



**4770 North Mayberry Road
Mission, Texas 78573
(956) 580-4545**

Community Guidelines

The following community guidelines are effective as of April 1, 2024, and will remain in effect until changed by written notice.

PURPOSE

The intention for these community guidelines is to create, to preserve and to enforce standards that ensure an atmosphere at Canyon Lake RV Resort that is of the greatest benefit to all tenants, management, and ownership. Special emphasis is given to the qualities of safety, order, and peace.

ADDITIONS & IMPROVEMENTS

All requests for additions or improvements must be submitted in writing to Resort Manager for approval. **NO** fences, hot tubs, dog pools or sprinklers are allowed. All outside improvements, including but not limited to awnings, skirting, sidewalks, driveways, storage units, porches, storage sheds must be approved by park management. Small satellite dishes (24" or smaller) are permitted, provided the Resort Manager approves the placement of the dish. Before placing any rocks or groundcover on your lot Resort Management must stake out all utility lines. All Washer/Dryers must be approved by Resort Management, not all sites will support a Washer/Dryer if resident did receive proper approval all damages and repairs will be charged to the resident. **Always check with the office first!** Any improvements must be made by licensed, bonded, and insured contractors.

ARRIVING & DEPARTING

Please check in at the office or with night host immediately upon arrival. Before departure, please notify the Resort office of your exact date of departure. Therefore, we can read and provide your final electric invoice. All outstanding amounts for electric and rent are due on or before departure date unless prior arrangements have been made with management. **There ARE NO pull thru sites. Do not hook your tow vehicle up and pull it across the lot behind or in front of you.**

CANCELLATIONS AND RESERVATION CHANGES

All cancellations and/or Reservation Changes will be assessed with a \$100.00 administrative fee (\$150 for Rental Units). If a cancellation is received in writing on or before September 1st 100% of the deposit minus administrative fee will be returned to you by check from our main office within 45 days of notice. Cancellations after September 1st deposits are non-refundable.

CONTRACTORS

All contractors and/or workers must report to the Resort office prior to performing any work in the Resort. All contractors and/or workers must be licensed and must have proof of liability insurance or sign a waiver of liability prior to performing any work at Resort.

EMERGENCIES

DO NOT DIAL 911 for emergencies.

Please call the **Palmhurst Police Dispatch** at **(956) 519-3800** in the event of an emergency and then call management at (956)580-4545.

FACILITY USAGE

All Facilities, including Club House, Billiards Room, Pool Area, Island Gazebo, Laundry Room, Shuffleboard are for the use of Resort's residents and their guests. *Canyon Lake RV Resort, its owners, managers, agents, and representatives will not be responsible for any accidents, loss or theft while using common facilities. Resort residents and their guests use all common facilities at their OWN RISK.* One adult resident must accompany all visiting children (under the age of 16) in these areas. Children will not be allowed in the pool area under any circumstances without adult supervision. All residents are responsible for the conduct of their guests and will be required to pay for any damages caused by them. No glass bottles or containers are allowed at, in or around any common facilities unless prearranged by management. **Name tags are to be always worn for identification; these are available for purchase in the office.**

GARBAGE AND TRASH REMOVAL

The removal of household trash is the responsibility of the resident. Dumpsters are provided. The removal of all discarded appliances, furniture, lumber, paint, motor oil, or other non-household trash is the **responsibility of each resident and may not be stored outside resident's unit or deposited in or near the dumpster area.** If not removed after reasonable notification, management reserves the right to remove such items and charge the resident for the work performed.

The Resort will pick up any tree trimmings during the season. Please bag your yard trimmings neatly and leave bags at the front of your lot.

Please notify office if any non-resident is using our dumpsters.

BULLETIN BOARDS

The office must approve ALL postings before posted in any area of the Resort.

