

# TELEGRAPH COVE MARINA & RV PARK

## 2020 POLICIES, TERMS & CONDITIONS

*For your safety and enjoyment, please read and comply with the following policies.*

**Check in:** 2 pm, **Check out:** 11 am (RV sites *and* Marina)

### **GENERAL**

- All vehicles must have a permit clearly visible on the dashboard.
- All boat trailers must have a permit clearly visible on the tongue of the trailer.
- All pets must be on leash and must be kept quiet so as not to disturb other guests. Please clean up after your pets. For your convenience waste bag stations are located around the site.
- **Quiet Hours** are between 10 pm and 7 am.
- TCM will not be responsible for any loss, damage or theft of any boat or personal property while moored, parked or visiting the premises.
- You are responsible for any damages you or one of your party causes to the premises.
- All water at the Marina and RV park is pure drinking water. Clean water is a precious commodity; please conserve.
- Please vacate your site and/or slip on time to avoid inconveniencing other guests. Violation of check out time may result in additional charges or removal of unit or vessel at owner's expense.
- **Office hours:** 8 am to 6 pm (High Season), 9 am to 5 pm (Low Season)
- **Ramp office hours:** 7 am to 6 pm (High Season), 8 am to 5 pm (Low Season)

### **RV PARK**

- **Avoid backing into water hydrants located at each RV site.** Always use a spotter when backing into RV spaces and when opening an RV slide out. Damage to RV sites (water stands, electrical connections, etc.) will be charged to the credit card number on file.
- Do not occupy or block any other RV space.
- Vehicles must fit completely within gravel footprint of your site.
- No parking or driving over grass areas.
- When using fire pits, please use the fire screens to contain sparks. Please observe all fire bans.
- RV Park rates are based on one RV, tent, camper or trailer per site with double occupancy (2 adults)
- Please don't wash your RV in the RV Park.

*Management reserves the right to refuse service to anyone.*

## **MARINA**

- Moorage rates are based on slip length vs. actual vessel length (LOA), whichever is longer.
- Total overall vessel length (LOA) is required at time of reservation. LOA includes tip of bow pulpit to tip of engines when up. It is the customer's responsibility to provide accurate LOA.
- Vessels including bow pulpit, motors and other attachments **must fit entirely** within the assigned slip. In the event the vessel's footprint exceeds the moorage reserved, we may be unable to relocate the vessel and customer may forfeit their deposit.
- Use and occupy marina floats at your own risk.
- Park only in your assigned slip.
- **No smoking allowed in the marina.**
- Children under 14 must wear life jackets on the floats and be under the constant supervision of an adult.
- Fish cleaning stations are provided at the end of A, B and C docks. Please clean up after use. Do not clean fish in unauthorized locations.
- All pets must be on leash while on docks.
- ***Absolutely no fueling in the TCM marina or launch area.***

## **FINANCIAL**

***Deposits:*** Payment in full is due at time of booking.

***Cancellations/Refunds:*** Deposits will be refunded with 30 days' notice minus a 20% administration fee. With less than 30 days' notice, no refund is given.

There is absolutely ***no refund or credit*** for guests leaving prior to scheduled departure or for unused days.

***Reservation Changes:*** 30 days' notice is required to change reservation dates and must be used in the same calendar year.

***Site/Slip Requests:*** Every effort is made to place guests in their requested sites and slips. However, management reserves the right to make changes as necessary. Customers will be notified of any changes.