



Dells TimberLand Camping Resort Policy Book

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Dells TimberLand Camping Resort Policy

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Health, Safety, and Comfort 1.X

1.1 Alcohol and Drugs

1. Responsible consumption of alcohol by adults is allowed.
2. Loud, boisterous, obnoxious or drunken behavior is prohibited.
3. Only legally obtained, over the counter, or prescription medicines are allowed in the Campground. Use or possession of any other drug is prohibited.
4. Operating any vehicle or means of transportation in the Campground while impaired by drugs or alcohol is prohibited.
5. No under age drinking is allowed. Only one warning is to be issued and the individual will be escorted to their parent or legal guardian. If no guardian is present the Juneau County Sheriff will be contacted.

1.2 Fires

Safety First! Fires can cause serious injury as well as loss of life and property.

1. Always supervise children near a fire. Never touch a hot fire ring.
2. Use of flammable liquids on a fire is prohibited. Never put, throw, or squirt any flammable liquids on or near a fire.
3. A fire is the responsibility of the person who started it.
4. Fires must be attended to and monitored by an adult until the fire is completely out. If you go to bed make sure the fire is out.
5. Fires must be contained within the fire ring. Nothing should be sticking out beyond the fire ring. Large or high fires are prohibited.
6. Moving fire rings without authorization by Campground management is prohibited.
7. Incidental or minimal burning of leaves or other garbage in a fire ring is acceptable under State Health codes. This means a candy wrapper or a hand full of leaves is ok to burn in a campfire ring. Burning sizable amounts of garbage, yard waste or treated wood is not permitted.

1.3 Fireworks and Firearms

1. Use of fireworks and firearms is prohibited in the Campground.
2. Use of pellet, BB, paint or any projectile type gun in the Campground is prohibited.

1.4 Dangerous actions or activities

1. Any action or inaction deemed to be dangerous, by the staff, is prohibited.
2. Dangerous situations that are believed to pose an immediate threat to life or property should be brought to the attention of the Campground management immediately.
3. Other dangerous situations should be brought to the attention of the Campground management in writing.
4. For the safety and comfort of all guests, the unnecessary use of generators and combustion engines is prohibited, except in the event of an emergency.
5. When the use of a combustion engine is necessary, the exhaust from the engine must be directed so that it is not a health risk.

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1.5 Waste

1. All wastewater must be collected and disposed of at the dump station or the campsite sewer connection.
2. Sewer connections, trailer piping and holding tanks must be maintained in a leak free manner.
3. Solid waste and recyclables must be separated and bagged using reasonably translucent or clear plastic bags.

1.6 Campfire Wood

1. In accordance with Wisconsin DNR rules to prevent the spread of tree killing pests and disease, all wood must come from local sources. Wood from farther than 50 miles may not be brought into the Campground unless the state has certified it or the wood has been kiln dried.
2. Wood may be split from 8:30AM to Sunset.

1.7 Pool

1. Swimming pool rules are posted in the deck area and must be obeyed at all times.
2. All children that have not been toilet trained or are prone to accidents must wear swim diapers or snug fitting rubber pants in and around the pool area.
3. NO LIFEGUARD PROVIDED Swim at your own risk.
4. No glass of any kind is allowed in the Pool Area.
5. An adult must accompany children at all times in the pool area.

1.8 Pest Control

1. Items that catch and hold rain water should be minimized in order to keep mosquito breeding areas to a minimum.
2. No insect spraying over people or open food. All insect spraying should be done with a control person and a spray person to avoid spraying people or food with insect spray.
3. Use and handling of poisons, i.e. DE-Con, moth balls, must be consistent with product labeling.
4. No poisons of any kind can be placed outside of the camping unit.
5. Hindering pest control programs or tampering with pest control traps in the Campground is prohibited.

1.9 Noise

1. Quiet hours are from 10:30pm to 8:30am, except on race nights, then quiet hours start when the race ends or at 10:30, whichever is later.
2. During quiet hours, noise should not be heard outside your campsite.
3. During day time hours, please keep noise levels low enough so everyone can enjoy their own entertainment.
4. For the safety and comfort of all guests, the use of generators is prohibited, except in the event of an emergency. (Also see 1.4 #5)

1.10 Vehicles

1. All drivers must obey all traffic signs.
2. Drivers must maintain liability insurance for their vehicle and golf carts. Check your policy, an additional liability policy may be required for golf carts.

