



MOUNTAIN ~ AIRE

“FACILITY GUIDELINES”



Table of Contents

Section 1 – Terms of Agreement	3
1.1 – Definitions	3
1.2 – Termination and Notice.....	3
1.3 – Complaints.....	3
1.4 – Renewals.....	3
1.5 – Payments	4
1.6 – Taxes & Fees	4
1.7 – Sub-Renting	4
1.8 – Abandoned Goods	4
1.9 – Insurance	5
Section 2 – Site Rules	6
2.1 – Facility General Rules	6
2.2 – Campsite General Rules.....	6
2.3 – Prohibited Activities	6
2.4 – Removable Structures & Permit Application	7
2.5 – Temporary Shelter	7
2.6 – Recommended Shed.....	8
2.7 – Campsite Size & Boundaries / Landscaping.....	8
2.8 – Noise & Quiet Hours	9
2.9 – Generator Hours.....	9
2.10 – Visitors / Unregistered Guests.....	9
2.11 – Parking / Motor Vehicles and Usage	10
2.12 – Pet Rules	10
2.13 – Allowable Color Guidelines.....	10
2.14 – Fences and Wood Stacks	11
Section 3 – Fire Safety	12
3.1 – General Fire Safety Rules.....	12
3.2 – Fire Bans	12
3.3 – Emergency Response.....	12



Section 4 – Services.....	13
4.1 – Power.....	13
4.2 – Water	13
4.3 – Sani-Dump Systems	14
4.4 – Garbage Policy	14
4.5 – Road Maintenance	14
Section 5 – ATV / OHV Usage	15
5.1 – General Usage	15
5.2 – Trailers	15
5.3 – Wildfire Safety Tips.....	16



Section 1 – Terms of Agreement

1.1 – Definitions

"Renter" – The occupant of the campsite or accommodation under the rental contract

"Mountain-Aire" – The legal corporation Mountain-Aire Resort Inc.

"Annual Camping Year" runs – May 1st to April 30th the following year

Camping "Summer Season"

The Summer Camping Season will run from May 1st – October 31

Camping "Winter Season"

The Winter Camping Season will run from November 1st – April 30th

1.2 – Termination and Notice

The rental agreement will end on the agreed termination date of April 30th of the calendar year. The "Renter" will be responsible for removing all of their property and contents on or before this date.

If the "Renter" breaches the rental agreement and the current version of the "Facility Guidelines," Mountain-Aire reserves the right to terminate the rental agreement based on cause. In this case, the "Renter" will be given notice and will have seven days to remove their property and contents from the premises.

Any notices by either party shall be submitted in writing and emailed to info@mountain-aire.com.

1.3 – Complaints

All official complaints must be in writing and emailed to Mountain-Aire at info@mountain-aire.com to take corrective actions. You must bring proof forward with your complaint as we can not accuse others. You may also communicate with Mountain Aire via text or call at **877-708-2473**.

1.4 – Renewals

Rental agreements are not automatic or mandatory and will be offered to renters on an annual basis, as Mountain Aire sees fit. A deposit is required to hold the requested spot for the upcoming season.



1.5 – Payments

Annual Campsite Deposits

- A \$500.00 deposit is required to hold your campsite for the upcoming season and is due before January 31st.
- Deposits are non-refundable.

Full Payment

- Full payment is due before March 31st of the applicable calendar for all annual campsites.
- If paying by credit card, a 3.5% charge will be added to cover the fees Mountain Aire incurs
- Installment payments will not be accepted, and payment must be made in full, **no exceptions.**
- There is no refund if the "Renter" moves out or cancels before the agreed-upon terms. The lot will be considered vacant, and Mountain-Aire will rent the campsite out at their discretion.

1.6 – Taxes & Fees

- GST will be charged on the total cost of the booking.
- A charge of \$40 will be applied for any NSF cheques.
- A \$25.00 booking fee will be charged on all annual campsite reservations to cover software fees
- Alberta Tourism Lodging (ATL) Tax will be charged when applicable. (Does not apply to campsites)

1.7 – Sub-Renting

The "Renter" is not permitted to sub-rent or sub-lease their campsite as this is strictly prohibited; this means that you can not rent the site and then rent it out to someone else. The "Renter" is not allowed to switch campsites with another "Renter" unless they received written approval from management.

