

RESORT POLICIES



WELCOME to the Islander Resort! The following policies are for your safety and to ensure everyone's enjoyment of our grounds and facilities. We ask your cooperation in maintaining our status as a premier resort destination.

CHECK-IN 2 PM - RV Sites
Arizona time 3 PM - Park Model Rentals

CHECK-OUT 1 PM - RV Sites
Arizona time 11 AM - Park Model Rentals

LATE CHECK OUT – Based on availability, a late check out may be pre-arranged through the front desk. If you have not made late check-out arrangements and do not vacate by the check-out time, you will be charged the equivalent of an additional day's rate plus \$100 if your check-out time interferes with the check-in of another guest.

RESERVATION CANCELLATIONS

Daily Reservations - 80% of deposit will be refunded if notification of cancellation is given 24 hours in advance of arrival date.

Holiday/Event Weekend Reservations - 80% of deposit will be refunded if notification of cancellation is given 7 days prior to Holidays and Event weekends.

Seasonal Contract(s) - 80% of deposit will be refunded if notification of cancellation is given in writing 30 days in advance of arrival date.

Cancellations may be made by phone 928.680.2000 or email info@islanderlakehasvu.com.

RESERVATION INFORMATION

By entering into a Reservation Agreement and/or by arrival at the Resort, you acknowledge the responsibility to obtain, review and agree to the terms of this Resort Policy and any addendums. This Resort Policy is included with your Reservation Confirmation and is available in print at the Resort Office or Gate House.

RV Site rates are based on two adults and up to four children under the age of 18 per site: six persons

maximum, inclusive of visitors. See the Visitor Section of this Resort Policy.

RVs must be owner occupied, self-contained, RIVA approved, have 3" sewage hook-up and bridged sewer line and be no older than 10 years unless approved by Management.

See Pet Policy for Restrictions. Fees apply. Pets are not permitted in Vacation Home Rentals.

Names of additional adults and children registered to or visiting your site must be provided to the Resort.

No one may sleep outdoors in a tent, vehicles, or boats.

QUIET HOURS 10 PM to 7 AM

During quiet hours, generators, loud music, loud conversation, or any other activity that may disturb other guests is not allowed. Please do not expose your neighbors to excessive noise or offensive language or displays at any time.

ALCOHOL/SMOKING

Arizona law prohibits the use of alcoholic beverages or consumption by those under the age of 21.

Arizona laws prohibiting open alcohol containers and driving under the influence apply to all operators of **ALL motorized vehicles** including, but not limited to, golf carts within the Resort.

No open alcoholic beverages are permitted inside the Resort Front Office.

Smoking and/or vaping is not permitted in Resort buildings or within 20' of a building entry/exit door per Arizona law.

Per Arizona law requirements, marijuana must be smoked indoors.

CHILDREN

Children should have adult supervision. Parents are fully liable and responsible for the acts and conduct of their children. The Resort has an 11 pm curfew for anyone less than 18 years of age. After 11 pm persons under 18 years of age must return to their site unless accompanied by their parents.

FACILITIES

Management reserves the right to control the use of all Resort facilities as to hours, purpose, and conduct. Management must approve scheduling of events. We pride ourselves on very clean facilities. Please let us know if any of the facilities require attention.

SWIMMING POOLS AND JACUZZIS

The rules posted in the pool area are for your safety and must be observed.

No jumping or diving into pool.

No glass containers permitted.

A responsible adult must accompany children under 14 years of age. Children must be 14 years of age to enter spa. There is no lifeguard on duty.

ACTIVITIES and SPECIAL EVENTS

Islander guests only unless otherwise announced. See the marquee at the Recreation Hall or the web page for updated activity and special event schedules.

SECURITY

To promote security within the Resort, **ALL** guests and visitors are required to display valid car passes or stickers issued by our Front Desk. For after hour security needs, see or call the Gate House at 928.854.3687.

PROPANE

Propane delivery is available from the approved vendor. Please see the Front Desk.

FIREARMS/FIREWORKS/FIRES

No firearms or lethal weapons of any kind are permitted on Resort property.

All types of fireworks are expressly prohibited.

RV site campfires must be fully contained in approved fire pits/grills and must not be left unattended.

Charcoal burners, chimineas, fixed or portable barbecues and other open-flame devices (propane fire tables or pits) are not permitted on Park Model decks.

VEGETATION & WILDLIFE

Vegetation may not be pruned, cut, or removed without written approval from Islander Resort General Manager. Feeding of wildlife including birds prohibited.

RV and PARK MODEL SITES

RV sites are approximately 36' x 50' and most accommodate most big rigs. All sites offer 20/30/50-amp electrical service, water, and sewer hookup.

