

GRATER RV HIDEAWAY COVE, LLC

TERMS OF SERVICE

Grater RV Hideaway Cove wishes all of our guests to enjoy their stay. We have these rules in place for everyone's safety. If anything needs attention, please do not hesitate to let us know. Contact Russell Grater for check-in at (850) 200-5006.

- Check-in is at 1pm and check-out is at 11am. If you would like to extend your stay for a longer period, let us know as soon as possible and we can check availability. Early check-in or late check-out will incur an additional fee.
- Call us at (850) 200-5006 on day of check-in to let us know your estimated time of arrival. If check-in is after 5PM CST, arrangements must be made in advance for a late check-in.
- RV sites are for up to 2 guests and 2 children. There is an additional cost for each guest thereafter. A max of 6 guests per site. 2 guests and 2 children does not apply to monthly guests.
- 1 vehicle per site. There is a charge for additional vehicles, boats, and trailers. Arrangements must be made with management. If you have more than 1 vehicle, call us before booking as all sites do not allow for additional vehicles.
- 2 Pet maximum (dogs or cats only) under 55 lbs; pets must be always attended to while outside your rig and must be tethered with a maximum length of 6 feet while outside. No crates allowed. You are liable for any damage done by your pet towards a person, animal, or property (Florida Statue 267.01). Pet owners must clean up after their pets immediately, even at your own site! ALL pets must be current with vaccinations. Do not tie your pets to our trees or allow your pet on our picnic tables. **NO AGGRESSIVE DOGS OR BREEDS!** Failure to abide by the pet policy will result in the guest rental agreement being terminated with no refunds issued.
- All visitors must check-in with management and guest vehicles must park in our overflow at an additional cost.
- A sewer hose seal, (rubber donut or threaded connector) for your sewer hose is **REQUIRED** on all sewer hookups. All RVs must be totally self-contained.
- No 3rd Party bookings.
- No EV charging at campsite.
- RV sites must be reserved by a person of the age 21 or older.
- Full payment for your reserved site must be paid at check-in, unless arrangements have been made with us in advance.
- Always be respectful of other guests!
- Quiet hours begin at 10pm and end at 7am. Excessive noise and profane language will not be tolerated and can be cause for ejection from the park.
- Only one camping unit is allowed on each designated campsite. No tent camping.
- We do not offer restrooms or shower houses at this time.
- Anything that can leave or cause dead spots in the grass, like mats or rugs, is prohibited.
- Gray water must be contained. Any spill must be cleaned up by the responsible party.
- All children must be always accompanied by an adult. No exceptions!
- The use of electric or gas-powered play vehicles are prohibited at all times.
- Guests are responsible for the cleanliness of their campsites at all times.
- Sidewalk chalk is not permitted anywhere on park grounds.

- Our internet is intended for personal use. We do not guarantee download speeds. If you require the internet, we recommend you bring a hotspot device. Absolutely NO peer to peer uploading or downloading, or unauthorized downloading of copyrighted material allowed.
- Unregistered motorized vehicles are not permitted.
- Portable or inflatable swimming pools are not allowed in park.
- Please place trash in designated trash bins.
- Smoking/Vaping permitted at designated individual sites only. Cigarette butts must be disposed of and not thrown on the ground.
- The use of fireworks is prohibited. Violators will be asked to leave with NO REFUNDS.
- Do not park on grass or on the road. Sites are for your rig and 1 vehicle.
- We do not allow ANY type of free-standing tents, canopies or gazebos even for a short time unless approved by management. Only RV awnings already pre-attached to your RV.
- No clothes lines, generators, outside refrigerators, commercial fans, outside washer & dryer, bonfires, sheds, or utility buildings allowed.
- Contained firepits are allowed.
- No firearms permitted on properties.
- We do not allow ANYONE who must register as a Sexual Offender/Predator to be a guest on our properties.
- No soliciting, peddling, loitering, trespassing or trading allowed on our properties.
- No criminal or drug related activity in or near our properties and will not be tolerated.
- We reserve the right to refuse service to any rig based upon its appearance and/or condition. Management reserves the right to refuse any RV, travel trailer or fifth wheel that is in poor condition or older than twelve model years unless it is a restored unit in good condition. RVs older than 15 years old must be approved by management prior to making reservations.
- All repair work, using outside vendors, must be pre-approved. Workers are required to sign liability waivers with proof of licensing and insurance BEFORE any work can begin. Call Management at your earliest convenience for approval.
- Washing of your rig is allowed. However, there is a \$25 cash charge for each incident, and you must use a hose end sprayer to conserve water. You may rinse bugs from the front of your rig at no charge, but again, you must use a hose end sprayer. Management approval is required prior to washing your rig.
- In the event of a hurricane or other natural disaster directed toward our area, all guests must leave the park. Please plan accordingly to evacuate. Grater RV Hideaway Cove Campground will not be held responsible for any property or persons who do not evacuate. We hold the right to close the RV Park and reopen at a safe time. No refunds will be given to any persons due to natural disasters. Grater RV Hideaway Cove Campground is not liable for Acts of God or negligence of others.
- As a registered guest, you take full responsibility for all in your party/visitors. You agree to read and comply with all camping rules and regulations. Grater RV Hideaway Cove Campground is not and will not be responsible for damage to guests or their property.
- Violations of rules may result in immediate ejection without warning or refund.
- All guests are considered transient campers/guests and not permanent residents. Residency cannot be claimed at our campground. If you must receive a package (limited packages, please) during your stay, please be sure to include your name along with c/o Grater RV Hideaway Cove and your Site #. Notify the campground that a package is expected.