1.8 – Abandoned Goods

Goods may include all vehicles, recreational vehicles, trailers, boats, RV's, and any contents. Goods are considered abandoned when left behind by the "Renter."



Charges may be incurred at the "Renter" expense to remove these goods to an impound, recycling, or disposal facility. Abandoned goods may be found throughout the campsite or the premises of Mountain-Aire.

1.9 – Insurance

Mountain-Aire will not be responsible for accidents, injuries, or loss of property by fire, theft, wind, floods, or other natural acts that are beyond its control. It is the responsibility of the "Renter" to have current insurance for their contents and property.

We recommend that each resident has proper insurance for their vehicles, equipment and ATV's. Riding on the trails requires proper registration and insurance. You may be stopped and asked to produce these papers.



Section 2 – Site Rules

2.1 – Facility General Rules

- The site shall be kept neat and clean at all times. No accumulation of junk or debris is permitted around, on, or under an RV or structure on the site.
- All guests agree to a zero-tolerance policy regarding physical, psychological, and mental abuse toward other residents, visitors and Mountain-Aire staff.
- It is your responsibility to follow provincial regulations for helmet usage.
- Check-in/out times for short term rentals – Check-in is at 3 pm, and Check out is at 10 am
- The playground and common areas can be used but are done so at your own risk.

2.2 – Campsite General Rules

- All sites shall be left clean and tidy when unoccupied. Mountain-Aire allows a shed on the site to store your items, when you are not occupying your site please put your things away.
- The campsite must only be used for a seasonal leisure residence and cannot be used as a primary or permanent residence. More than 30 days in a row is considered permanent occupancy.
- The campsite or common areas can not be used for business operations or purposes.
- Provincial Law requires that personal alcoholic beverages be consumed on campsites only.
- No trespassing or cutting through other campsites.
- There will be limited access to the campground available between the hours of 11 pm to 7 am
- Each site is permitted to have only one RV and one tent.
- Additional short-term guests who would like to stay with long-term guests will be charged \$40.00 per night. If they do not adequately fit on the site, they can stay in a common area under the discretion of our on-site Manager.
- No additional refrigerators and deep freezes outside of your RV.

2.3 – Prohibited Activities

- No Drinking and Driving (includes both motor vehicles and recreational vehicles).
- Illegal Drugs and Substances.
- Stealing /Theft.
- Use of fireworks (including tiki torches and paper lanterns) or firearms is strictly prohibited.
- No 110V Christmas lights or accent lighting to be plugged in, SOLAR LIGHTS are preferred. Special exception for 110V LED string lights can be used when occupying site but must be unplugged when site is vacant to reduce fire hazards.



- No drilling, screwing, nailing, or damage to trees or natural habitat.
- No hunting on Mountain-Aire property.
- Paintball guns, air-soft guns, slingshots, illegal knives, bows, and arrows are prohibited.
- Do not go to the bathroom outside, this is a public place! No dumping of septic or grey water waste in the port-a-potty or around the campsite. **Grey water dumping is strictly prohibited**
- No burning of garbage in your fire.

2.4 – Removable Structures

Definition: Any removable structure that is set up on the campsite; this includes decks, patios, sheds, tents, gazebos, lean-to's, storage containers, additional enclosed trailers, quad trailers, etc.

- Permanent fixed structures of any kind at the campsites are strictly prohibited.
- **Each site is allowed; 1 Shed, 1 Gazebo and 1 Deck that must meet the guidelines and approved colors.**
- Max Deck Size - Max Footprint is 8' x 16' up to two sections (32' long) and maximum 1' high off the ground. **Railings and landings of any kind are not allowed.**
- Max Shed Size – Max Footprint 8' x 14' See diagram at end of guidelines (More info in Sec 2.6)
- Max Gazebo Size – 12' x 12'
- The placement of the removable structures shall be in the least conspicuous place possible. This will be considered on a case-by-case basis. Please contact management if you have any question about where you are placing your structure to avoid having to move it later.
- Additional wood sheds are not permitted. Store your wood in your existing shed.
- **CARGO TRAILERS ARE NOT PERMITTED** – unless they are approved in writing as your shed in writing by Mountain-Aire management.
- **Outdoor kitchens are not a permitted structure**
- Any exceptions on any structure or guideline must be “approved in writing” from info@mountain-aire.com – Saying that “someone said you could do something” is not considered an exception

2.5 – Temporary Shelter

- Pop-Up Shelters are permitted for use while occupying the site but must be taken down and put away when not there.
- Each site is allowed one tent while the site is occupied. When the site is not occupied, the tent must be put away and stored in your shed.
- Tarps are permitted for use while the site is occupied. When the site is not occupied, the tarps must be put away. Do not damage the trees when using the tarps.



