

## Welcome to Triple Creek Outdoor Resort!

To ensure everyone's safety and enjoyment, we kindly ask that you observe the following rules and regulations. Your cooperation helps us maintain a clean and damage-free facility.

We prioritize a family-friendly atmosphere. We enforce a strict zero-tolerance policy for any rude or disrespectful behavior towards our staff or fellow guests. Any situation not explicitly covered by the rules but deemed unsafe by a staff member will be promptly addressed.

Please be aware that decisions made by our staff regarding noise levels, campfires, and other rule infringements or unsafe conditions are final. Disrespect towards authority, property, or other guests will result in being asked to leave the premises. Triple Creek Outdoor Resort reserves the right to amend rules at any time to ensure the safety and enjoyment of all guests.

**-Refunds:** Camping is an outdoor experience. We do not offer refunds or credits due to the discomforts of nature. Additionally, no refunds or credits will be provided for early departures.

**-Check-in time is at 2:00pm for RV sites.** Do not arrive at the park before this time, unless you have paid the \$30 early arrival fee. We offer an early check-in option for a fee of \$30 for arrivals at 12:00pm; please contact the office in advance to arrange this. **If you arrive earlier than 2:00pm without prior arrangements,** you will be required to pay the \$30 early arrival fee and may have to wait for your site to be ready. We appreciate your understanding that our staff requires time to perform site maintenance tasks such as mowing, weeding, cleaning, etc., between departures and arrivals. Thank you for respecting our staff's time.

**-After Hours Check-in:** If you arrive after-hours, please visit the after-hours box to collect your welcome package. It will be available in the arrivals box located on the porch of the Camp Store. Your packet will include your name and site number for easy identification.

**Arrivals after 10:00pm require advance approval by phone.**

**A late departure will result in an additional night's charge.**

**-Check-in for vacation rentals is 3:00 pm. Early check-in for vacation rentals is not available.**

**-Check-out: All sites must be checked out by 11:00 AM. \$30 for late check-out.**

**Must leave by 1:00 PM. Please contact office to see if late check-out is available.**

**-Quiet hours:** 10:00pm- 8:00am. Children under 16 must return to their own site by 10:00pm. During this time voices, activity and other noises must be kept to a minimum. Please be aware that normal speaking voices can carry. Outside radios and TVs should be turned off.

**-Occupancy:** A maximum of 6 people are permitted per site at any given time, including registered guests and visitors. Your reservation includes accommodation for two adults and four children per site. If any additional guests or children will be staying overnight, please inform the office, as there is a fee of \$10 per additional guest per night.

**-Vehicles and Trailers:** You are permitted to have one RV and two vehicles per site. Vehicles and trailers that do not fit completely on your pad must be parked in the



visitor parking area. Please keep all vehicles on gravel surfaces. Do not park on grass, another site, or on the road. Each guest will receive two parking permits. Registered guests must display their permit on rearview mirror. There is a \$5 charge for additional vehicles.

**-Visitor Policy:** All persons not registered to the site at check-in are considered visitors and must register at the office before entering the park to obtain a parking pass. Visitors will need to park in the overflow parking area designated for guests. There is no charge for guests visiting during the day. All visitors must exit the resort by 10:00 pm. Registered campers are responsible for their guests and will be held financially responsible for any damage to the property.

**-Speed Limit:** 5mph or less throughout the park.

**-Bathhouse:** We kindly ask for your assistance in maintaining the cleanliness of the restrooms and bathhouse for the comfort of all guests. Please pick up after yourself and ensure that the facilities are left clean and ready for use by others. For safety reasons, young children are not permitted in the restrooms or laundry facilities without an adult present. Thank you for your cooperation.

**-Campfires:** Please be responsible when having a campfire and keep campfires contained to the fire pit only. Campfires should be extinguished before retiring for the night and should never be left unattended. Fire pits are not to be used for garbage cans – only newspaper, kindling and firewood should be burned in the fire pit. No fires during windy conditions. Campground staff has authority to stop or prevent burning if they feel conditions are not safe.

**-Alcohol & Drugs:** No public display of alcohol. We are a family-friendly resort, please keep all alcohol contained in a koozie or cup. Triple Creek Outdoor Resort is committed to providing a safe and family-friendly environment, and therefore, we maintain a strict policy against the use of recreational drugs. Any violation of this policy, including the use of legal or illegal substances, will result in immediate eviction from the resort. Partying, intoxication, foul language, or loud music will not be tolerated. Our goal at Triple Creek is for campers to have a fun, relaxing stay in a safe environment.

**-Smoking:** Smoking is prohibited within all buildings and vacation rentals. Please help maintain the cleanliness of our park by utilizing designated receptacles for cigarette disposal rather than littering. Thank you for your cooperation in preserving our environment for everyone to enjoy.

**-Children:** All parents/caregivers are responsible for appropriate behavior of their children. Be aware of where your children are and what they are doing at all times. Parents/guardians will be financially liable for damage caused by their children. Minor children under 16 years of age must not leave their campsite after 10:00 PM unless accompanied by a parent. Your children must always be supervised. Children are not allowed at another resident's site unless they are invited. Parents, please make your children aware of these rules. Disregard for campground rules, causing dissension among other campers, or conduct deemed improper by the management is cause for immediate eviction without notice or refund.