GOLF CARTS OR PERSONAL VEHICLES

Golf carts or other vehicles may be driven only on streets and may be parked only on your own lot. No driving or parking on grass or other lots are permitted. Please observe the **10 MPH** speed limit. Please do not cut through your neighbor's lot. **No one under 16 is allowed to drive golf carts.**

INTERNET

Free internet service is available in the Main Clubhouse Only. Please share this free service and the computer station with your fellow residents. This service is paid for by Canyon Lake RV Activity Department. We have taken all steps to provide the best Wi-Fi signal possible. Any outage is the responsibility of the provider and Canyon Lake RV Resort does not make any promises that signal is always available.

LAKE

The lake and surrounding areas are a fragile ecosystem that needs to be treated with care and respect. There is no swimming in the lake. Personal boats are allowed with paddles only. **NO MOTORS**

LAUNDRY

Laundry facility is provided. The laundry room is open 24 hours a day. Quarters are available in the Office during normal business hours. Please turn out lights and close the doors if you are the last to leave.

LOT ASSIGNMENT/MAINTANENCE

Management reserves the right to reassign lots. Lots rented by the day, week or month may be reassigned if someone desires to rent the lot on a yearly basis. Without a deposit on a lot, reservation may be cancelled or changed by management.

All residents and guests are required to keep their sites well maintained, orderly, and uncluttered. No plants, trees or other items may be planted in the ground without approval.

MAIL

The mail room is located on the North Side of the Main Clubhouse. Canyon Lake RV Resort is not responsible for any lost or misplaced mail. **Lot/site numbers must be included on your mailing address for proper delivery of your mail.** When leaving the Resort for an extended period, residents must provide the U S Post Office with a change of address card for forwarding mail or instructions to hold mail. Only First-Class

Mail will be forwarded. All packages delivered by the U S Postal Service will be delivered by park staff or stored at the Resort Office. After 10 days any unclaimed packages will be returned to sender.

OCCUPANCY

Only two people per RV/Park Model/Rental Unit are allowed. Management must be notified if guests will remain overnight. Daily fee of \$2.00 will be charged for each guest remaining overnight. Maximum visitor's stay is 14 days in a one-year period, unless pre-approved by management.

OFFICE HOURS

Monday-Friday 9:00AM to 4:00PM. Office phone is (956) 580-4545 and will be forwarded to a Park Management for emergencies after hours assistance. *Off Season Hours will be posted accordingly.*

RESORT CONDUCT

Loud parties, excessive drinking, offensive language, or other unacceptable behavior by any resident or their guest(s) will not be tolerated. Residents are also required to keep pets under control, on a leash and quiet.

RESORT MEETINGS

All Resort Meetings are for residents/guests of Canyon Lake RV Resort ONLY.

PARKING RESTRICTIONS

Parking of vehicles, boats, trailers, golf carts, etc. on the grass or on neighbor's lots are not permitted. Parking on driveways and under carports is limited to the resident's vehicle. **Any vehicle violating this rule will be towed at the owner's expense.** One vehicle is allowed for each registered lot/site, which must be parked in front of or beside resident's home, RV or Rental Unit. For Additional vehicles please contact office for parking options. Only one vehicle may be left over the summer and must be stored appropriately.

PERMANENT UNITS

Management must approve and inspect any permanent unit to move into the Resort. Management reserves the right to accept or reject any prospective resident. Resident will be given 30 days to properly set up structure (Skirting, Tie Downs, etc.) Please see Office for current guidelines.

All Permanent Units must have a proper Site Number Posted on the Front of the Structure.

Resort management reserves the right to have any Park Model, RV, Structure, or Vehicle which does not comply with the standards set by Resort Owner/Management to be removed from the Resort at the owner's expense.

When selling, transferring title, or removal of any permanent unit, please check with the office for current guidelines and procedures.

PEST CONTROL

Canyon Lake RV Resort is not responsible for any pest infestation (exception Park Owned Buildings). This includes termites, insects, bees, rodents, and otherwise. If infestation takes place during residents' occupancy, resident will remove infestation within 30 days. During residents' absence the Resort reserves the right to remove infestation and bill resident for actual charges. This protects residents' units and neighboring units.

