



**RiverPointe RV Park**  
**971 Watermill Road, Glen Alpine, NC 28628**

## **Sweet Haus Cabin Guest Agreement**

### **Welcome to River Pointe RV Park & Campground!**

This Guest Agreement is intended to keep us all happy campers. Basically, we ask that our Guests use common sense and courtesy, be considerate of their fellow campers, and respect and protect our property. All policies, rules, and rates are subject to change at any time. This Guest Agreement applies to all individuals who enter the cabin, whether registered guests or visitors. We understand this list might be long, but it has been inspired by campground experiences, some funny and some disastrous.

### **Thank you and enjoy your stay!**

- Guests must pay for their stay in advance by credit or debit card through our payment portal in order to hold the booking. If you need help processing that payment, please call the office at (828) 228-6882.
- Check-in is 2:00 pm until 8:00 pm. If check-in is delayed due to circumstances beyond our control, we will let you know. Guests agree to only enter the cabin when the Park notifies them of the new check-in time.
- The total number of individuals staying on the premises during the rental term shall not exceed the number of occupants listed at the time of the reservation. Maximum occupancy is 6 guests, of those maximum of 4 children under age 18.
- No animals are allowed in the cabin at any time.
- Guests are expected to follow check-out instructions and check out on time.
- Guest(s) will complete the following tasks prior to departure: start dirty dishes in the dishwasher, pick up all visible debris inside from floors and furniture, bag all trash and deposit in designated areas, strip all sheets, place all soiled linens in the bathtub/shower. No items provided in the Cabin should be removed from inside by the Guest for any reason. Fees for incomplete tasks or missing items will be invoiced to the guest after we check against their check-in inventory.

Our virtual office is available from 9:00am - 6:00pm Monday - Saturday for calls or texts at 828-228-6882.

**Arrivals:** Every effort is made to prepare units on time. Should Guest(s) enter the cabin before the park declares it ready, the Guest(s) accept(s) the condition of the unit as-is. We will not complete cleaning and there will be no refunds for any reason.

**Departures:** Late departure without email or text permission from the Park will result in a charge for an extra night plus any additional days past their reservation at twice our rate plus tax. If an overstay results in cancellation of a subsequent reservation, the guest will be liable to reimburse the Park for the total revenue due to the cancellation.

By your acceptance of this guest agreement, you hereby authorize us to charge your credit or debit card for any additional charges incurred for damages or overstay.

## **General Park Rules:**

### **All customers and visitors use the Park facilities at their own risk.**

1. **Speed limit is 5 mph** or less throughout the Park. **Bicycles, golf carts, or scooters** are allowed only on Park roadways. All must have lights to be used after dusk. Do not park or ride on grass or landscaping. For all vehicle accidents in the Park, please call the police. **North Carolina law requires you to stop and call police if you are involved in a car accident that causes personal injury, death or property damage (includes a car).** Using a mobile phone, dial \*HP for the Highway Patrol or (828) 438-6291. Also, please notify Pat at (864) 216-3301.

2. **Our Park roadways are generally one way**, especially for guests coming and going with their RVs. It generally applies to vehicle travel, too. However, if you're going to the Shop to see staff, returning from the bathhouse/laundry, or going to put something in the lockbox, you don't have to go out and come back in. You can go the opposite way, just always be careful of other traffic.. Our roads are mostly wide enough to pass another vehicle for the few times someone is coming the other way.

3. **You are permitted two vehicles** per cabin parking area.. Check with management if you need storage space for trailers or extra vehicles, boats, skidoos, etc., but they cannot be parked on your site. We have limited storage, but there are commercial storage facilities in the area. Do not park or drive on another campsite or cabin parking area without permission. Your site must be kept clean and orderly. Any trash, especially cigarette butts, may result in your departure and/or a fine. Sites left dirty or damaged at departure will be fined up to \$200, depending on severity. No vehicle repair is allowed in the Park. If you are in need of repair services , please text us at (828) 228-6882. If you have any questions, please call or text Pat at (864) 216-3301.

4. **ATVs, dirt bikes, rollerblades, skates, or skateboards** may not be used in the Park.

5. **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. **Children MUST be supervised** in the cabin, bathhouse, and laundry room. Parents/guardians will be held financially liable for damages caused by their children.

6. **No smoking** of any kind in the bathrooms, laundry, cabin, or on the porches. Smoking will result in a minimum charge of \$250 for remediation services.

7. **Alcoholic beverages and recreational drugs: Recreational drugs are not tolerated** in the Park. If we are in doubt, a law officer will be called. **Alcoholic beverages** must be kept on tenants' own cabin site and in an undisclosed container. **Drunkenness or foul language** will NOT be tolerated. **Any minor** caught in the Park with an alcoholic beverage or recreational drugs will be expelled with the entire party on that site.

8. **Behavior in the Park:** No arguments, fighting, cursing, or foul language outside RVs. It is not your responsibility to call down other guests about Park rules. If you have a problem that affects your enjoyment, please call or text Pat at (864) 216-3301.

9. **Quiet hours:** 10:00pm - 8:00am, any concerns may be addressed by phone or text to 828-228-6882.

**10. Campfires** are not permitted around cabins.

**11. No pets allowed** in or around the cabin, bathhouse, or laundry.

**12. WIFI with Spectrum streaming cable tv** is available free of charge throughout the Park but not guaranteed against outages out of our control. Wifi signal boosters don't increase streaming power and can cause interruptions and problems. Each cabin has a Roku device to provide additional viewing options.