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3. The speed limit throughout the Park is 5mph.
4. Any means of transportation, including golf carts, bikes, skateboards, scooters, etc., driven at night, must have headlights and reflectors.
5. Short vehicles, like small bikes and electric cars should have a flag, to help make them visible to drivers of larger vehicles.
6. Only licensed drivers can drive golf carts.
7. No cruising or over loading of vehicles.
8. All vehicles must be reasonably quiet for the given time of day.
9. Only electric golf carts are allowed in the Campground.
10. Use of ATVs, four wheelers, three wheelers or go carts is prohibited in the Campground.
11. Walkways marked for pedestrians or foot traffic only are not to be used as roads for golf carts or bikes.
12. All vehicles including golf carts and bikes are expected to drive in appropriate places only. No cutting through campsites, this applies to all sites occupied or unoccupied.
13. All roads must be kept clear. Passage must be allowed for large vehicles like fire trucks, cars with trailers, motor homes and hay wagons.
14. All vehicles must be parked on the pads of the assigned camp sites. No parking is allowed on grass or other camp sites regardless of whether the site is occupied or not. If additional parking is needed, the office can help find and assign additional parking.

1.11 Water

1. The Campground maintains a seasonal water system. Prior to opening each spring the system is chlorinated and pressure tested. On April 10th the status of the system is posted at the Campground entrance.
2. No one should attach a hose to any water faucet or even test to see if the water is on, before April 15th or until the approval is given. The water system is sanitized and pressure tested before its use is approved. Opening a faucet would cause the system to lose pressure and trigger a search for a leak that wasn't there. Or, the chlorine that is needed to sanitize the system could be flushed out prematurely. The incidental testing of a faucet before the system is completely sanitized and tested could delay the process of approving the water for use, by days.

1.12 Pets

1. Owners are responsible for the health and safety as well as any and all actions of their pets.
2. Pets must not threaten others in any way. If an animal is found to be threatening, frightening or intimidating it must be removed from the property.
3. All pets must be restrained at all times. This could include keeping them in a trailer, kenneling, or on a leash.
4. Animals and / or the restraining system used to control them, must not cause damage to trees, plants or property.
5. Pets must be kept reasonably quiet for the time of day. For example, occasional barking of a dog at noon time is different from occasional barking of a dog at midnight. (Also see 1.9)
6. State of Wisconsin Health Code prohibits pets in the playground, store, and pool area.

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7. Pet owners are required to clean up after their pets and dispose of pet waste in a timely and hygienic manner.
8. In the event that a pet owner is unable to satisfactorily correct a pet problem, the pet must be removed from the campground. In the event that a pet owner is unwilling to remove the pet or is unwilling to cooperate the camping permit will be revoked and the camper will be asked to leave the campground.

1.13 Communication

1. Guest safety and satisfaction is important to us. In the event there is a problem that needs attention, Campground personnel will deal with the problem as quickly as possible.
2. In the event of an emergency that requires an ambulance, immediately call 911 if you have a phone available, or use the pay phone located near the pool. After calling 911 notify the Campground staff so that emergency personnel can be promptly directed to the campsite. (Also see 4.4)
3. For assistance when the Campground Office is closed call (608) 254-2429 and choose #3 on the recorded menu. The Campground utilizes a phone system that is programmed to search for an attendant to answer the phones when the office is closed.
4. For assistance when the office is open or during normal business hours go to the office or call (608) 254-2429 and choose #1 on the pre recorded menu.
5. For non time sensitive communication write to:

