



# *Delta Shores Resort & Marina*

**THE MEMBERSHIP RV CAMPING CLUB**

# **MEMBERSHIP HANDBOOK**

*DATED NOVEMBER 2010*

*SUPERSEDES ALL PREVIOUS VERSIONS*

DELTA SHORES RESORT & MARINA  
(A Division of Palmero, LLC)  
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## **WELCOME MEMBERS!**

Our members are the backbone of Delta shores Resort & Marina. Without you we would only have a dream of the future – with you the future is now!

Our recognition of the growing need for private family oriented recreation facilities resulted in the acquisition of Delta Shores and our early success story is unparalleled in the recreation industry. Happy families, completed promises and continued improvements are only a part of our story.

Our philosophy is to continue to strive to provide the finest possible outdoor recreation facilities and services for the members of our park system.

## **RESORTS OF DISTINCTION**

We are proud to be a member in good standing of the Resort Developers Association (RDA). The RDA is a non-profit trade association that trustees the reciprocal program, Resorts of Distinction (ROD). It is the goal of ROD to offer you only top notch, quality resorts - resorts with amenities that will excite you, services that will impress you (with intelligent business practices and ethics to match), and resorts that care about you, the member!

## **INTERNAL ORGANIZATION**

The internal structure of Delta Shores is fairly simple. There is an accounting department, a sales department and an operational department. Within the operational structure there are various departments which include security, housekeeping, recreation, store, maintenance, reservations and registration. The Resort Manager is in charge of the park operations, the Director of Administration oversees accounting and the Sales, Marketing and Public Relations department have their own managers. In any organization, communication is the most important key to success. Without input from you, our members, we may miss vital concerns that could hurt the entire park. No matter how small the suggestion or problem, please feel free at all times to consult the Resort Manager. We want to improve the resort constantly and we need communication at all levels to do so.

The recreation department encourages families to have fun together during their leisure time. It offers a wide range of activities at various times and hopefully something that every member will enjoy: New Years Eve parties, Steak Barbeques, Dances, Karaoke, Adult Crafts, Children's entertainment and much, much more. Our motto is, "the more the merrier" but of course, our members never need to feel that they are required to participate in these group events. You enjoy them when you want to.

The maintenance and housekeeping departments strive to make our park safe and clean for your use. If a member does run across a problem, situation, an electrical, maintenance or plumbing difficulty, he/she

may report it directly to the Resort Manager or tell the Security who, in turn, will relay the message. Our staff is here to help you have an easygoing, carefree and safe vacation.

Our Resort Manager and Security are to diplomatically enforce the rules and regulations of the park. To operate the resort in an appropriate and safe manner, a few rules need to be enforced to serve as guidelines for the safety, health and maximum enjoyment of all members and their families. Resort rules are subject to change, as conditions require, without prior notice. Our rules are simply for safety and good etiquette.

## **1. DEFINITIONS**

The following definitions apply to all member rules unless otherwise expressly stated.

### **A. DELTA SHORES RESORT & MARINA**

A membership resort, hereinafter referred to as “Delta Shores.”

### **B. MEMBER**

A person or the spouse of a person who has purchased a membership.

### **C. FAMILY MEMBER**

Adult children of REALM MEMBERS, 21 or older, with written permission and a copy of the original membership card may use the Resort under the same privileges and restrictions as the original REALM member, when original REALM member is not present.

### **D. GUEST/VISITOR**

Any person other than the spouse or family member who visits or accompanies a member to Delta Shores and who is granted temporary admittance to the resort facilities. This will be limited to two (2) visits only. (This does not apply to family members.)

### **E. CAMPING UNIT**

Remember no more than ten (10) people per campsite is permitted. A camping unit is defined as:

1. A car or truck and two tents.
2. A motor home plus a tow vehicle and one tent. (See note below)
3. A truck or car and trailer and one tent.
4. A truck and 5th wheel trailer and one tent.
5. A truck or car and tent trailer and one tent.
6. A truck or car and boat and one tent.

Note: A van or truck camper equipped for sleeping, cooking and/or otherwise self-contained is considered a motor home. No vehicles, tents or other camping gear may extend beyond your site boundaries.

### **F. FULL HOOKUP CAMPSITE**

This is defined as a site with electric, water and sewer hookups.

### **G. FACILITIES**

All personal and real property owned, leased or operated by Delta Shores or its affiliates, including , but not limited to the land, improvements, equipment and amenities within the boundaries of Delta Shores Resort.

### **H. RECIPROCAL PRIVILEGES**

Reciprocal privileges are available. A list of local resorts participating in the reciprocal program can be obtained at the Sales Office.