**13. Prohibited:** Generators, tents erected with an RV on a site, overnight use of bright outside lighting, fireworks, disorderly behavior, walking through other peoples' sites, oil changes and lubes, clotheslines, grills on picnic tables, any permanent connections, foundations, skirtings, porches, or items. Management reserves the right to request removal of items at their discretion.

**14. Do not cover grass or landscaping** with mats, carpet, etc. No ropes or chains tied to utilities, trees, or signs. Do not put nails in trees. No liquid waste of any kind may be dumped on the ground or in dumpsters. No washing of vehicles allowed without permission.

**15. The Guest will be held responsible for any damages** to the property by them, their children or their guests and will be held responsible with a fee based on the damages plus penalty. Fees can include but are not limited to damages, stains, missing items, additional cleaning fee, and charges for fines/fees incurred by the owner/manager as a result of the misuse, whether accidental or purposeful, of the cabin and its contents. This also includes but is not limited to RV sites, picnic tables, fire pits, community areas, etc. The cabin rental will be left in the same general condition in which it was rented, and the Guest will be responsible for all damage and/or loss that occurs during the rental term. Guest obligations include but are not limited to: causing no unsafe or unsanitary conditions, no rearranging furniture, no damage to furniture (for any reason), no indoor furniture outside. Guest accepts full responsibility for damage that would be unreasonable to use for future guests will result in replacement charges.

**16. Guests hereby acknowledge** and grant specific permission to the Owner, Manager, or other staff to enter the premises at any time to resolve cleaning or maintenance issues or for inspection purposes.

**17. Management reserves the right to expel without refund** any Guests for behavior detrimental to the campground or its visitors, for nonpayment, or for failing to obey the rules at all times. We reserve the right to block any customers from future stays. Customers must accompany guests at all times and **are responsible for their conduct in the Park**. If a guest is expelled, management may also expel others staying in the cabin.

**18. Burke County Zoning Ordinance Section 1113.3 Permanent Habitation Not Permitted** No cabin shall be used as a permanent place of residence

**19. VIDEO / CAMERA SURVEILLANCE:** Property and Buildings are monitored. Customer grants to River Pointe RV Park & Campground LLC, its representatives and employees the right to take video or photographs of any persons and property during their stay at the Park. Customer authorizes River Pointe RV Park & Campground LLC, its assigns and transferees to copyright, use and publish the same in print and/or electronically. I agree that River Pointe RV Park & Campground LLC may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as material evidence, publicity, illustration, advertising, and Web content.

**1. The customer accepts privileges** and acceptable use of the Park with the understanding that they do hereby release the campground, its owners, officers and employees of all liability for loss or damage to property and injury to any person in the customer's party including any members of the family or guests arising out of their use of its camping facilities. The customer's acceptance will apply and be on behalf of all persons connected with that site.

## **RIVER POINTE RV PARK - LIABILITY WAIVER**

I understand the rules and rental conditions upon which I am renting accommodations, equipment and using the rest of the associated property - lodging and camping and use of the facilities. The sole responsibility for my safety lies with me. In agreeing to this, I acknowledge that outdoor and water activities and exposure to the natural elements and animals can be dangerous and sometimes result in injury and even death. Nature activities contain inherent risks, animals and insects can threaten and infect or injure, exposure to the elements can cause hypothermia, sunburn, among other risks inherent in participating in camping, outdoor and water activities. Alcohol and/or drugs do not mix safely with any outdoor activity.

I certify that I am over the age of 18 (and assume responsibility for those in my charge under the age of 18). I hereby assume all legal responsibility for bodily injury to myself or any other person and property as a result of my visit to **River Pointe RV Park** and use, operation or possession of equipment hired or loaned to me. Acknowledging this, I accept complete responsibility for myself and the minor children in my charge during our visit to **River Pointe RV Park** and associated properties and engage in activities or events at **River Pointe RV Park** at my own risk.

I will abide by the rules and accept the rental conditions:

I. The property I rent will be returned in the same condition in which it was rented, and I will be responsible for all damage or loss that occurs during my rental period.

II. I agree to hold harmless and to indemnify **River Pointe RV Park** and its owners, directors and officers against all loss, damage, expense and penalty on account of personal injury or property damage to the undersigned or to any minor child or children in the charge of the undersigned, howsoever rising, whether by act or acts or failure to act of the employees or animals of the said company or not.

III. I acknowledge receipt of the property in good order and condition and further agree that **River Pointe RV Park** and its board of directors, officers and staff shall not be liable for consequential damages of any kind or nature from whatever cause arising, whether property or equipment is loaned or rented.

IV. I enter into agreement freely with **River Pointe RV Park** at my own risk, acknowledging the risks inherent in outdoor and river activities and assume any and all responsibility for myself and the minor children in my charge.

V. All parties agree to and will comply with Federal, State and County laws and any other applicable laws and regulations.

By my signature and seal, I agree to accept and agree to adhere to these rules and regulations and the Waiver of Liability of River Pointe RV Park and enter into this as a CONTRACT.

In lieu of signature of a paper copy of this document, you may email your acceptance and list of persons in your group. If you have accepted these rules and regulations by email or text, it shall have the same validity as the signature of this document.

Signature(s) \_\_\_\_\_

Customer's Name(s) (Print) \_\_\_\_\_ Date \_\_\_\_\_

Names of All Adults

Name, home address,  
and names of minor children in your charge

Telephone

*The primary paying guest will be responsible for the actions of all family and guests including any damages to Park property.*