Dells TimberLand Camping Resort
P.O. Box 72
Wisconsin Dells, WI. 53965

or email to

info@DellsTimberLand.com

1.14 Offensive Behavior or Harassment

1. At Dells TimberLand we value our guests and employees and it is our goal to provide a comfortable non-offensive environment.
2. To avoid offensive behavior from taking place we will act professionally, set expectations for both employees and guests, promote mutual respect, dignity and understanding.
3. If harassment or offensive behavior takes place we will act in a confidential manner to address the offense.
4. Offensive behavior or harassment which creates an intimidating, hostile or offensive environment is completely unacceptable. Harassment and or offensive behavior can take many forms and can include the use of inappropriate language or comments, offensive visual materials or unwelcome physical contact.
5. If you are uncomfortable, offended or feel harassed, take these steps.
 - a. Tell the offending parties specifically what you find offensive and that their behavior is inappropriate.
 - b. Report the incident you experienced to either Albert King or Margaret King in the campground office.
 - c. Report incidents in person in the office or by phone at 608-254-2429. Also see 1.13 for additional contact information.

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Permit to Camp 2.X

2.1 Camping Permit

1. A Camping Permit is not a lease on a piece of property nor is it a guarantee of the use of a specific area or campsite. It is a general permit allowing the holder to occupy a campsite and use the facilities.
2. A Camping Permit is a permit to camp for the sole purpose of periodic recreational camping. Camping permit holders cannot use or claim the Campground as a residence. HFS 178.03 #3
3. Seasonal Camping Permits are valid per the signed Seasonal Agreement.
4. Overnight Camping Permits are valid per individual agreements.
5. Checkout time or the end of a campsite night is 1:00PM
6. It is the responsibility of the Camping Permit holder to inform all persons registered under the Camping Permit, of Campground policies and their responsibilities in regard to policies.
7. Camping Permit holders are responsible for persons registered under the Camping Permit and are expected to make sure that their children and / or guests follow Campground rules and policies.
8. Three types of Campground Guests exist. Registered Overnight Camper, Registered Seasonal Camper, and Registered Day Guest.
9. Registered Overnight Campers and Registered Seasonal Campers are registered by a Camping Permit that is valid for a specific period of time.
10. A Registered Day Guest is registered by a Day Use Permit that is valid for a specific day.
11. Any Camping Permit (Seasonal or Overnight) may be revoked by the Campground office for failure to adhere to Campground policies and / or failure to fulfill financial obligations to the Campground.
12. Refunds for revoked Camping Permits are at the sole discretion of Campground management.
13. An Overnight Camping Permit may be returned within the first hour it was issued for a full refund.
14. Refunds of campsite fees are at the discretion of Campground management and will be returned in the same manner that they were paid.
15. The Campground is not responsible for lack of use or weather related problems. Refunds are not issued for lack of use or weather related issues.

2.2 Campsites and Occupancy

1. Camping rates and fees are based on a specific occupancy over a period of time. Changes to agreed Occupancy may result in additional fees and or canceling a Camping Permit.
2. The definition used for periodic camping is: a campsite can not be occupied by one party for more than $\frac{3}{4}$ of a calendar month. (*For example 3 straight weeks of nightly occupancy in a calendar month would require a 1 week vacancy to be considered periodic camping.*)
3. Additional fees are charged for full time occupancy and are charged per the governing agreement.
4. Campsites vary in size and number of camping units allowed. The office determines the maximum numbers allowed. Also see HFS 178.06 #7