- All temporary shelters, pop-ups, gazebos, and tarps must meet the allowable color guidelines, see section 2.13.

2.6 – Recommended Shed

- Color must meet guidelines and blend with natural environment. Contact management if you are unsure to avoid having to remove or replace.
- Max width 8'
- Max length 14'
- 6.5' High Walls
- 9.5' max from Base of Shed to Peak of Roof
- 6' x 3.5' Opening Doors
- Base sits on 6"x 6" Treated Skids
- Tin Roof with vented gable and horizontal wood siding
- **(Please see diagram of recommended Shed at end of guidelines)**
- All sheds must be within the guidelines. You will be asked to take down and remove your shed if it is not within guidelines.
- Above is the new standard for sheds. There are currently Shelter Logic and other sheds throughout the facility but these will be phased out over time, and new ones are no longer permitted.
- **Any exceptions on any structure or guideline must be "approved in writing" from info@mountain-aire.com – Saying that "someone said you could do something" is not considered an exception**

2.7 – Campsite Size & Boundaries / Landscaping

- Maximum campsite size is 2500 square feet. Sites that are blatantly exceeding this will be charged \$500 per 500 sq feet of overage and based on management discretion or the site and boundaries must be brought back to intended site size. If your site is over, contact management and discuss what can be done to bring your site back into appropriate boundaries. Management will work with all residents to come up with the best use of space for each site as all sites and terrain vary.
- RV placement should be in the appropriate intended location. If you are not sure where this is talk to management, or you may have to move your RV
- The "Renter" and their family or guests shall not damage or remove the lawn, shade trees, shrubbery, or other trees or plants anywhere on the property, including the campsite, without management's permission.
- Due to below-ground services, digging or placing stakes is not permitted.



- Modifications to a campsite's landscape, i.e., walls, gravel or trees, shrubs, etc., must be approved by Mountain-Aire.
- Do not harm the trees or natural habitat whatsoever.

2.8 – Noise & Quiet Hours

- Quiet hours are between 11 pm – 7 am.
- Please respect your fellow neighbors and keep noise to a minimum. Noises and odors shall not impact other campers in the area.
- We reserve the right to ask for any noises to be discontinued at our request.
- Shall follow the Golden Rule – "Do unto others as you would have them do unto you."
- No loud music or bass is permitted. Music should only be able to be heard at your campsite.

2.9 – Generator Hours

- Generators can only be run between the hours of 8 am – 7 pm
- Ensure that your generator is on your site and not near your neighbours.
- Try to muffle the sound as much as possible and ensure you are mindful and respectful to other guests.
- Generators must meet specific sound requirements of less than 60 decibals. If your generator is too loud using a decimeter you will be asked to remove it from the site
- A 24" cement pad (sidewalk block) is required under your generator at all times.
- Please prevent all spills or contaminants from the generator – do not harm the natural area
- Consider getting solar panels or a battery bank to manage your power needs.

2.10 – Visitors / Unregistered Guests

- All guests that are staying at the site must be registered for Emergency Response Procedures.
- **All unregistered guests with vehicles must park by motel, and are not allowed with their vehicle into the facility. They can walk to sites or get picked up by a registered vehicle in the park.**

2.11 – Parking / Motor Vehicles and Usage

- A maximum of two motor vehicles is allowed on each site at any one time. These vehicles must be registered at Mountain Aire.
- Additional vehicles may be registered for **\$100/year** at managements discretion. No unregistered vehicles are allowed in the facility.
- You can not park in other people's campsites unless you have permission from them.
- No vehicles shall obstruct any common road or gate.
- The Speed Limit is set to 20 km/h, be mindful of children playing.
- **Mountain Aire is not a storage facility**, all flat deck and cargo trailers are for bringing items to/from the facility, but are not allowed to be stored at facility permanently. There are special exceptions where a cargo trailer is being used as a their shed. You can not have both a shed and cargo trailer.
- No oversized large vehicles such as commercial vehicles, buses, etc are permitted as a registered vehicle

2.12 – Pet Rules

- Your pets must be attended to, kept on a leash, and restrained from barking at all times. Excessive barking will not be tolerated.
- Owners are responsible for cleaning up after their pet immediately. Scoop your poop.
- Only non-aggressive pets are permitted, and the campground reserves the right to refuse entry to large or aggressive dogs. All pets must have the necessary immunization and rabies shots.
- Pets are not permitted in the playground area.
- All dogs are subject to the Dog Owner's Liability Act of Alberta.

