

Park Rules and Guest Guidelines

640 Lloyds Rd, Little Elm, TX 75068 · (972) 782-9722 · info@waterfronthideawayranch.com

We love our guests and want everyone to enjoy their stay. These guidelines keep the ranch safe, comfortable and enjoyable for everybody in it. Every guest aged 18 or over signs the ranch waiver at check-in and agrees to these rules.

If something here does not work for your situation, call the office **before you book** and we will talk it through.

Payments

- All fees must be paid prior to arrival and/or setup.
- **There are no refunds or prorations for an early departure.**
- Monthly reservations must keep a valid card on file, so the monthly site fee and electric can be processed automatically on the first day of each month.

Deposit and background checks

- A \$250.00 deposit is due on all monthly reservations prior to arrival and/or setup.
- The \$250 may be applied to your final electric payment and/or to any damage caused by the reservationist.
- Background checks are required for all monthly guests aged 18 and over. The fee is \$35 per guest.

Check-in and check-out

- Check-in is contactless.
- RV reservations: arrival from 2:00 p.m., departure by 12:00 p.m.
- Cabin reservations: arrival from 4:00 p.m., departure by 11:00 a.m.
- Earlier or later times may be arranged with one to two business days' notice. Call the office; arriving early without asking does not work.
- Every guest signs the rules document and the digital waiver, and monthly guests submit to a background check.

Your site

- One RV per site.
- Keep your site tidy and clean, and return it in the condition you found it.
- No physical changes to a site without written approval from the owner — including decks, steps, landing platforms and artificial turf.
- Day-use items are fine if they are put away in the evening. Anything left out overnight counts toward the limit below. No clutter.

Site class	Items permitted out overnight
Standard	6
Premium	7
Premium Silver	8
Premium Gold	9
Premium Platinum	10

Your RV

- All RVs must be in good operating condition: no window air conditioners, no torn awnings, no visible rust or denting.
- RV skirting requires prior approval.
- RVs older than ten years require approval before booking. Send photos and it is usually straightforward.

Number of guests

- A maximum of two occupants per RV without prior approval and additional payment.
- **Occupancy violations carry a \$50 per person per day penalty.**
- No group gatherings, parties or events of any type. Registered guests are welcome to gather amongst themselves at the fire pit, the grove and the two pavilions.

Quiet hours

- Quiet hours run from 10:00 p.m. to 8:00 a.m. **Violations will not be tolerated.**
- At all times, not only during quiet hours: no idling engines and no generator use, except in a genuine emergency power situation.

Speed limit and vehicles

- **10 mph everywhere in the park, at all times, strictly enforced.**
- A maximum of two passenger vehicles per site. Additional vehicles require written management approval before arrival.
- No parking on the grass or in empty sites. Vehicles stay within the assigned space.
- No inoperable vehicles.
- All vehicles must remain on designated park roads, site pads and approved parking areas. Off-road driving is prohibited, including ATVs, UTVs, dirt bikes, side-by-sides and golf carts.
- No driving on grassy areas, undeveloped land or common spaces except where designated.

- Vehicles, RVs, boats and trailers all need current insurance, and proof must be provided on request.

Children

- Parents and guardians are responsible for the behaviour of their children anywhere in the park.
- Children under 18 must be directly supervised during quiet hours.
- Children aged 14 and under require adult supervision at all times.

Pets

- Two pets per RV or cabin.
- Pets must be picked up after immediately, and never in another camper's site.
- Pets are never left unattended, and are leashed everywhere except inside the designated dog park.
- Pets are not permitted in any building.
- Pets must not disturb or threaten other guests.
- Management reserves the right to refuse any pet.