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5. Seasonal campsites are limited to one camping unit as defined in HFS 178-03 #4 (no larger than 400 square feet in area). A tent may be added as an extra camping unit on a Seasonal campsite. Additional fees for a tent over 24 square feet apply regardless, if the tent is occupied or not.
6. No more than 4 adults will be registered to an Overnight Campsite, with the total number of people not to exceed 8, unless they are all part of an "Individual Family", as defined in State Health Code HFS 178-10.
7. Seasonal campsites may be occupied by no more than 8 people at any one time, unless they are all part of an "Individual Family", as defined in State Health Code HFS 178-10
8. State health code requires Campgrounds to keep a registry of guests who are in the Campground. It is the contractual responsibility of Seasonal Campers to register for the period of time that they will be in the Campground. HFS 178-15
9. We provide Seasonal campers with a standard full hookup site; meaning sewer, electric, water, a picnic table, fire ring and in some cases a deck. Changes to the campsite, and the liability for those changes, are the responsibility of the Seasonal occupying the site. Even if the Seasonal purchased the trailer on the campsite, with the changes made before they got there.
10. Any changes made to Seasonal campsites must be approved by the Campground management prior to taking place.
11. Changes made to a Seasonal campsite may not be made permanent (HFS 178.06 #2) and the campsite must be returned to its original state when the Seasonal camper vacates the campsite, unless the incoming Seasonal agrees to accept the changes to the campsite and the liabilities for the changes.
12. Permanent structures, attachment to a permanent structure, permanently attaching a trailer to a structure including decks, porches, electric, water is prohibited by HFS 178.06 #2
13. Campsites per State Health Code and Campground policy have a maximum number of people allowed. HFS 178.03 #9
14. Overnight Camping Permits / campsite rates are based on a family of 2 adults and up to 6 of their dependent children under the age of 18. Additional people are subject to additional charges.
15. All persons on Campground property must be registered.
16. All guests must be registered prior to the close of the Campground Office.
17. All campsites including Seasonal campsites must have a registered adult of at least 18 years of age present when occupied.
18. Minors must have an adult acting as a guardian when on Dells TimberLand property. If Campground personnel have any reason to believe that the person claiming to be the guardian is untruthful or is not acting in the best interest of the minor (for example, providing alcohol to minors), the Campground may choose not to accept the legitimacy of this person claiming to be acting as a guardian.

Day Guests, and Visitors 3.X

3.1 Registered Day Guests

1. Registered Day Guests do not hold a Camping Permit and are not registered to a camp site. Registered Day Guests hold a Day Pass that allows them to use the facilities and take part in activities.

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2. The Day Pass expires at 10:30PM on the day it is issued.
3. Day Guests are charged upon entering the Campground for a Day Pass per the current price list.
4. A Registered Overnight Camper holding a valid Camping Permit, and with the approval from the office, can add a Registered Day Guest holding a valid Day Pass, to their Camping Permit without additional charges. (Also see 2.1)
5. A Registered Day Guest may return within one hour of the time that the Day Pass was issued and return the Day Pass for a full refund.

3.2 Visitors to Overnight Guests and Seasonal Guests

1. Visitors to Overnight and Seasonal Campers are by default guests of Dells TimberLand Camping Resort and are subject to Campground policies and restrictions.
2. Rates for campsites are based on number of occupants or users of Campground facilities. Fees for visitors vary according to age, length of stay and type of campsite.
3. All guests / visitors must be registered before entering the Campground. Also see section 4.X Access.
4. Visitors will be charged upon arrival per the current fee schedule
5. If a Registered Visitor leaves the Campground within one hour of the time that they arrived they can receive a refund of the fees paid.
6. For guest privacy and safety, Overnight and Seasonal Campers should approve their visitors before they arrive at the Campground. Visitors can only be approved by an Adult Camping Permit holder.
7. Service people that are in the Campground for the sole purpose of providing goods or services are not guests.
8. A valid (no charge) Car Pass must be obtained from the Campground office and displayed on each vehicle in the Campground. Also see section 4.X Access
9. Camping Permit holders are responsible for all persons registered under their Camping Permit and are expected to insure that Campground rules and policies are observed by their party. Reference 2.1 #6 and #7

3.3 Seasonal Guests

1. Seasonal Campers may use a valid "Seasonal Guest Card" that is valid for one person per day / night. Guest Cards are assigned to campsites by number and can only be used by the seasonal occupying that campsite.
2. To be considered valid, Seasonal Guest Cards must not be expired, have the registering Seasonal's campsite number printed on it, and the Seasonal must print their name on the card.
3. Only an adult Registered Seasonal may register a visitor to their Camping Permit.
4. Visitors when registered by an adult Registered Seasonal may use a Seasonal Guest Card or be charged per the current Seasonal Agreement and are added to the Camping Permit for the duration of their stay.
5. If a Seasonal fails to register guests on arrival and the Campground bills the Seasonal for their guests, the fee will be per the current Seasonal Agreement.