RVs must be 10 years or newer unless specifically approved by Management. Pickup campers must remain on the pickup. RVs must be equipped with a 3" sewer connection.

The use of a water pressure regulator is highly recommended.

RVs must be parked within 50' of the RV site front curb and no further than 10' from the utility pedestal. RVs will be parked perpendicular to the curb with the utility connections side of the RV facing the utility pedestal.

RVs on non-park model home sites are limited to a width of 8.5' exclusive of slide-outs. Travel trailers are limited to a length of 36', must not have slider doors, or front (hitch side) bay windows.

Park Trailers are not permitted with the following exception: Park trailers on RV sites in the Resort as of January 15th, 2007 under a current Site Rental Agreement with the current titled owner may remain on the site under the terms of the agreement but subject to age limitation, maintenance requirements and must be skirted with a properly fitted, Resort approved fabric.

Maximum of one (1) RV, and considering space limitations, up to two highway vehicles, one boat, and 2 PWC. Additionally, you may have OHV(s) or golf cart(s). All vehicles must fit neatly within the site and not parked or stored beyond 50' from the front curb and may not be parked in the street.

RV, vehicles, watercraft, etc., on site must be owned, insured, and registered in the Office by the guest of that space. Proof of ownership and insurance may be required. You may be required to park large boats or enclosed trailers off assigned site at a fee.

Refrigerators, freezers, and other appliances are not permitted outside an RV or Park Model. Excess items must NOT be stored around or under the RV, unless the RV is skirted, and the items are out of sight. Sites should be kept clean and neat. One storage cabinet is allowed

up against the RV or Park Model. Cabinet size cannot exceed 4'x6'.

Picnic tables are provided. Please do NOT place BBQ's directly on the Resort picnic tables. Clotheslines are prohibited. Signs or advertising, including "For Sale" signs, are limited to 11" X 14" in size and may be placed on RVs only. Signs are not permitted on any other personal property.

Evaporative coolers and window air conditioners are not permitted on RVs or Park Model. Ground mounted A/C units are permitted on Park Model Sites only.

Reflective material inside or outside of RV and vehicle is prohibited. Swimming pools with sides that exceed 8" and/or a water depth of 6" are prohibited.

CANOPY/DRIVE COVER GUIDELINES

Complete Canopy guidelines are available on the Islander Resort web site or at the Front Desk. Approval is required for placement of canopies that are intended for seasonal use and drive covers.

Canopies must be removed at the end of the contracted stay. There must be nothing remaining on the site at or above ground level. Sleeves must be capped after poles are removed.

If the canopy is not removed, or is not entirely or properly removed, the Resort will contract to have the work done and charge costs and penalties to the guest.

Pop-up canopies may be used; however, they must be taken down when the guest is not on site, during overnight hours or during windy conditions. Pop-up canopies are excluded from Park Model sites.

OCCUPANCY

The use of an RV or Park Model site and the RV or Park Model thereon is intended for recreational purposes and may not be used for residential or commercial purposes and may not be subleased. Use of your RV or Park Model, by other than you, the owner, must be approved by the Resort General Manager.

Rents and Site Rental Agreements are not transferable and do not accompany the sale of RVs or Park Models.

180 days or any activity that signifies residency, such as but not limited to, working in town, enrolling in local

schools or year-round occupancy will result in the termination of your stay. Gainfully employed or operating businesses based within the Resort is prohibited. For further clarification of uses, please see the Resort General Manager.

RV and OTHER VEHICLE WASHING

RVs, Park Models, and vehicles not licensed for the road may be washed by approved vendors ONLY, and vendor must bring and use their own water. Vehicles licensed for the road may not be washed in the Resort and must be taken outside the Resort for washing. Please limit the use of our water resources. Vendors hired for cleaning must be on an approved list available at the Front Desk. Cleaning hours are limited to business hours, Mon-Fri, excluding any holidays or special events periods.

SITE TRASH

Due to wind, weather, birds, insects and animals, outdoor trash containers are prohibited. Trash must be removed from the site and taken to the compactor labeled with the word "REFUSE" located near the Resort entrance. Use the door on the side of the compactor for dumping trash.

We do not provide disposal receptacles for oversized items or hazardous materials. Please see Front Desk for proper disposal options. Unauthorized dumping will result in fines. Littering of any kind, including cigarette butts and pet waste, on the Resort premises will not be tolerated.

IMPROVEMENTS

All plans for an addition, modification or improvement to a RV or Park Model site must be submitted to the General Manager for approval. Additions or improvements may include (but not limited to) concrete, semi-permanent awnings, canopies, screening, exterior modifications of any kind, structural changes, landscaping, etc.