Fires and cooking

- No open fires anywhere except the fire pit provided in the common area near the shoreline, and wood is the only thing that goes in it.
- Propane fire pits and propane grills may be permitted at individual sites with a permit from the office, approved case by case. Ask first.
- Keep grills, smokers, flat-top griddles, pellet grills, pizza ovens and cowboy cookers off the synthetic turf and far enough away that sparks and residue cannot reach it.
- **Turkey fryers are prohibited in the park.**

Synthetic turf

- No parking, riding, driving or storing vehicles on the turf.
- No cooking equipment on the turf or close enough for residue or sparks to reach it. Turkey fryers are prohibited.
- No burning of any kind on the turf, including fires, cigarettes and cigars.
- No grease, oil, gasoline, chemicals or corrosive liquids.
- Pet waste must be cleaned up immediately and the turf rinsed with clean water.
- Damage caused by negligence is charged to the guest at the cost of the repair.

Trash

- Bagged household trash only, placed in the dumpster. No trash left out overnight.

- Not accepted: construction debris, batteries, appliances, paint, pool chemicals, new or used motor oil, or anything else that could be considered toxic.

Electric

- Monthly guests are billed for electricity on the first of each month, in arrears.
- The electric account must be paid in full at move-out.
- **Electric vehicle charging is strictly prohibited at RV sites and cabins. No exceptions; violators are subject to fines.**

Water

- Park water may not be used for washing vehicles or RVs.
- Avoid unnecessary water use.
- Repair water leaks immediately and report them to management.
- Outside vendors may not use park water.

Septic and sewer

- All sewer hoses must have a foam ring (donut) or hard shell, so the hose cannot extend too far into the sewer pipe. **There are no exceptions.**
- Hoses must not leak onto the ground under any circumstances.
- Never flush wipes, including those sold as flushable.

Smoking

- No smoking in any building.
- Cigarette butts must be disposed of properly and never thrown on the ground.

Drones

- **Drones and other unmanned aerial systems are strictly prohibited**, including all launching, landing and flying anywhere on the property, for any purpose.

The lake and outdoor activity

- Guests assume the risk of outdoor hazards, including animals, insects and wildlife.
- **No lifeguard is provided** for swimming or any other water activity, and there is no roped swim area.
- Guests are responsible for adequate supervision of everyone in their party in and around the water.

Property damage

- **Hitting golf balls is strictly prohibited.**

- Intentional destruction of park property results in the full cost of repair and possible eviction.
- Report accidental damage to management immediately. Failure to report accidental damage results in the full cost of repair and possible eviction.

Behaviour

- Abusive or disruptive behaviour toward management, staff or other guests will not be tolerated.
- Loud, obnoxious or unlawful conduct will not be tolerated.
- Violence or threats of violence will not be tolerated.
- No display or possession of weapons in a manner that may alarm others.
- The possession, sale or manufacture of illegal drugs is prohibited.

The entry gate

- Monthly guests may download the CellGate app and control the gate remotely from anywhere with a smartphone and an internet connection, including live video and the ability to grant or decline access.
- A unique personalised entry code is also assigned, so the gate still works during an internet outage.
- A maximum of two persons per RV space are assigned login credentials.
- Entry codes must not be shared with anyone who is not an occupant of the site.
- Credentials may not be used to grant access to visitors when the occupants are not on the property.
- All gate activity is recorded. Abuse of the system may result in removal from the park.
- CellGate technical support: 855-694-2837.

Mail and packages

- The park does not provide mail service, and the park address cannot be established as a permanent residence.
- UPS Store: 11450 US-380 Ste 130, Cross Roads, TX 76227 — rents PO boxes and accepts packages.
- Amazon Locker: 7-Eleven, 3000 FM 720, Oak Point, TX 75068.
- Post offices renting boxes: 1012 W Eldorado Pkwy, Little Elm, TX 75068 and 120 Stanley Dr, Aubrey, TX 76227.

These rules are subject to change at any time without notice. The current version is always the one published at waterfronthideawayranch.com. Questions about anything on this page: call the office on (972) 782-9722 or email info@waterfronthideawayranch.com.

Waterfront Hideaway Ranch · 640 Lloyds Rd, Little Elm, TX 75068