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Access 4.X

4.1 Guest Access

1. Access to the Campground is controlled by the Campground Office and is limited to the appropriate users by a gate system operated by key cards, transmitters and code numbers.
2. Key cards, transmitters and code numbers are distributed to authorized individuals. Unauthorized sharing of key cards, transmitters or code numbers is prohibited.
3. Passing a gate key card or swiping a gate key card for the purpose of providing access to the Campground for a non registered person will be considered intent to defraud.
4. Campsite permit holders, Overnight or Seasonal that purposefully defraud or deceive the Campground with unregistered persons may have their access limited and or their Camping Permits revoked.
5. Any cost to move or remove a vehicle or personal property from the property will be at the owner's expense.
6. Guests are not allowed in areas posted as closed or as "employee only"

4.2 Repairs, Workmen, Drop Offs and Drive Throughs

1. If the owner cannot be present when workers come to do repairs, the owner of the personal property or any adult registered to that site, must provide written permission to Dells TimberLand allowing access to the personal property.
2. Between 4/15 and 10/15 workers need to obtain a valid access number to enter the Campground. An access number may be obtained in the Campground Office during office hours or by calling (608) 254-2429 when the office is closed.
3. Between 10/16 and 4/15 (when the Campground is closed) workmen will need to call (608) 254-2429 prior to arriving and make an appointment to gain access to the Campground.

4.3 Seasonal Camper visits when closed

1. Access to the Campground when it is closed (10/16 until 4/15) is by appointment only.
2. Appointments and access to the Campground is not automatic or guaranteed. To obtain an appointment and permission to enter onto the property call (608) 254-2429 prior to arriving.
3. Appointments for access to the property require a Campground representative to be present on the property. Because the Campground is closed, a representative is not always available, calling well in advance of arriving is not only courteous it will also increase the chances of an appointment.
4. When an appointment to be on the property and permission to enter is granted, either a personal access card will be validated or a 4 digit code for the access gate will given to the caller. The permission to enter the property and the code is for the person who made the appointment and is not to be shared with others.
5. Only a Campground representative can give permission to be on the property and a code should only be obtained from a Campground representative.

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6. Failure to follow these policies, sharing your access code with others, or allowing unauthorized persons to enter the park will be considered in future requests for access to the property.
7. No services are available in the Campground when it is closed (10/16 until 4/15); such as trash collection, water, bathrooms, snow plowing or towing. Services such as electric may or may not be available
8. Due to lack of services, specifically water, No campfires are allowed when the Campground is closed (10/16 until 4/15) without prior approval from a Campground representative.

4.4 Emergency Access

1. In the event of an emergency, guests should contact 911 first then contact Campground personnel to support the emergency personnel and facilitate a speedy arrival to the problem.
2. When emergency services have been called, and Campground personnel have been notified, campground personnel will open the entrance gate and be stationed throughout the park so as to route the emergency services directly to the problem area.
3. The phone located near the pool can be used to contact 911 and campground personnel 24 hours a day. The silver control box by the gate can only be used to contact Campground personnel.
4. If Campground personnel are not notified the local ambulance personnel have an access code to operate the campground gate. And in the event of a mechanical failure ambulance personnel are authorized to break the gate to gain access.
5. In the event of a Campground power failure the gates will be opened and will remain open until the power is restored.

Facilities, Personal Property and Upkeep 5.X

5.1 Trees

1. Trees, living or dead, are not to be cut, trimmed, or damaged in any way.
2. Only Campground personnel are authorized to trim or cut trees in the Campground. Specific permission to trim a specific tree may be granted by the Campground personnel.
3. No wood gathering is allowed. Campers must not bring wood from home, wood must be purchased locally. Also see (1.6 Campfire Wood)
4. Trees that you believe pose a threat to your personal property should be brought to the attention of the Campground in writing. Dangerous trees that are believed to pose an immediate threat to life or property should be brought to the attention of the Campground management immediately.
5. The removal of trees may require an area / campsite to be cleared of personal property, including but not limited to trailers, sheds, and porches. Dells Timberland will not be responsible for any personal property that has not been moved as requested.
6. Fees for removing or trimming of trees may be assessed when the personal property can not be, or is not removed to make way for equipment and/or to provide a practical way of trimming or removing the tree without threat to life or property.

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7. Routine or planned trimming or cutting that requires personal property to be removed will be done through a verbal or written request by Campground management to the owner of the personal property.
8. In the event of an act of nature or an emergency situation requiring immediate action, a request to move personal property may not be practical and will be assessed on a case by case basis.