### **I. PEAK/OFF-PEAK**

Peak Season is between April 1<sup>st</sup> and September 30<sup>th</sup> of each year; Non-Peak is from October 1<sup>st</sup> through March 31<sup>st</sup>.

## **2. FAMILY MEMBER/GUEST INFORMATION**

### **A. RESPONSIBILITY FOR FAMILY MEMBERS**

Members are solely and totally responsible for the behavior and conduct of their family members. Members will be liable for any destruction of resort property caused by their family members. Children under 18 years of age will not be left unattended in the resort if the member leaves the resort.

### **B. GUESTS**

1. Members are solely and totally responsible for the behavior and conduct of their guests.
2. Guests must adhere to the same rules as the member.
3. Members are totally responsible for acquainting their guests with the resort rules and are liable for any destruction of resort property by their guests.
4. Guests may not use the resort without their member being physically present.
5. Guest usage will be limited to two times per guest.
6. All guests must *register* with staff *before entering the campground site areas*.
7. Guest vehicles must have a Vehicle Pass and are subject to all vehicle regulations currently in force.

### **C. DAY USE GUESTS**

Guests, including family members, may enter the resort as day use guests of members provided the hosting member is present on the premises. Members may not have more than ten (10) persons in the resort in one campsite. All day-use guests must depart the resort before 11:00 PM that day.

### **D. OVERNIGHT GUESTS**

Members may reserve up to one additional site (or rental unit) for overnight guests or family. The additional site is on a *space-available* basis, and may not be reserved on major holiday weekends or during special events. There is an additional fee for the guest camper site. (Check with the front desk for rates.) The amount of this fee may change without notice, and the reservation desk will notify you of the current fee. Camp-in overnight guests may not have additional guests. Limit *one* additional site or rental unit per membership per visit.

### **E. GUEST VEHICLES**

Any vehicles overflowing beyond the site boundaries must move to a designated parking area. Guest vehicles must have a vehicle pass displayed in such a manner that it can be easily read at any time. Guests must surrender their vehicle pass upon final departure from the resort. **There is a \$5.00 charge per extra vehicle per night (this includes trucks, autos and motorbikes).** Bicycles are not included. Total number of vehicles per member may be limited by management as needed.

### **F. MAXIMUM USAGE**

No more than ten (10) people may be in the park at any time per membership campsite. Group camping information is available at the Registration Office. For Day Use, the limit is ten (10) people per membership.

### **G. DUAL MEMBERSHIPS**

A dual membership is shared by two unmarried people (co-members.) A dual membership is treated just like a traditional membership in terms of all rules and regulations. Members are prohibited from having dual memberships for the purpose of circumventing the system. A member is always a member and cannot become a “guest” in order to bypass the rules. This rule also affects Delta Shores members who “share” the same RV but are not married to each other. A dual membership does not “expand” to cover the families of each individual. They may enter the park only as a guest of the member. In a case where the co-members marry (other than each other), additional parties will NOT be added to the membership. Should co-members part ways, each remains equally responsible to the contracted

obligation.

## **H. DUAL RESORT MEMBERSHIP**

When a Delta Shores member has a membership in another campground/organization, their Delta Shores membership supersedes all other memberships while camping at Delta Shores or any “sister” resort.

## **3. RESERVATION INFORMATION**

### **A. RESERVATIONS**

Reservations are made according to space availability. A reservation should be made for the actual date of arrival. Members may make two reservations at any one time. Reservations may be made up to 60 days in advance of the arrival date. For reservations call (916) 777-5577, Monday through Saturday from 10:00 AM to 3:00 PM.

The Reservations office is closed on Sundays and major holidays, including Thanksgiving Day, Christmas Day and New Years Day. All payments, dues and/or fees must be totally current to gain park entry. Members MUST show membership card when checking in.

### **B. LENGTH OF STAY**

Members may use the resort for a maximum of 14 consecutive nights and must depart from the resort for 7 days, unless your specific membership benefit states otherwise. Please refer to your membership certificate. Members whose memberships include “sister” resort privileges must be out of the Home Park/Sister Park system for seven days between visits, and may not visit those parks consecutively without that “out-week.” Membership camping is not designed to replace a residence.

### **C. MEMBER DAY USE**

Any member in good standing may use the resort facilities on a daily basis, and must show membership card when registering. Members may not use or park in any of the hookup sites for Day Use. This is to allow members with camping units to utilize the hookup sites. Members will park in designated parking lots.

