

# Hilton Head National RV Resort

## Rules and Regulations

**Check-In Time:** 1:00 PM. Upon arrival, all guests must register at the office before being escorted to their site. Check-in/parking is prohibited during inclement weather or after posted sunset.

**Check-Out Time:** 11:00 AM for all sites. Late check-outs can be requested (subject to availability) but require pre-approval from the registration office. There will be a \$75.00 per hour charge for all unapproved late departures.

**After Hours Arrival:** If you plan to arrive after 5:00 PM, please call 843-707-4800 to inform us of your expected arrival time. Upon arrival, the Resort Valet must guide you to your site and direct you in parking your RV. If you arrive after sunset and cannot be safely guided to your site then you may access the electric hook-ups outside of the Resort gates for overnight parking (limited number available - first come, first served - fees do apply).

**Deposit:** All reservations that are 3 nights or less require payment in full at the time the reservation is made. Reservations of 4 nights or longer require a deposit of half the total reservation fee with the remaining balance due at check-in. Any discounts may be applied at check-in.

**Holidays:** All holiday weekends require a 3-night minimum stay with payment in full at the time the reservation is made.

**Cancellation Policy:** Cancellations made 21 days or more in advance will be refunded in full less a \$25.00 processing fee or you may select a full reservation credit to be used within one year of the original reservation dates. Cancellations made less than 21 days prior to the arrival date will be issued a reservation credit in the amount of the original deposit. Reservation credits must be used within one year of the original reservation dates. Cancellations made less than 7 days before the date of arrival will forfeit the entire deposit.

**No-Show Policy:** Any guest that has not arrived within 24 hours of posted sunset on the first day of their reservation and has not contacted the resort staff will be considered a canceled reservation and will forfeit their entire deposit.

**Refund policy:** There are no refunds after check-in. Refunds will not be given due to weather conditions, voluntary departure, acts of nature, or evictions. Any refund for pre-check-in cancellations will be processed by the same method that the reservation was originally paid or a reservation credit may be issued towards a future stay to be used within one year from the original reservation dates.

**Occupancy:** The maximum number of registered guests allowed per site is 6.

**RV Restrictions:** All RVs must be currently registered and maintained in good condition and at least 18' in length. Sorry, no tents, pop-ups, A-Frames or truck campers. All RVs are subject to

external inspection before entering the resort. RVs 10-years or older must be approved by Resort Management prior to making the reservation. Jack pads are required for all RVs.

**Sewer Hook-ups:** Sewer hoses must be undamaged and sewer connections must be tight. Replacement sewer hoses and sewer doughnuts can be purchased at the Resort retail store located in the Clubhouse.

**Trailers and Dollies:** Cargo trailers and dollies are not permitted at sites. Please contact the Resort office if in need of storage. Storage is \$15.00 per day (space is limited).

**Vehicles:** One vehicle per site. All vehicles must have a valid license plate and attain a parking pass from the Resort office upon check-in. Parking is NOT allowed on the street, grass, or any vacant sites. Parking rules will be enforced at all times and may result in towing at the expense of the guest or vehicle owner.

**Golf Carts:** Personal golf carts are not permitted. Resort golf carts may be rented online for advance reservations or at the Resort office during your stay (based upon availability). Any person operating a golf cart must possess a valid driver's license. The speed limit in the resort is 15 mph. No refunds will be given for the removal of cart privileges due to speed or rules violations and may result in eviction from the Resort.

**Speed Limit:** The posted speed limit is 15 mph on all resort roads and all posted traffic signs must be obeyed. Failure to follow the speed limit may result in eviction from Resort with no refund.

**Site Appearance:** Any free-standing shade structures such as screen rooms, canopies, tarps, or tents are not permitted. Please keep your site neat and clean during your stay.

**Visitors:** Guests are responsible for their visitors and liable for any damages that they cause while in the Resort. All visitors must register at the Resort office upon arrival. Clubhouse visitors must pay a fee of \$10 per person per day, while visitors to Water's Edge must pay \$25 per person per day. All visitors must exit the resort by 10 pm. Visitor's vehicles must have a valid parking pass posted in a conspicuous place for Resort Staff to view. Visitor vehicles will need to be parked on the pad of the guest they are visiting or in a designated parking area.

**Quiet Time and Curfew:** The Resort's quiet time is from 10:00 PM - 8:00 AM daily (no loud talking, loud radios, loud televisions, etc.). The use of generators is prohibited. Children under 16 years of age may not leave their campsite after 10:00 PM unless going to/from the bathhouse or they are accompanied by an adult.

**Pets:** Resort Management reserves the right to reject the admittance of any pet. Pet vaccination records must be available upon request. Pets are not to be left unattended outside at any time. Perimeter fences, pet kennels, and dog lines are not permitted on any site. All pets must wear a collar with the identification of the owner and phone number. Dogs must be on a leash no longer than 6 feet unless they are in the enclosed dog park. Pets are not permitted in public buildings or amenity areas such as the clubhouse, bathrooms, and swimming pools. Please be sure to pick up after your pet.

**Wheeled and Motorized Toys:** Mini-bikes, go-carts, skateboards, motorized scooters, hoverboards, remote-controlled toys, and drones may NOT be operated inside the RV Resort. Bicycles must be operated with extreme caution, obey the speed limit, and an adult must supervise minors while operating a bicycle on premises.

**Smoking & Alcohol:** Smoking is prohibited in all common areas in the Resort. Alcohol is permitted to be consumed in the Resort in a responsible manner.

**Trash:** To maintain a clean and beautiful environment, several dumpsters are located throughout the Resort for your convenience. Please do not leave trash out overnight.

**Laundry:** Laundry facilities are available from 8:00 am to 10:00 pm. Laundry supplies and machine use are available by credit card only. The Resort is not responsible for lost or stolen items in the laundry facility.

**Wildlife:** For your safety, please use caution on the Resort's nature paths and roadways. Snakes, alligators, and spiders can be concealed in vegetation or dense cover. Snakes will warm themselves on blacktop or concrete and other animals are active at night so always carry a flashlight while walking in the dark.

**RV Washing:** If you would like to wash your RV or vehicle during your stay, please contact the Resort office to purchase the required \$15.00 permit.

**Accidents/Incidents:** All accidents or incidents must be reported to the Resort office.

**Children:** We welcome children in our resort; they must be chaperoned by an adult at all times.

**Firewood:** No outside firewood is permitted.

<https://www.dontmovefirewood.org/map/south-carolina/>

**Disclaimer:** The Resort owners, management, and staff (hereinafter referred to as the Resort) reserve the right to refuse service. The Resort assumes no responsibility for accidents or injuries to guests or visitors. The Resort reserves the right to evict any person(s) for conduct the Resort deems to be detrimental, including negligence or willful misconduct, without refund. The Resort will not be responsible for damage to rigs or other motor vehicles, accidents or injury to guests, or loss of money, jewelry, or valuables of any kind. Violation of any of the provisions contained herein is grounds for removal from the Resort at the sole discretion of Resort Management.

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_