All site improvements, including landscaping and concrete, shall at once become part of the realty and belong to the Islander RV Resort if the Resort so desires. If not, improvements shall be removed upon departure at the renter's expense and the site returned to its natural state.

Guidelines and required application for installation of canopies on RV and Park Models sites can be found at www.IslanderLakeHavasu.com. Building trade work

must be done by Arizona licensed and insured contractors.

Guest must inform the Front Desk of any vendor(s) coming into the Resort to perform work.

Preauthorized Vendors are limited to working between 7 am and 5 pm on weekdays. Exceptions may be made by contacting the Front Desk. No work shall be performed on weekends or holidays unless work is on an emergency basis.

ON WHEELS...

The speed limit within the Resort is 10 mph.

All Motor Vehicles must be in good operating condition and carry liability insurance.

AUTOMOBILES

Defined as Autos or Trucks with full size license plates for highway use. All operators of motorized vehicles must possess a valid driver license. Drivers 18 years or younger must provide the Front Desk with a copy of their driver license.

Reflective material inside or outside of RVs, Park Models and/or vehicles is prohibited.

Major repairing of any vehicle, including but not limited to, changing of oil, flushing of radiators, or cleaning engines or parts is prohibited in the Resort. Please keep vehicle noise at a minimum during quiet hours.

Unauthorized vehicles, and/or vehicles parked in unauthorized areas are subject to towing and/or impound at the owner's expense. ALL vehicles require an appropriate sticker or pass issued by the Front Desk or Gate House.

GOLF CARTS, OFF HIGHWAY VEHICLES (OHVs), AND ALL TERRAIN VEHICLES (ATVs)

Proof of liability insurance on OHVs, ATVs and golf carts is required.

Use of gasoline powered OHVs and gas-powered golf carts is prohibited after 10 pm.

Point to point travel (travel to dog park, refuse, returning to site, etc.) is permitted after 10pm.

OHVs are prohibited from driving on the beach path (from the boat dock area east to the launch ramp). Electric and gas-powered golf cars are permitted on the beach path.

Modified OHVs that increase noise or compromise safety are not permitted.

If your stay is longer than one month, your site number must be on your golf cart or OHV in number stickers or graphics at least 2" in height and **CLEARLY VISIBLE ON BOTH DRIVER AND PASSENGER SIDES**. If your stay is one month or less, a sticker will be issued by the Front Desk to be placed in a clearly visible location on the DRIVER side of the OHV or golf cart.

POWERED TRANSPORTATION TOYS

Operators of powered transportation toys not licensed for the road, such as motor-powered bikes, scooters, skateboards etc. must follow manufacturer's safety guidelines, and adhere to the Resort speed limit. Power transportation toys may be ridden after dark **ONLY** if properly equipped with factory head and taillights.

NON-POWERED TRANSPORTATION TOYS

Bicycles and other non-motorized toys may be ridden after dark if properly equipped with a head light and tail reflector.

None of these may be used on sidewalks, pool area, or inside buildings.

BOAT SLIPS

Boat slips are assigned by the Front Desk for the use by our guests.

Any boats utilizing a boat slip without making arrangements with the Front Desk will be impounded or towed at owners' expense.

LAUNCH RAMP

Hours 7 am to 10 pm. Launch vehicles and watercraft must be registered in the Resort office. Be prepared to launch and retrieve boat. **Maximum of 5 minutes** for launch or retrieval at launch ramp or courtesy boat parking.

BOAT MOORAGE

Guests may reserve a mooring post in person at the Front Desk for periods not more than 7 days while present in the Resort. You may reserve and use only

one mooring post at any given time. You must be staying in the Resort and your boat must be in the water during the period booked. Use of carpeting, metal stakes, tying to trees, signs or light poles is prohibited along the shoreline.

BOAT TRAFFIC

Be considerate. Failure to comply with "No Wake" areas will result in the termination of your stay. Unsafe operation of watercraft will be reported to authorities.

VISITOR POLICY

It is necessary to pre-register **ALL** visitors by calling the Front Desk at 928.680.2000 during Front Desk hours.

Visitors may **NOT** bring into the Resort any WATERCRAFT, PETS, ATVs, GOLF CARTS or Unlicensed OHVs.

Visitors that are not pre-registered will be turned away at the Gate.

Please keep in mind there is a limit of 6 persons registered to a site at any time, inclusive of visitors.

Vacation Home Rentals have specific occupancy limits. Refer to Vacation Home Rental Contract.

Guests entertaining visitors at the Resort shall be responsible for their conduct while on the Resort premises and shall be responsible for damages or incidents incurred by visitors.