### **D. FAILURE TO CANCEL RESERVATIONS AND “NO-SHOWS”**

Two failures to cancel and/or “No-Shows” will result in a 30 day suspension of membership. Members must cancel their reservation, or guest reservations at least 24 hours in advance. A “No-Show” is a reservation that was not kept by 10:30 PM of the check-in date. Due to the popularity of major holiday weekends, once a reservation has been made, 48 hours notice must be given to change/cancel the reservation. There is a \$30 “No-Show” fee for failure to cancel.

### **E. OCCUPANCY**

No permanent occupancy permitted. The Delta Shores membership is designed for leisure and vacation activities, retirement travel and day use. Delta Shores may not be used on a permanent basis..

## **4. RULES ON RENTAL USAGE**

### **A. AVAILABILITY**

Rentals are available at Delta Shores to members owning the appropriate membership with rental privileges. Refer to your Certificate of Membership.

### **B. CLEANING DAMAGE DEPOSIT**

A \$50.00 refundable cleaning/damage deposit is required when the reservation is made.

### **C. RENTAL UNITS**

There is a two (2) night minimum stay required on all weekends. However, during the week, Monday through Thursday, with the exception of holiday weekends, these units may be available for one night.

In addition, special rates have been developed for one week stays during the Non-Peak Season at 25% off. There is a \$50 security deposit when making rental reservations.

#### **D. RENTAL USE FOR GUESTS**

Members may reserve one rental unit for guests, except on holiday weekends. Guests must pay the rental security deposit plus night guest fee. Rates are available at the Reservations Desk.

#### **E. CHECK IN/CHECK OUT TIME**

Check in time is 3:00 PM and check out time is 12:00 PM (Noon). **If you desire to stay later than 12:00 PM noon, you must check with the reservation department to see if the rental has been reserved, prior to departure date.**

#### **F. FAILURE TO CANCEL RESERVATIONS AND “NO-SHOWS”**

Members who fail to cancel their rental reservation **at least 48 hours in advance, or “No-Shows,” will be charged one (1) night rental fee, which will be deducted from the security deposit, and forfeit the remaining night(s) reservations.** A “No-Show” is a reservation that was not kept by 10:30 PM of the check-in date.

#### **G. FURNISHINGS IN RENTAL UNITS**

Rentals are fully furnished except for bed linens, pillows, towels, dish washing supplies and personal items such as soap, shampoo, etc.

#### **H. DAMAGES TO RENTAL UNITS**

Damaged and missing items will be repaired and replaced, at the sole expense of the member, to be paid in full upon demand, and prior to next visit.

#### **I. PETS IN RENTALS**

*No pets are allowed in the rental units!*

#### **J. NON-SMOKING POLICY IN RENTAL UNITS**

All rental units are non-smoking units. Members and their guests must smoke in designated outdoor, fresh-air environments at least 20 feet from any building.

### **5. GENERAL RULES**

#### **A. MEMBER RULES**

These rules may be modified, amended or deleted as Delta Shores deems appropriate. The following rules serve as guidelines and are not all inclusive. It is the intent of Delta Shores to make known all rules, which will ensure the maximum enjoyment of your Delta Shores membership. It is the member's responsibility to be aware of all rules and regulations.

#### **B. COPY OF RULES**

A copy of these rules may be obtained from the Registration Office. For additional information on the rules and regulations, call Delta Shores at (916) 777-5577.

#### **C. MEMBERSHIP**

**1. MEMBERSHIP CARD:** One (1) membership card will be issued per membership. Lost or stolen cards will be replaced by Delta Shores for a replacement fee of \$20.00. Membership cards may not be loaned to anyone except as provided in these rules. A second form of I.D. may be requested upon entry. Misuse of membership card will result in its confiscation.

**2. SALE OF MEMBERSHIP:** Certain memberships may be sold or transferred after 24 months from the date of purchase and must be paid in full with dues current. Delta Shores or its staff members are not allowed to offer to repurchase or secure a buyer for the membership; however, we will assist you with all the paperwork. There is a nominal transfer fee.

**3. SUSPENSION AND FORFEITURE OF MEMBERSHIP:** If, for any reason, the membership is terminated, Delta Shores is not legally obligated to reinstate said membership. Your Delta Shores membership is subject to suspension or forfeiture without reimbursement of payments and dues for any of the following reasons (not all inclusive):

- a. Non-payment of any fee, charge or obligation owed Delta Shores.
- b. Violation of Delta Shores rules regulating the use of resort.
- c. Abuse of any nature of Delta Shores employees, members, equipment or facilities.
- d. Commission of a criminal offense on Delta Shores property or facilities.
- e. Disorderly conduct on Delta Shores property or facilities.