**-Prohibited:** Do not hang dog runs/leashes or clotheslines on trees. Dumping of any grill drippings/grease onto the grounds or in fire pits is prohibited. Tarps and overnight use of any kind of outside lighting are also prohibited out of consideration of other guest. Generators, portable toilets or showers outside of your camper are not allowed.



Disorderly behavior, walking through other people's sites, and placing hot grills on picnic tables are not permitted. No digging holes or disturbing the ground cover anywhere on the property. Do not cover the grass with mats, carpet etc. Do not put nails in trees. No filling of water containers, pressure washers, water barrel, popup pools or jacuzzis. No liquid waste of any kind may be dumped on the ground or in dumpsters.

**-Pets:** Maximum of 2 pets per site RV sites only. **Pets are not allowed in the vacation rentals.** Pets must be kept on a leash and quiet while in the park. Only small, compact fences are allowed, and must remain within your RV Site. **Do not hang dog runs/leashes on trees.** Even if you feel your pet doesn't need to be on a leash, we ask that you do so at all times. Our insurance requires it for the park. No Exceptions. Pets cannot be left outside when owners are away from site or park, nor may they be left inside RV if they are excessive barkers. Excessive barking, growling, or any aggressive behavior will not be allowed. Noisy pets, failure to keep your pet on a leash, or failure to pick up after your pet could result in a request to remove your pet from the premises. If your pet is not under control, you may be asked to leave the park without a refund. Aggressive pets will not be tolerated and will be required to leave the premises. Pets must be current on all vaccines. **Picking up your dog's waste immediately is mandatory. There is one pet waste station located at the resort, please dispose of your dog's waste here.**

**-General Housekeeping:** Please keep your campsite clean during your stay and leave the campsite in the same condition you found it in when you arrived. Our park staff work hard to keep sites clean and free of debris. Please help by avoiding clutter and eyesores such as boxes, tools, wood, empty flowerpots, etc. Only furniture and items intended for outside use are allowed and must be kept to a minimum.

**-Garbage:** ABSOLUTELY no trash bags left outside of campers at night. Please keep your site tidy. Only household generated garbage should be placed in the dumpster. No hazardous or flammable items are to be thrown into the dumpster, including ash from grills, cigarettes, etc. The dumpster is located next to the grain bin across from the RV sites. Only use the trashcans located around the resort for small trash items. All bags of trash need to be placed in the dumpster.

**PLEASE DO NOT LITTER- this includes cigarette butts. If management must clean your site, there will be a \$25 charge.**

**-Bicycles:** Ride only on roadways and trails. Do not ride after dusk. Do not park or ride bikes on grass or through landscaping.

**-Campsite Boundaries:** Campsite boundaries are utility pedestal to utility pedestal. Please respect other campers' sites and refrain from crossing others' campsites. Please stay on roads and designated paths throughout the grounds. This is a family friendly park. Campers' activities shall not interfere with other Campers' use and quiet enjoyment of their site. **Disturbing others, disorderly conduct, fighting or obscene language will result in eviction.**

**-Campground Boundaries:** Please be aware of "Campground Boundaries" signs. When going beyond these points you are no longer on Triple Creek Outdoor Resort property and are entering private property. Please stay inside campground boundaries.

**CAUTION:** Please enter the campsite with safety and caution. Damage to Triple Creek Outdoor Resort property is the financial responsibility of the registered guest.



**-Accidents/Incidents:** Must be reported to management and have a report filed no later than 24 hours after occurrence.

**-Electric Vehicles:** Charging of electric vehicles is prohibited in the park. Except for golf carts.

**-Vendors:** No sale or solicitation of any product.

**-Emergency and Safety:** If you need to call 911, and time allows, please call the office so the maintenance staff can be prepared to escort the emergency personnel to your site. If you observe any activity you believe to be of concern, call 336-426-7286 or 336-426-7287. 24 hours a day. (No soliciting is allowed.)

To protect our guest families, we do not allow sex offenders in the park.

All information and rates are subject to change without notice.

**-Video/Camera Surveillance:** Our property, roadways, common areas, and buildings are monitored by video surveillance.

### **Cancellation Policy**

Reservations cancelled more than 30 days in advance of arrival will incur a \$25 fee.

Reservations cancelled Between 14 and 30 days in advance of arrival will incur a fee of 50% of the reservation stay. Reservations cancelled less than 14 nights before arrival will forfeit a refund of any kind.

Triple Creek Outdoor Resort LLC is privately owned. Triple Creek Outdoor Resort LLC and its agents, employees, and representatives will not be responsible for and assumes no liability in the event of loss due to fire, theft, accidents, Mother Nature, or any other loss whether it may be injury or loss of property. Management also reserves the right to refuse service to anyone and to evict without prior notice anyone who creates a disturbance, nuisance, or deliberately breaks any of the park's policies. Eviction will be immediate and without any reimbursement of camping fees.

The Campground cannot be responsible for injury or damage due to wind, water, fire or the negligence of you or others. Some of these rules were made by our insurance carrier, some by the state of NC, some by our attorney, and some by management. They were made for your safety, and to ensure the enjoyment of your camping experience.

**Thank you. Please let us know if we can help in any way.**

**We hope you enjoy your stay and will come back soon.**