5.2 Personal Property

1. Campground insurance does not protect a guest's personal property. It is the responsibility of the owner to adequately insure their personal property.
2. The Campground, the land and its facilities are owned by Dells Timberland.
3. Securing personal property is the responsibility of the personal property owner. Personal property should be secured when not in use. Weather conditions and acts of nature can cause damage to personal property.
4. Signs for the sale of personal property are not to be displayed unless the sign and its location have been approved by the Campground Office. Only one sign can be displayed and it can be no larger than 10" X 12"
5. Selling personal property such as a trailer, located on a campsite does not entitle the new owner of the personal property to a Camping Permit or access to the Campground.
6. Permanent attachment of any personal property is not permitted. Also see Wisconsin State code HFS 178.06 #2
7. Decks and porches should be no larger than the trailer.
8. Sheds, with the exception of existing sheds prior to 2011 may be no larger than 12' by 12' or 144 sq feet.
9. Only DOT approved propane tanks are allowed at campsites. ASME approved propane tanks are not allowed at campsites.

5.3 Seasonal Site Maintenance

1. Per the Seasonal Agreement, the Seasonal is responsible for maintenance of the assigned site. In the event that site maintenance is required by Dells TimberLand staff, fees will be assessed per the Seasonal Agreement.
2. In the event that Dells TimberLand needs to do site maintenance we will not be held liable for damage to landscaping, decorations, or fences on the site, per the Seasonal Agreement.
3. Lawn care equipment is available on request. Powered mowers are available for checkout to adults.
4. Trees on a Seasonal site that require maintenance need to be reported to the office in writing.

Guest Services, Office Procedures and other 6.X

6.1 Trailer Keys

1. If asked to do so, we will hold a set of keys for a Seasonal. The keys can only be retrieved by an adult registered Seasonal for that site. Exceptions would include prior written authorization to dispense the keys to another person and in

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extenuating circumstances verbal authorization to dispense the keys to another person may be accepted.

2. The office will record the check-out and check-in of the keys. It is the responsibility of the Seasonal to return the keys to the office.

6.2 Leaf and Yard Waste

1. No leaf or yard waste burning is permitted in the Campground. (Also see 1.2 #7)
2. Campground personnel will pick up leaves and yard waste using a schedule for Seasonal and overnight / common areas. Additional pickups after the last scheduled Seasonal pickup are subject to a charge.
3. Seasonals wishing to have the yard waste removed by Campground staff should separate the yard waste into piles at the edge of the road at their assigned site. The equipment used for pickup of leaves is designed to pick up only leaves. Things like rocks from the road, sticks, trash and soda cans are dangerous for the operators and slow the process as well as damage the equipment.
4. Leaf piles with excessive amounts of sticks, stones, or trash will not be picked up until all the other piles have been picked up. In the event that dangerous materials like large rocks, metal or glass are found in the leaves, the Seasonal will be billed for picking up the leaves by hand, per the Site Cleaning / Maintenance Fee in the Seasonal Agreement.
5. Seasonals who wish to dispose of yard waste themselves must bring it to the compost pile or remove it from the Campground themselves.
6. In the event that the Seasonal does not dispose of the yard waste as required, or places it in an inappropriate area, a service charge to remove the waste to the compost pile may be assessed.
7. Upon request rakes and tarps for site cleanup are available from the office.

6.3 Trash and Recycling Pickup

1. The following recyclables need to be separated from regular trash.
 - a. Glass bottles including soda, beer, wine, liquor, juice. Food containers like catsup bottles and jars should be rinsed clean. All glass should be unbroken with the lids removed labels can remain on the bottles.
 - b. Newspapers, magazines, catalogs, office paper, corrugated cardboard and box board like (cereal or soda boxes)
 - c. Plastic with a recycling symbol #1 through #7 are acceptable and should be rinsed clean.
 - d. Aluminum cans, reasonably clean aluminum foil, rinsed clean tin cans and empty aerosol cans.
2. All non recyclable trash should be bagged in clear or semi clear bags that allow the person picking the bag up to determine if it is recyclables or trash.
3. Recyclables should be bagged in blue, clear or semi clear bags that allow the person picking the bag up to determine if it is recyclables or trash.
4. Cardboard can be bagged or cut and flattened into no larger than 3'X4' sheets.
5. Trash pickup between Memorial Day and Labor Day will be two times daily. Bagged household trash should be placed at the edge of the road between the hours of 7:00 AM and 9:00 AM for the morning pickup or between 7:00 PM and 9:00 PM for the evening pickup.