#### **D. CONDUCT**

**1. ALCOHOL:** Alcohol will not be consumed by minors under the age of 21 under any circumstance. Any alcohol-related disturbance or incident will be treated as a serious offense. **DELTA SHORES RESERVES THE RIGHT TO PROHIBIT THE USE OF ALCOHOLIC BEVERAGES AT ANY FUNCTION OR ACTIVITY AND RESTRICT ITS USE ON THE RESORT AS DEEMED APPROPRIATE BY MANAGEMENT.** Open or exposed alcoholic beverages will not be taken into the office or area where it could become a nuisance to others. Driving within the resort with an open alcoholic container, and/or under the influence of alcohol or drugs is prohibited.

**2. CAMPFIRES:** Campfires are permitted only in a fully enclosed fire pit container. Cooking fires are permitted only in a barbecue which must be located on your campsite. All fires must be fully extinguished after use. Campfires and barbecues **MUST NOT BE LEFT UNATTENDED** at any time. Members will not cut, gather or burn trees, wood, sticks, branches or resort property in any fire pit or barbecue. Do not put barbecue or fire pit coals in the designated receptacles until they are **COMPLETELY** extinguished. Barbecue and fire pit coals **ARE NOT TO BE PUT IN THE TRASH RECEPTACLES OR DEPOSITED ON THE GROUND.** Any and all campfires/barbecues may be limited or banned during high fire-danger periods at management's discretion.

**3. CHILDREN:** Members are totally responsible for their children, including their guest's children. Children under the age of 21 may not use the facilities unless their member-parent is registered in and staying at the resort at the same time. Children under 18 years of age may not use the resort unattended without an adult family member being present on the grounds. Curfew for children under 18 years of age is 11:00 PM, unless otherwise posted. Children must be physically in the member's campsite after curfew. Any member's minor children who elect to stay in another member's campsite for the night must have both members' permission. Children 6 and under must be accompanied by a responsible adult at all times. It is the responsibility of the member and their guests to assure that all children are supervised, and not found to be in violation of the curfew. Any violation of the above could result in the suspension of the members' membership privileges. Children under 14 years of age may not use the pool without the presence of an adult who has duly assumed and accepted responsibility for their conduct and safety.

**4. CONDUCT:** Members, guests and visitors shall conduct themselves with integrity while on the resort premises and will not indulge in loud or boisterous conduct. In order to promote the safe and harmonious enjoyment of the Delta Shores premises by everyone, all persons entering these premises are expected to abide by the following general rule of conduct and agree to do so as a condition of entering these premises: **NO PERSONS SHALL ENGAGE IN DISORDERLY CONDUCT OR CONDUCT WHICH INFRINGES UPON THE PEACEFUL ENJOYMENT OF THE DELTA SHORES PREMISES BY OTHERS. SUCH CONDUCT INCLUDES, BUT IS NOT LIMITED TO, ANY BEHAVIOR OR**

**ACTIVITY WHICH CREATES, OR TENDS TO CREATE, AN UNSAFE OR HOSTILE ENVIRONMENT.** If, in Delta Shores' sole judgment, any person violates this general rule of conduct, Delta Shores reserves the right to take prompt remedial action. Such action may take the form of suspension or expulsion from membership, expulsion from the premises, or any other action Delta Shores deems appropriate.

**5. FISHING:** Permits to fish are members' responsibility. Fishing violations may result in loss of fishing privileges. More serious fishing violations may result in suspension from resort.

**6. FIREARMS:** The possession of any firearm or other weapons in the park is prohibited. This includes BB guns, pellet guns, bow & arrows, wrist rockets, sling shots etc. Fireworks of any kind are also prohibited in Delta Shores.

**7. GARBAGE/REFUSE:** All garbage must be properly contained and deposited in appropriate receptacles. Disposal of any oil, batteries, and similar toxic substances in trash receptacles is strictly prohibited. Salvaging in trash receptacles for the purpose of removing metal, such as aluminum cans, or other items intended for resale or personal use is prohibited. Disposal of household trash or any refuse not generated while camping here is strictly prohibited.

**8. GRAFFITI OR DEFACEMENT OF DELTA SHORES PROPERTY:** Delta Shores has always made every effort to keep the resort free of unsightly graffiti and vandalism. Graffiti and vandalism will not be tolerated at Delta Shores! Behavior such as this only drives up membership dues and reduces one's camping experience. One of our primary goals is to assure a clean and carefree atmosphere. Any member, family member, or guest of a member caught defacing or vandalizing Delta Shores property, will have their membership revoked, and the member's family member or guest will have their privilege of using the resort as a guest revoked.