2.13 – Allowable Color Guidelines

- This color guideline applies to tarps, pop-up tents, sheds, rugs, decks, etc.
- This color guideline includes all existing or previously used tarps and colors.
- No rainbow, neon, or bright colors.
- Colors must be complimentary of the natural environment – beige, brown, black, clear or grey.
- If you are not sure about the acceptable colors, please send an email to info@mountain-aire.com or text us at **877-708-2473**
- White is an acceptable color for temporary pop-up tents but must be put away when site is unoccupied.



2.14 – Fences and Wood Stacks

- Fences are not permitted to be built at the campsites.
- The only permitted type of fence is firewood stacks, and all firewood stacks must be;
 - 4' maximum height (ALL SAME HEIGHT)
 - 2' maximum width (SINGLE STACK ONLY)
 - 150' maximum linear combined total length (TO SHOW BORDER AROUND RV SITE)
 - Firewood stacks can be tarped, but all tarps must meet the allowable color guidelines set out in section 2.13

Section 3 – Fire Safety

3.1 – General Fire Safety Rules

- Firewood is not provided.
- Firewood can be purchased at an additional cost. You can provide your own firewood, but it must be stacked according to guidelines section 2.14
- Campfires must be controlled and remain in the designated firepits.
- Fires must be fully extinguished while unattended. Soak it, Stir it and Soak it Again. An extinguished fire should be cool to the touch.
- If you smoke, put it out. All the way, every time.
- Discard cigarettes and ashes in an un-burnable can filled with sand and never throw cigarettes on the ground.
- Keep campsite tidy and free of loose firewood and kindling or other flammable items.
- Store flammables (fuel containers) in a safe manner away from ignition sources.
- Do not burn garbage in your site firepit.
- The burning of animal waste is strictly prohibited.
- Do not move or relocate fire pits and rings without permission.
- BBQs and propane fire pits are permitted – please ensure general safety precautions are taken, and propane bottles should be turned off when not in use.
- Do not remove trees or break branches off the trees to burn them in a fire.

3.2 – Fire Bans

- "Renters" must comply with provincial fire bans.
- Fire bans are subject to Provincial Authorities and at the discretion of Mountain-Aire.
- Refer to AlbertaFireBans.ca for all information on current bans and advisories.

3.3 – Emergency Response

- To report a wildfire, call 310-FIRE toll free from anywhere in Alberta.
- **Each campsite must have a fire extinguisher on hand and visible at all times that is charged and ready for use in the event of a fire situation.** The fire extinguisher should be an ABC class, and 10-20lbs is recommended.



Section 4 – Services

4.1 – Power

- Power is available at serviced sites year round. Each serviced site will be metered and tracked for utility usage kwh.
- All serviced campsite meters will be read on a regular basis (will target for monthly), and charged based on consumption at a rate of \$0.30 cents/kwh
- Active credit card must be maintained on file for all annual RV residents and electricity will be charged based on consumption plus a 3.5% credit card fee. Statement of usage will be provided.
- If payment is declined, Mountain-Aire will notify the resident and they will have 7 days to get payment current. Mountain Aire reserves the right to unplug any pedestal or device for non payment.
- Prohibited items include additional external fridges, and deep freezes or devices that draw over 30 amps of power
- Leaving the power on is at your own risk.
- Mountain-Aire is not responsible for any damages or loss to your property and goods in a power loss event.

