

RESORT RULES & REGULATIONS

We are excited to welcome you to Buckeye Ranch RV Resort. Please refer to your pre-arrival email or see the front office for a full set of resort rules and regulations. Some key items are noted in this summary for your convenience. Help us ensure that our quests have a safe and enjoyable experience by adhering to our resort rules and regulations during your stay. Report questions or concerns to the guest services office at (623) 233-3044 extension 2. After Hours Emergency Line – (623) 257-2733.



Scan For full Terms & Conditions

Check-in Time is 2 pm; Check-out Time is 11 am. Early check in or late check out may be available for your reservation. Contact the Guest Services Office to schedule in advance and pay the additional fee.

Speed Limit is 10 mph.

Quiet Time is 10 pm to 8 am.

Campfires: Fire Pits must be raised off the ground and have a screened cover. Firewood is available for purchase at the Store. See Guest Services for current information on fire restrictions. Fireworks are prohibited.

Pool Hours are 8 am to 10 pm. Observe all posted pool rules. Glassware, food, and pets are not allowed in the pool area. Service animals may enter the pool area but must be attended by their owner outside of the pools and water features.

Trash: Place all garbage in designated dumpsters. The locations are indicated on the resort map.

Pets: A maximum of 3 pets are permitted. Noisy or aggressive pets are not allowed in the resort. Your pet must be on a 6-foot or shorter leash. A small temporary enclosure not to exceed 4ft x 8ft on your site is allowed, as long as the pet is attended. Tethering of pets to common areas or on RV sites is not allowed. Pet potty stations and waste receptacles are located throughout the park for your convenience. Pet waste must immediately be cleaned up and properly disposed of. Pets are not allowed in resort buildings, except as allowed by ADA. Guests should have proof of their pet's vaccinations available.

Reservations: A reservation can be booked for up to 5 months at a time. At the end of each 5 month reservation. Tenants are required to move to an alternate site for the next reservation.

Method of Payment: A method of payment is required to be on file for all reservations. For monthly reservations, the credit card on file will be charged the full amount on the due date. Payments will be set as automatic payments (auto-pay). Any exceptions to autopay must be approved in advance by management. To change the method of payment, please contact Guest Services a minimum of 2 days prior to the due date.

Late Payments: Reservations are due on the 1st day of the billing cycle. The resort allows a 2-day grace period. On the 3rd day, the ejection process will begin.

User Credits: Any balance left on a guest's account reflected as a "User Credit" will expire in 6 months. User credit must be applied toward a future stay/store purchase/activity. "User credit" does not have a monetary value and cannot be redeemed for cash or be refunded to a credit card.

Site Occupancy: Only one (1) RV is permitted per site and up to two (2) passenger vehicles are permitted per site. There is a maximum occupancy limit of six (6) persons per site. All vehicles must fit within the site and not encroach on common areas or the roads.

RV Age/Requirements: RV must be 20 years or newer. For reservations longer than 30 days, RV year, make, model and license plate must be noted on reservation as well as providing proof of insurance and registration.

Site Tidiness: Your site must be kept in an orderly and tidy fashion at all times. Any items on site, including your rig, must appear to be clean and well maintained. Tents, clotheslines, vehicle washing, or repairs are not allowed. No personal property accumulation is permitted around the unit. Aluminum foil, cardboard, plywood, or similar materials are not permitted in the windows or doors of the RV or glamping units.

Visitors: Visitors to your site must go to the Guest Services Office to check in and obtain a required parking pass. There is an additional charge for day use and overnight guests. You may not exceed six people per site.

Mail Center: The Resort offers limited mail service. Acceptable deliveries include non-perishable packages delivered to the Resort via USPS, UPS and FedEx. Packages over 3'x3'x3', heavier than 30lbs or perishable will be refused and returned to the sender. The Resort requests that mail is picked up within 48 hours of delivery. Mail is available for pickup Monday- Saturday 9am to 5pm. All mail sent to the Resort is the responsibility of the tenant. The Resort is not responsible for lost, stolen or misplaced items.

Sewer: Ground disposal of grey or black water is prohibited. Connections must be tight with a collar or donut at the sewer outlet. No formaldehyde is allowed.

Rule violations, conduct that disrupts other quests, or behavior that does not promote a family friendly atmosphere can be grounds for ejection from the park without refund. There are no refunds issued for early departures. Additionally, the resort will not issue refunds for service disruptions, inclement weather, or other circumstances that are beyond personnel's ability to control.



VACATION RENTAL RULES

Check-in: Check In time is 4PM. Units are inspected prior to your arrival. If there are any damages or maintenance issues that are not noted on the inspection report in the unit, you must notify Guest Services immediately. The renter agrees to pay for damages to the property, furniture, or inventory that were not pre-existing

Check-out: There is a Check-Out Checklist located in your Vacation Rental. Please follow the Check-Out procedures. Additional cleaning fees are charged to your reservation if the Check-Out procedures are not followed.

Cleaning Services: We do not provide daily cleaning service for our Vacation Rentals. We may be able to accommodate you with additional cleaning service for an additional fee. Please contact Guest Services at 923-233-3044 extension 2 to inquire. All rental units are stocked with general cleaning supplies, and there is a laundry located on site for your convenience.

Pets: There are pet friendly units available for your convenience. Your pet must be listed on your reservation and requires an additional fee.

No Smoking: Smoking is not permitted in Vacation Rentals. An additional \$250 cleaning fee will be assessed if there is any indication of smoking in the unit, including odors.

Lost Key(s): A \$30 fee will apply to any lost or damaged keys or key tag.

IMPORTANT PHONE NUMBERS

GUEST SERVICE.......623-233-3044 Ext. 2 AFTER HOURS EMERGENCY:...623-257-2733

WIFI INFORMATION

ACCESS PARKS (WIFI)

HELP/CUSTOMER SERVICE - 888-507-1128