Any guest not adhering to this visitor policy will lose all visitor privileges within the Resort. Passes are issued at the Resort's discretion. The 10mph speed limit and other policies in the Islander Resort Policy apply to visitors.

If visitors of yours are found to be unregistered on your site or in the Resort, fees will be applied to your account of double the regular visitor fees and can be grounds taking away your visitor privileges and/or termination of your rental agreement.

WHO IS A REGISTERED GUEST?

The named adults listed on a Reservation Confirmation or Site Rental Agreement and their household minor children under the age of 18.

WHO IS A VISITOR?

Any person not listed on the rental contract (other than the minor children of registered guest).

DAY USE or OVERNIGHT PASSES

For visitors staying between 7 am and 10 pm and using Resort facilities, pre-registration for a Day use or Overnight pass is required. **Passes are limited on special event or holiday weekends.**

Day-Use or Overnight Visitor pass can be issued for one or multiple days at a cost of \$8 per adult / \$4 per children per day.

Per person visitor fees are waived for Park Model owners and month-to-month RV sites with exception of holiday and event weekends and when guests are not in the Resort. If guests are not in the Resort, Resort Owner's approval is required 48 hours prior to entry.

Restricted to family only - NO EXCEPTIONS.

Note: Guests renting park models may or may not be permitted to have overnight and/or full day visitors. See the occupancy section of the Vacation Home Rental Confirmation/Contract or contact the Front Desk.

PARKING

Please keep in mind that there is **NO** parking in the streets. A limited number of overnight parking spaces available along the Exit row of the Resort at a fee of \$10 per night.

All other parking areas are Day Use only. Towing Policies are posted. Parking of vehicles in a site other than your own is prohibited and subject to tow.

LIABILITY

Please read and sign where indicated.

Guests agree to release and forever discharge the Islander RV Resort LLC, DBA Islander Resort, it's insurance carriers, agents, servants, successors, and assigns, herein after the "Released Party", from any claims, demands, actions, causes of action and liability whatsoever, in any manner arising or to arise out of, said Released Party's decision to provide facilities and services to guests. Guests acknowledge that the Released Party in no way can guarantee that acts of vandalism, theft, fire, or other damage will not occur. Further, guests agree to specifically indemnify and hold harmless the Released Party for any and all injuries and

personal property damage that arise at the Resort even though same may have resulted from the comparative, joint, concurring, or contributory act, omission, fault or negligence, whether passive or active, of the Resort or any agents thereof.

Refer to additional terms regarding your stay on your reservation form or Site Rental Agreement. The Resort management reserves the right to amend, revise and add to the Resort Policy at any time.

FAILURE TO COMPLY WITH ANY ONE OR MORE OF THESE POLICIES INCLUDING BUT NOT LIMITED TO THE VISITOR AND PET POLICES MAY RESULT IN YOUR LEAVING THE RESORT WITH NO REFUND AND FUTURE RESERVATIONS BEING CANCELLED.

Islander RV Resort LLC
DBA Islander Resort
751 Beachcomber Blvd.
Lake Havasu City, AZ 86403-0975
(928) 680-2000

Revised April 2021

This Resort Policy consisting of a total of 6 pages is received and accepted by:

Printed
Name _____

Signature _____

Printed
Name _____

Signature _____

Date _____

PET POLICY & AGREEMENT

You may have up to two authorized pets in the Resort.

Pit Bulls, American Staffordshire Terriers, Rottweilers, Wolf hybrids, and all mixes thereof and any dogs exhibiting aggressive behavior are not permitted in the Resort. Please be aware that visitors are not permitted to bring in their pets.

Pets are not permitted in the Vacation Home Rentals.

Pets must be tethered to a leash at all times; however, well behaved pets may be off the leash for supervised play on the shoreline (other than the designated swim beach).

Pets are not permitted inside buildings, pool area or designated swim beach.

The Pet Run in the north central area of the resort is the ONLY designated place for your pet to relieve itself. Solid waste must be picked up and disposed of immediately. We do understand that accidents may happen in other areas, and if so, the waste must be picked up immediately.

Please keep pets off landscaped areas and your neighbor's sites. Dog owners are responsible for picking up dog waste.

Your pets should not be left outside unattended at any time. Barking must be controlled to avoid disturbing others. Please keep your pet inside your RV after 10pm.

Failure to follow pet policies will result in termination of pet agreement and removal of your pet from the Resort.

Pet Breed _____

Pet Name _____

Pet Breed _____

Pet Name _____

I/we hereby agree to abide by the policy set forth and understand that failure to do so may result in my/our leaving the Resort.

Signature of Pet Owner(s)