint.
- Minor window cracking, although replacements should be scheduled.
- Damage from traveling that has just happened, especially if you have a repair plan.

RV Certification

RVs should have RVIA certification. RVIA certification states the rig complies with certain fire codes, which are important for the safety of our guests. Occasionally, exceptions can be granted by BCC Managers on a case-by-case basis for non-RVIA rigs which seem to conform to safety requirements and are of a design and style compatible with the RV Park. A Park model RV, also known as a recreational park trailer, should be certified by the manufacturer and built in accordance with the ANSI code.

Site Standards

We all need to be good neighbors to our fellow campers! No one likes to camp next to a messy UNIT, and a messy UNIT can be an open invitation to unwanted wildlife.

Following are some guidelines to help everyone be a good neighbor in the RV Park:

Safety Guidelines

- RV Units should be clean and neat, free of fire hazards and clutter.
- Customers shall not make any alteration to the electric, water or sewer connections provided by RV Park.
- Customers should be able to move their RV very quickly in case of emergency.
- No extra air conditioners, wires, hoses, or cords are allowed except through the OEM port.

Tarps, Tents, Shade Structures, Other Structures

- **NO**-Tents or pop-up campers.
- **NO**- form-fitting bike/car covers are allowed, or carports are prohibited.
- Please **do not** use a tarp to cover any part of your RV or Unit.
- Exterior furnishings should be appropriate for outdoor/camping use only. **Indoor furnishings including but not limited to sofas, chairs, refrigerators, freezers and kitchen tables are not allowed on your Unit.**
- Flags and signs that display the Confederate flag, politicians, political candidates or contain vulgarity or profanity are **not allowed** to be displayed at your site or throughout the RV Park. Customers in violation of this policy will be asked to remove their flag/sign and if they refuse to do so, will be asked to vacate the property.
- **NO**- Unit fencing, yard/pet stakes, carpets or yard décor of any kind at any Unit or on the grass.

Pets

- Customers may bring usual household pets such as dogs (limit 2 pets per Unit) and cats to RV Park.
- **NO**- aggressive dog breeds allowed.
- **NO**- other animals, livestock, poultry, reptiles, insects or exotic pets are permitted.
- All pets must be registered with the office and vaccination records must be available upon request, and all pets must wear a collar identifying the owner and phone number.
- **Pets must be always kept on a leash and under the control of their owner.**
- Pets must **not** be left tied or otherwise unattended at any time.

- **NO**- fence, outdoor kennels, or stake outs are allowed to house your pet outdoors.
- For the protection of, and in consideration of, other persons, noisy, aggressive, vicious, unruly or poisonous pets are **not allowed** at the RV Park. Persons who are unable to control their pets must remove them from the RV Park, or the animal may be taken to/by local animal control authorities.
- The owner of any pet is responsible for any injuries or damage caused by their pets. In addition, the owner of any pet that causes injury or damage to another is expected to resolve the issue directly with the injured party. We are not responsible for any injuries or damage caused by pets.
- Guests are responsible for their pets and should “**clean up**” after them. All pet droppings **must be** properly disposed of in a trash receptacle. If we incur expenses due to any “pet fee” by the guest, the guest will be required to reimburse us for those expenses.
- Pets are **not permitted** in public buildings (BCC).
- Service animals may accompany a disabled person with proof of disability & ID certification for the service animal. (this does not include emotional support animals). Service animals are permitted in buildings (BCC) with the proper ID certifications.
- Pet policies may vary by RV Parks and are subject to change without notice. To learn about specific pet policies, please contact the RV Park directly. (662-563-1392).

Noxious Activities

- **NO**- illegal, noxious or offensive activities shall be conducted at any Unit, including those that are or could become an unreasonable annoyance or nuisance to neighboring Units.
- We **will not** tolerate abusive or disruptive behavior, whether directed at management, staff or other persons.
- The open consumption of alcoholic beverages is discouraged in the family areas of the RV Park. Where permitted, alcoholic beverages must be kept in a concealed container. **Under no circumstances** will minors, as determined by state and local law, be served or **allowed to** consume alcoholic beverages at the RV Park.

Disorderly Persons

- The following are grounds for reservation termination and removal from the property: **loud noise, whether mechanical, musical or vocal, use of foul or indecent language, causing damage to property of the Unit or another person, drunken disorderly conduct, failing to follow rules, failing to follow directions of the property staff, threatening or abusive**

behavior, or any other conduct that is not the type of behavior that is expected at a family RV Park.

Damage

- **Customers are responsible for all damage or destruction of property, and any injury to persons, caused by the guest or his or her family, visitors or pets. We reserve the right to charge guests accordingly for any damage they cause to the RV Park grounds or Unit, including but not limited to broken waterlines, damaged/missing sewer connections, cable lines, landscaping, and excessive debris (bottle caps, zip ties, cigarette butts, etc.).**