4.2 – Water

- The water is potable well water. However, we recommend bringing your own drinking water.
- The water services will be turned on during the summer season. However, this service is still dependent on weather and ground frost conditions.
- Water services are not available during the winter season.
- Do not use the water to wash your trailers, quads, vehicles, or temporary buildings.
- The water supply valve is only to be on when occupying the site.
- When not occupying the site, your water valve should be closed. Management reserves the right to shut off valves at unattended sites without notice.
- Mountain-Aire is not responsible for any damages or loss to your property and goods in a water outage event. If the power is out, the water will also be out.
- We reserve the right to turn the water on and off when needed, and we will blow out or flush the lines as needed.
- Winterization will be done at the necessary time, dependent on weather conditions.
- Generally the water conditions have allowed water to be on from early June to early October, but Mountain Aire will do it's best to have it on as long as possible.



4.3 – Sani-Dump Systems

- A Sani-dump station is located on the premises and can be used for all registered guests.
- No sewage is to be discharged on the ground at any time.
- Clean up after yourself – leave the services clean and free of debris and ready for the next person.
- The septic system may only be used for human waste, toilet paper, and typical wash water. Women's feminine products should not be disposed of in the Sani-dump.
- Do not allow hoses, rocks, or any other objects to enter the Sani-dump or it will damage the system
- Chemicals and formaldehyde products are not to be disposed of in the Sani-dump.

4.4 – Garbage Policy

- Mountain Aire will not accept or burn any garbage for campers.
- **Garbage in, garbage out. Take out whatever you bring in.**
- No open garbage, all bins at your campsite must have a lid.
- Garbage should never be left on site when unoccupied.

4.5 – Road Maintenance

- Main loop roads and entrances will be maintained by Mountain-Aire as required.
- During the winter season, the roads will be plowed at least once per month if required.
- Winter weather conditions will vary depending on Mother Nature, and we do not recommend visiting the site in the winter season unless you have the proper vehicle.
- Individual campsite road maintenance will be the responsibility of the "Renter." This includes snow removal and general site care.



Section 5 – ATV / OHV Usage

5.1 – General Usage

- All ATV/OHV and any motorized vehicle must be registered with Mountain Aire (No ATV/OHV is allowed in park at any time without registration)
- Two ATV/OHV are allowed to be registered per site.
- Additional ATV/OHV can be registered for an additional fee of \$100/unit based on management discretion.
- All ATV/OHV usage is done so at the user/operator's risk.
- **Do not wash your ATV inside Mountain Aire facility**
- Mountain-Aire is not responsible for any loss or damage to equipment.
- Do not chew up or wreck grassy areas on the Mountain-Aire premises.
- Do not speed or drive recklessly throughout the property.
- Do not drop mud and debris around. If you do, please clean up after yourself.
- Respect quiet hours with machine usage.
- Helmets are recommended.
- All government riding trails must be adhered to, and you are responsible for knowing which areas are permitted for use.
- ATV/OHV's must be stored on your campsite and off the roadways and in an orderly manner. Do not park your ATV/OHV in the bushes.
- Please be environmentally responsible when fueling and daily maintenance.
- **Do not allow your kids to ride quads all over the campsite! They are not allowed to ride them around the park.**
- **ATVs are for riding to and from the trails or out of the facility ONLY. No joyriding throughout facility or going to/from other campsites under any circumstances.**
- **Enter and exit the park ONLY through the front gate. Do not use any side trails or drive in/out of the park from any other location. Stay on main roads only.**
- Small electric vehicles for children are permitted, but must be under constant supervision of parents and must not go off roads or onto other campsites. If this becomes a problem, the vehicle will be prohibited.

5.2 – Trailers

- **Trailers must be stored on your campsite and off the roadways and in an orderly manner.**
- Do not park your trailer in the bushes.
- Mountain Aire is not a storage facility, all flat deck and cargo trailers are for bringing items to/from the facility, but are not allowed to be stored at facility permanently. There are special



exceptions where a cargo trailer is being used as a their shed. You can not have both a shed and cargo trailer.

- Be respectful of other residents space and boundaries. If trailers are parked in an inappropriate area, management reserves the right to have them moved.

5.3 – Wildfire Safety Tips

- ATV/OHVs have been known to start forest fires. The user/operator's responsibility is to clean out any hot spots and remove debris from the machine.
- After riding through muskeg or tall grass, stop and remove any build-up from your machine.
- Carry a small shovel, collapsible pail, or fire extinguisher.
- Make sure your muffler and spark arrestor are working correctly.
- Check for Hot Spots on your machine.