- This property is privately owned. We reserve the right to refuse service to anyone at Grater RV Hideaway Cove Campground, its owners, employees, and/or affiliates will not be responsible for any accidents, injuries, damages, loss of money, or valuables of any kind to our guests or visitors.
- No utility trailers allowed in/at sites. Overflow parking is available at an additional cost.
- Cancellation before 14 days prior to reservation will receive a refund minus the \$75.00 processing fee. After 14 days prior to reservation no refunds are given. We allow one change to reservation then there will be a \$25.00 charge for changes thereafter. We do understand unforeseen circumstances happen, so once we release the site and another guest reserves it, we will provide a refund minus the \$75.00 cancellation fee. The site must be reserved for the same length of time in order to receive a full refund minus the \$75.00 cancellation fee. For monthly stays, a 60 day cancellation notice is required and will be charged the \$75.00 cancellation fee. After the 60 days prior to reservation no refunds will be given. The same refund policy applies for monthly stays. Once we release the site and another guest reserves for the same length of stay, we will provide a refund minus the \$75.00 cancellation fee. No refunds given for early departures.
- \$5.00 on-line reservation fee is non-refundable.
- We are not responsible for loss or damage to Guest property due to theft, vandalism, fire, accidents or any other casualty or act of God. The guest expressly assumes all risk of such loss or damage and is responsible for carrying his or her own insurance. In addition, damages of any kind caused by guest or visitor of our properties shall be billed to the guest.
- Any and all expenses due (including, but not limited to electricity usage fees, excessive water usage, daily rate fees, and/or any assessed fees, etc.) MUST be paid prior to departure.
- Monthly rates require either \$150.00 or \$300.00 electric deposit (depending on length of stay) and is due at check in to be paid by check or cash. If credit card is used, a processing fee will be charged. All monthly rentals are required to pay metered electric.
- WAIVER AND RELEASE: Guest(s) expressly agrees that as a condition of tenancy on our properties, that they knowingly and intentionally waive and release, indemnify and hold harmless, us or its Management, and all officers and employees of any and all liability from injuries caused by, but NOT LIMITED TO, the following activities: Campfires, BBQ pit use, playground equipment, dog walking trails, trails, RV site roads, planned events, dogs, showers, speed or road bumps, bicycle or motorcycle use, golf carts, electric scooters and encounters with wildlife. Northwest Florida has the following: insects, scorpions, black widows and brown spiders, venomous snakes and nocturnal wildlife. Guest(s) acknowledges that we are not responsible for any theft, loss or damage, loss of animal/pets or injuries to pets or children incurred during my stay. Guest(s) further acknowledges that camping has many hazards and that there are risks that cannot be eliminated.

Russell & Monie Grater,
Owners, Grater RV Hideaway Cove, LLC