PETS

Pets are welcome in the Resort and must be always on a leash no longer than 6 feet. No pets may be left unattended either leashed or penned outdoors. Barking dogs will not be tolerated by your neighbors or the Resort. When walking your pets please keep them off other guests lots. At no time are pets to be exercised or lead by a leash from a Golf Cart, Bicycle, or other moving vehicle. **Be a responsible pet owner and clean up after your pet.**

Pet Owners must be able to provide current up to date shot records at any time. No aggressive breed dogs of any weight are allowed in the Resort. Pets are not allowed in any of the Resort buildings.

QUIET HOURS

Quiet hours are 10PM to 8AM.

RECREATIONAL BUILDINGS

The Club House are provided for Resort residents' and registered guests' use and enjoyment. The kitchen facility and equipment are for organized Resort Sponsored Activities Only. Personal use of refrigerator, freezer, stove, or sink is not allowed. The Club House is available from 8 AM to 10 PM. Scheduled activities are provided from October 1st to April 1st. **Please wear shirt and shoes in all buildings.** All bicycles, mopeds and golf carts are parked in proper designated areas.

REGISTRATION CARDS

The office will keep a list of family members and friends, to contact in case of emergency, if provided by the resident. This list should include names, addresses, phone numbers and email addresses. It will be the resident's responsibility to that this list is updated as needed.

RENT PAYMENTS

All rent payments are due on or before arrival. Any past due rent will result in a late charge of \$35.00 and an additional \$35.00 per month until paid in full. Returned checks will be assessed a \$50.00 returned check fee.

Rental Schedule will determine the rental rates, deposits, and fees to be paid. All rents are payable, in full, in advance. Failure to pay any charge may constitute a lien on the RV or Park Model as prescribed by the laws of the State of Texas.

RESERVATIONS

All site reservations require a \$300 deposit (Rental Units require one month's rent) to hold a designated lot or rental unit. Deposits will be credited at the time of payment in full upon check-in. If reservation is canceled by September 1st, a \$100 cancellation fee will be deducted (\$150 for Rental Units). **NO REFUNDS AFTER SEPTEMBER 1ST.**

SALE OF UNIT

Before selling, transfer of title, or removal of any Permanent Unit, please check with the office for current guidelines and procedures.

We reserve the right of first refusal. For any units that are sold to be removed from Canyon Lake RV Resort, we reserve the right to match the price to keep the unit in the park.

All buyers need to register with the Office and sign all required paperwork before purchasing, occupying, or moving the unit.

SMOKING POLICY

All Resort Buildings, pool area, shuffleboard courts and Island are **SMOKE FREE**. Please use receptacle for cigarette butts. Do not throw on the ground.

SOLICITING

No peddling or soliciting will be allowed on the premises.

SPEED LIMIT IS 10 MPH

This is strictly enforced. Please drive carefully.

STORAGE

Please contact Resort Office if you want to store an RV or car on a vacant lot. Annual residents pay a \$75.00 fee per month for all trailers, motor homes, and cars to be stored on an unoccupied lot. Seasonal residents pay a \$75.00 per month fee. Non-residents pay a \$100 per month fee, based on availability. Management reserves the right to reassign storage lots at any time and will give owner a 24-hour notice to move the stored unit.

SWIMMING POOL

Canyon Lake RV Resort's swimming pool is for Resort residents and registered guests only. **All guests must be accompanied by a Resort resident at all times.** For safety reasons no guests under the age of 18 is allowed in the spa. **Texas Law requires that everyone take a shower before entering pool or spa.** PLEASE do not use lotions or oils as they clog and stain the pool, spa, and filtering systems. **Appropriate swimwear**

is required at all times. Residents, family, and guests are to comply with the rules posted at the pool. No lifeguard is on duty at any time and using the pool is at your own risk. No glass containers are allowed in or around pool.

TELEPHONE

The Resort Office phone may not be used for personal phone calls. All emergency phone calls received by the office will be delivered immediately upon receipt to the best of our ability.

UTILITIES

Utility Companies: Canyon Lake RV Resort has the following utility services, Sharyland Water Supply, Waste Management, Magic Valley Electric Co-Op and Spectrum. All Lots are sub-metered and monthly billing is provided by park.