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6. Trash pickup between April 15th to Memorial Day, and then again Labor Day until October 15th, will only be done on Friday, Saturday and Sunday. During all other days the trash should be delivered to the common drop area.
7. Items such as furniture, appliances, building or construction scraps will not be accepted for pickup. Arrangements for these types of trash will need to be made in the office, in advance.
8. When the Campground is closed (October 15th until April 15th) there are no services, including trash pickup. Any trash generated in the park while it is closed, is the responsibility of the maker and must be taken with when they leave.
9. Trash left out other than normal pickup times or not separated from recyclables may be subject to additional charges.

6.4 Sewer

1. The Campground utilizes septic systems to dispose of waste water. Paper products not designed to be put in a septic system, i.e. feminine hygiene products and diapers should not be flushed down any toilet.
2. Cooking by-products like grease or large food particles should not be washed down the drains or toilets.
3. Connection to the sewer system can not be made permanent per State health code.

6.5 Messages

1. The office will take messages for guests between the hours of 9am and 9pm.
2. Messages will be delivered to campsites as time and personnel become available to deliver them. In the event that no one is at the campsite to accept the message, the message will be returned to the office and a notice will be left at the campsite informing the guest that they have a message in the office.
3. Emergency messages will be taken and delivered 24/7 and as soon as possible. If multiple emergency message requests are made for the same site without justification, the office personal can request details and or downgrade the status of the message from an emergency to a standard message.

6.6 Check Cashing

1. Checks from Seasonal Campers may be cashed for up to fifty dollars, assuming enough cash is available.
2. Bounced or returned checks, for any reason will be subject to a \$30 service fee.

6.7 Billing Errors

1. Billing errors must be reported to the office in writing. The office will research up to 60 days back from the last statement. If no error is found within the research period, proof of the error falls upon the disputing party.
2. In the event that an accounting error has been made. Corrective action will be taken and any penalties that were imposed as a result of the error will be removed.

6.8 Seasonal Agreement

1. All fees and charges incurred under the Seasonal Agreement or in any other agreement are due per that agreement.
2. A Balance Carrying Fee of fifteen dollars or 1.5% of the balance per month, whichever is greater, will be charged on all balances over 30 days.

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3. A Seasonal Agreement / Camping Permit may only be cancelled by the owners of the Campground. In the event that a Seasonal Agreement is canceled, payment for any outstanding balance is automatically due and no refund will be made for any fees collected.
4. Seasonal Agreements for the following year are available on or around the last week in August.
5. Agreement due dates for the following year vary and are available from the office.
6. Seasonals without a signed Agreement for the following season will need to remove all personal property by October 15th or have a separate agreement for their winter storage when the Campground is closed.
7. Seasonals with a signed Agreement may leave their personal property at the Campground and will be charged the Seasonal Winter Storage Fee.
8. Seasonal Agreements are not automatically renewed and are carefully considered. There may be times that Dells TimberLand will not accept a Seasonal Agreement for the following camping season.
9. Accepting Agreements for the following camping season, from Seasonals with past due balances, will be considered on a case by case basis.

6.9 Curfew

1. Children age 17 and under should be supervised or at their assigned sites by 11pm.

6.10 Uncontrollable Events

1. Acts of nature, war, terrorism or civil unrest could cause some or all of the Campground and or its facilities to close. Availability of the Campground and use of its facilities is not guaranteed.

