

GRATER RV HIDEAWAY COVE, LLC

TERMS OF SERVICE

Welcome to Grater RV Hideaway Cove! We want everyone to have a safe and relaxing stay. Please review our rules below. If you have questions or need assistance, please contact **Russell** at **(850) 200-5006** before booking.

1. Check-In & Check-Out

- **Times:** Check-in is at **1:00 PM**; Check-out is at **11:00 AM**.
- **Arrival:** Call us on your arrival day with an ETA. Arrivals after **5:00 PM CST** must be arranged in advance.
- **Extensions:** Please notify us early to check availability. Early check-in or late check-out will incur additional fees.

2. Site & Occupancy Limits

- **Capacity:** Rates include 2 adults and 2 children (max 6 people per site). Extra people incur an additional fee. *Note: The 2+2 rule does not apply to monthly stays.*
- **Vehicles:** 1 vehicle per site. Additional vehicles, boats, or trailers require management approval and an additional fee. Not all sites can accommodate extra vehicles; please call before booking.
- **Visitors:** Please notify management of any arriving guests. Overnight visitors require an additional fee, and extra parking must be arranged in advance. Total occupancy, including visitors, cannot exceed 6 people per site (including small children).
- **Units:** One RV per site. No tents, 3rd-party bookings, or EV charging allowed.
- **Condition:** RVs must be self-contained and in good condition. Units older than 12 years (or 15 years for pre-approval) must be approved by management.

3. Pet Policy

- **Limit:** Max 2 pets (dogs/cats only) under 55 lbs. No aggressive breeds.
- **Rules:** Pets must be leashed (max 6ft), attended to at all times while outside, and current on vaccines. No outside crates, tying pets to trees, or placing pets on picnic tables. Please do not walk your pets in other guest sites. No pets allowed in social area.
- **Cleanup:** Clean up after your pet immediately. Even at your own site!
- **Noise:** Happy pups are quiet pups. Please ensure your furry friends don't disturb your neighbors.
- **Liability:** Owners are liable for all pet damage (FL Statute 267.01). Violations result in immediate ejection without a refund.

4. Receiving Mail & Packages:

- **Residency:** Guests may not claim residency at our campground.
- **Mail:** USPS mail forwarding and delivery are not permitted. Please use a private mail service for your personal mail.
- **Packages:** We can accept ***limited*** package deliveries. To ensure your items reach you, please use the following address format:

[Guest Name/Site #] c/o Grater RV Hideaway Cove
2 Enda Lane
Mary Esther, FL 32569

5. Park Standards & Quiet Hours

- **Quiet Hours:** 10:00 PM – 7:00 AM. Respect other guests; profanity or excessive noise is grounds for ejection.
- **Campsite Care:** Keep sites clean and tidy at all times. No rugs/mats on grass, sidewalk chalk, clotheslines, or external appliances (fridges/washers).
- **Prohibited:** Fireworks, firearms, smoking (except at your site), tents or inflatable pools/hot tubs. No gas/electric play vehicles. No cigarette butts to be thrown on ground, please.
- **Grills/Firepits:** Only contained grills and firepits are allowed. No bonfires. Do not dump hot coals/ashes in grass or campsite area.

6. Waste & Recycling

- **Trash Disposal:** To prevent attracting local bears, **do not store trash outside** at your site. Please take all trash to the designated trash area and ensure bins are **locked at all times**.
- **Recycling:** Help us protect the environment by placing all recyclable materials in the provided **recyclable bins**.

7. Utilities & Maintenance

- **Sewer:** Florida law requires a secure, solid sewer connection. A threaded connector is **required** for all hookups. Sewer must be secured tightly. We'll double-check it when you check-in and periodically during your stay.
- **Hoses:** Sewer hoses should be elevated and cut to the appropriate length.
- **Best Practices:** Keep black water valves closed and dump as needed. Use dissolving chemicals. Do not pour grease or foreign objects down our sewer drain.
- **Water:** Gray water must be contained. Rig or vehicle washing is \$25 (cash) charge and requires management approval and a shut-off nozzle. Please make sure your water hose connection doesn't leak. We'll double-check it when you check-in and periodically during your stay.
- **Wi-Fi:** Intended for basic use (email/browsing). No streaming or illegal downloading. We recommend personal hotspots for heavy use.

- **Surge Protectors:** We highly recommend using a surge protector for your RV. Grater RV Hideaway Cove is not responsible for any **electrical damage** to your property.

8. Cancellations & Refunds

- **Standard:** Cancel 14+ days out for a refund (minus a \$75 fee). No refunds less than 14 days.
- **Monthly:** 60-day cancellation notice required (minus a \$75.00 fee). Credit card fee for monthly is non-refundable.
- **General:** The \$5 online booking fee is non-refundable. No refunds for early departures or natural disasters. One reservation change is free and based on availability; subsequent changes are \$25.

9. Safety & Liability

- **Evacuation:** In the event of a hurricane or disaster, all guests must evacuate. We are not liable for "Acts of God."
- **Liability:** This is private property. We are not responsible for accidents, injuries, or lost/stolen valuables.
- **Conduct:** No criminal activity, drugs, or registered sexual offenders allowed. We reserve the right to refuse service to anyone.
- **Repairs/Professional Rig Washing:** Outside vendors must be pre-approved and insured. Vendors must provide a copy of insurance to management before any work is performed.

10. Monthly Stays *(separate rules will be provided and must be signed at check-in).*

By staying with us, you agree to comply with all rules. Violations may result in immediate ejection without warning or refund.

Russell & Monie Grater
Owners, Grater RV Hideaway Cove