

TELEGRAPH COVE MARINA & RV PARK

2021 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 property.
- **Quiet Hours** are between 10 pm and 7 am.
- TCM will not be responsible for any loss, damage or theft of any personal property while moored, parked or visiting the premises.
- You are responsible for any damages you or members of your group causes to the premises.
- All water at the Marina and RV park is pure drinking water (potable). 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.

RV PARK

- **Avoid backing into water hydrants and electrical pedestals located at each RV site.** Always use a spotter when backing into site and when opening slide outs. Any damage caused to RV sites will be charged to customer (see "Financial Policies").
- Do not occupy or block any other RV site.
- Vehicles must fit completely within gravel footprint of your site.
- No parking or driving on grass areas.
- When using community fire pits, please use the fire screens to contain sparks and observe all fire bans. Propane fire pits allowed in RV sites.
- RV Park rates are based on one RV per site with double occupancy (2 adults)
- Please don't wash your RV in the RV Park.
- Please don't clean fish in the RV Park or throw carcasses in garbage bins. Please use Fish Cleaning stations in Marina.

Management reserves the right to refuse service to anyone.

MARINA

- Moorage rates are based on slip length or 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. Please clean up after your pets. For your convenience waste bag stations are located around the property.
- **Absolutely no fueling in the TCM marina, launch area or on TCM property.**

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. Trip cancellation insurance is recommended for anyone concerned about needing to cancel last minute.

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

TCM will not be held responsible for cancellations for reasons including but not limited to: fire, flood, wind, rain, smoke, road closures, ferry schedules, border closures, state of emergency shutdowns or other "force majeure" events beyond its control (including COVID-19).

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.

Damages: You will be charged \$250 for damages caused to a water hydrant or electrical stand in RV Park and/or Marina.

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