6.11 Rates and Fees

1. Rates are applied for a specific time of a reservation and not when the reservation was made. For example, if a reservation is made in a previous year the actual rate that the guest will incur is the current rate for the time period of the reservation.
2. A coupon or discount can only be applied to the time period rate for the date of a visit.
3. Coupons and discounts can not be used for packages or special offers.
4. Only one coupon or discount can be used per reservation and no doubling up of coupons or discounts is allowed. For example a guest can not receive a 5 night mid week discount and use a coupon for the same reservation.
5. Electric meter reading will be scheduled for the 2nd Monday each month between April and October

6.12 Policy Updates and Distribution

1. Campground policy is subject to change and revision. Policies are regularly reviewed and revised. For current policy contact the Dells TimberLand Office.
2. Seasonals will be notified of policy changes and those changes will become part of the Seasonal Agreement unless the Seasonal notifies Dells TimberLand in writing that they will not accept the policy change.
3. Dells TimberLand has the option of canceling an agreement if the Seasonal chooses not to accept the policy change.
4. It is the responsibility of the Seasonal to maintain and review policy updates.

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6.13 Privacy and Customer Data

1. Information collected is used solely by Dells TimberLand and its business associates. Information collected is used ONLY to process orders and requests of our customers. The customer's contact information is only used to get in touch with the customer when necessary. Financial information that is collected is used to check the customer's qualifications and bill the customer for products and services. Dells TimberLand does not sell any personal information and will not disclose any personal information except when permission has been granted by the individual, or, we are required to do so by law, subpoena, court order or legal process.
2. Customer information, especially sensitive information like account numbers, credit card or banking information may only be viewed by authorized persons.
 - a. Customer information written or recorded may not be left unattended unless it has been secured by password or physical lock to prevent unauthorized access.
 - b. The casual viewing of any customer information is not allowed. No customer information will be placed in such a way that it allows open viewing by other employees or someone passing by. Information will be kept confidential and reasonably secured even while being viewed or used by authorized personal.
 - c. Sensitive customer information by definition is any data that is not public record and or could be used to compromise a customer account.
 - d. With the exception of authorized Dells TimberLand personal, no sensitive customer information will be shared with anyone. This includes vendors, service providers, bank or even credit card companies. Any and all requests for sensitive information should be forwarded to Albert King or Margie King.
 - e. No sensitive data is allowed to leave the premises. This includes paper copy, fax, magnetic or computer media as well as electronic transmission like email and or instant messaging. Any requests for sensitive information to leave the premises should be forwarded to Albert King or Margie King.
 - f. Customer verification information such as CVCC codes, PIN or full track information from a chip or card are not stored for any reason.
 - g. All customer information is either considered necessary and is kept secured or it is considered unnecessary and it is destroyed. There is nothing in-between and therefore all customer information is kept secure up to the point it is destroyed.
 - h. Only when provided explicit instructions on the specific information and method of disposal from Albert King or Margie King may any customer information be destroyed.

6.14 Environmental Policy

1. Dells TimberLand recognizes that the campground business and the act of camping itself can have an impact on our local, regional and global environment. We also recognize that we all share this planet with a finite number of resources. In order to secure a future for generations to come, it is vital that we all act in a responsible and sustainable way. To this end Dells TimberLand is compelled to make significant changes in the way we do business. We are committed to reducing and eliminating

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harmful effects on the environment and promoting responsible use of resources and sustainability in its broadest context.

2. Dells TimberLand Camping Resort will adhere to the following practices whenever feasible.
 - a. Integrate the consideration of environmental concerns and impacts into all of our decision making and activities.
 - b. Wherever feasible, to use resources to meet today's needs in a manner which does not adversely affect the environment or compromise the ability of future generations to meet their needs.
 - c. Promote environmental awareness; and train, educate and inform our employees and guests about environmental issues. Encourage them to act in an environmentally responsible manner at work, at home and while camping.
 - d. Reduce waste through re-use and recycling and by purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable.
 - e. Promote efficient use of materials and resources throughout the property including water, electricity and other resources, particularly those that are non-renewable.
 - f. Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect the environment when such materials must be used, stored and disposed of.
 - g. Communicate our environmental commitment to guests and the general public and encourage them to support it.
 - h. Act promptly to identify and correct any problems at the campground which pose an unacceptable threat to the environment.
 - i. Periodically evaluate ourselves and our practices in relation to this policy.
 - j. Update and provide action plans to respond to and correct any identified deficiencies in a prompt and efficient manner.