- Free Internet: Free internet is provided in the Main Club House by Canyon Lake RV Resort Activities. The Resort does not guarantee the reliability and signal strength of this free internet service.
- Electric Charges: The Resort will bill for sub-metered electric service monthly. Your invoice will be delivered by email or in your mailbox on or before the 1st of each month. Payments is due no later than the 5th day of each month. Payments made after the 15th will be assessed a \$35 late fee.
- Utility Connects and Disconnects: The Resort will not be responsible for, nor will perform the service of connecting or disconnecting any utility service. Resort personnel will not contact any utility company to have service started or terminated.
- Water and Sewer Usage: The Resort is responsible for providing access to available utilities but will not be responsible for acts of negligence on the part of any resident. Toilets, leaky faucets, and unattended running water hoses. Washers and Dryers are not allowed at all Sites, please see Resort Management for approval. All water leaks must be reported to management. In the event of blockages, breaks, or other damages the resident may be billed for the cost of the repair. The Resort reserves the right to inspect units for water leaks. **Please conserve water.**
- The Resort must be notified in writing that you will require Electric usage during long term absences. Canyon Lake RV Resort is not responsible for any damages to residents' units due to power failure, surge, or if the Resort was not informed that electricity would be needed during absence from the park.

UNIT DAMAGES:

Canyon Lake RV Resort is not responsible for any damage to private units, skirting or landscaping caused by Resort maintenance, mowing, weed eating, or trimming. If you prefer to maintain your own yard, please inform the Resort Office. Window damage may occur due to heat, age, or landscape maintenance. Resort will do its best to avoid window damage due to Resort Maintenance.

VEHICLE MAINTENANCE

No repairs of any kind of vehicles within the Resort are allowed. No vehicles on blocks are allowed at any time. Cars left in the summer must be parked under carports and not be unsightly.

You may wash your unit without a charge upon arrival or once per season to maintain a clean appearance. Additional cleanings of unit, RVs, or Vehicles will incur a water charge. Please check with Resort Office.

YARD SALES

There are two Resort-sponsored yard sales per year. See calendar for dates. No other yard sales are permitted.

ACTS OF GOD

Every resident shall be responsible for repairing or removing his/her Mobile Home, RV, or Park Model and any improvements in the event of any natural disaster. **The Resort Owner reserves the right to repair or remove any permanent or temporary structure or vehicle that the resident fails to repair or remove within thirty (30) days of such natural disaster and charge the expense to the resident.** The Resort Owner will do everything reasonably possible to have all services restored as quickly as possible but will not be responsible for any damage done by the failure to restore utilities, or the delay to do so. Each resident shall continue to be responsible for the payment of rent and other charges. The Resort will not be held responsible for damages caused by the Acts of God, such as, but not limited to, hurricanes, windstorms, tornadoes, earthquakes, rain, floods, lightning, flying objects, or falling limbs or trees.

The Management reserves the right to make necessary changes to these community guidelines without notice by posting the changes at the Resort Office.

Non-compliance with these community guidelines may result in eviction from the Resort. Management reserves the right to refuse any reservation or move-in without cause.

Canyon Lake RV Resort, its owner, manager, employees, or agents do not and will not assume any responsibility or liability for theft, disappearance, fire, loss, injury or damage to any person or property. Each resident assumes full responsibility and liability for his/her mobile home or RV unit and his/her property, including the property of visitors or guests. Each resident agrees to indemnify and hold harmless Canyon Lake RV Resort, its owners, managers, employees, or agents from and on account of any personal injury or property damage to any person arising from the use of any portions of Canyon Lake RV Resort by the resident, their family, guests, and visitors or arising from the failure of the resident to keep their unit and property in good working condition.

Every Resident, whether permanent or temporary, by the posting of these rules and regulations, acknowledges their agreement and willingness to comply with and be bound by these rules and regulations.

Thank you and enjoy your stay at **Canyon Lake RV Resort**, Leisure Communities, LLC