**9. ILLEGAL DRUG USE POLICY:** Delta Shores promotes a drug-free environment. Any member, family member, or guest found in possession of any illegal or controlled substance as defined by California and/or federal statutes will be required to leave the Resort property immediately. Illegal use, sale or possession of such controlled substances, drugs, drug paraphernalia etc., will result in the revocation of membership; further, the Resort management, as required by law, will be forced to report any such activities or incidents to local law enforcement. Delta Shores maintains a strict Zero-Tolerance policy in this matter.

**10. LITTER:** All persons must dispose of all trash, cigarette butts and litter in the containers provided. Members and guests are responsible for keeping their campsite clean, neat and litter-free at all times. Due to fire dangers, lit cigarettes must never be discarded on the ground, but snuffed out "cold" and placed in appropriate receptacles. Cigarette butts must never be left on the ground. Any members/guests found littering may face suspension of privileges.

**11. PETS:** Domestic pets will be the only pets permitted in the resort. All pets must be restrained on a leash and or tethered at all times. Leashes must not exceed six feet in length, and tethered pets must not be able to reach the roadways or other camp sites. *Pets that are aggressive or create a disturbance may never be left unattended.* Pet enclosures are not permitted. If pets are tethered at the site, responsible member *must be on the park grounds.* Pets, including cats, are not allowed to run free at any time. Pets are not allowed in communal buildings, rental units, within the swimming pool enclosure or in bathroom facilities.

**MEMBERS ARE RESPONSIBLE IN ALL AREAS FOR CLEANING UP AFTER THEIR PETS.** Noisy or vicious animals are not allowed. Members/guests are responsible for keeping their pets quiet during resort Quiet Hours. Members whose pet bites any individual in the resort will be liable for any medical or legal expenses incurred and the pet will be banned from the resort. Pets may not be left unattended in any RV, vehicle, or trailer during hot or cold weather for safety and health reasons. Management reserves the right to revoke this privilege. **ALL PETS WILL HAVE PROOF OF CURRENT VACCINATIONS AND LICENSES**

## **AS REQUIRED BY LAW.**

**12. QUIET HOURS:** The hours between 11:00 PM through 8:00 AM are considered “Quiet Hours” at the resort during peak season and 9:00 PM through 8:00 AM during off peak season, with the exception of statutory holidays. During these hours, there will not be any loud music, noise, boisterous activity, annoying bright lights, operation of any type of generator, other types of power equipment or motor vehicle traffic of any kind. The only exception shall be for emergencies. Members/Guests may not be engaged in site move-in/move-out between 11 PM and 8 AM.

**13. RESORT EMPLOYEES:** Resort employees are not subject to the individual direction or control of members. No member or guest shall reprimand, threaten, strike, mistreat, harass, or verbally abuse any resort employee at any time. The specific direction and control of resort employees is vested in Delta Shores and its duly authorized management.

**14. SEWAGE WASTE DISPOSAL:** Sewage will be emptied or drained into the appropriate receptacles at the full hookup site or at the *Sewer Dump Station* using proper drain hoses.

**Draining “gray water” or sewage on the ground or in any streambed, water or lake is strictly prohibited.** Sewer hoses will not be washed, cleaned or rinsed in any stream, lake or river. Violation of these rules will result in **suspension or revocation of membership.**

**15. SMOKING:** California law prohibits smoking in any public building. This includes all buildings on the resort property, including all Rental Units. Smoking is permitted only in your RV/Vehicle, or in an open fresh-air environment. Smoking by any persons under the age of 18 years is prohibited. As a courtesy to non-smoking members and guests, smokers are asked not to smoke within 20 feet of any building.

**16. SOLICITING (EXPRESSION OF VIEWS):** Delta Shores was designed to be a place for safe family enjoyment where members and their guests might visit and experience a carefree stay. In order to help facilitate this objective, the following guidelines shall be enforced. There will not be any soliciting of any kind in the resort (i.e. “For Sale” signs, employment opportunity signs or any signs detrimental to the operations or sale of memberships, placed on or in RVs, vehicles or campsites). Management will have the sole decision of what constitutes items displayed for sale or personal gain. Members who wish to sell items may do so at sponsored functions or activities, or on their campsites at Delta Shores with the prior approval of the Resort Manager. Delta Shores assumes no liability or responsibility for any sale of any item offered for sale in the resort. As private property, Delta Shores reserves the right to determine which actions are appropriate for this setting. In light of this, it has been decided that at no time shall any member visually display or verbally promote any political view.

**17. TENTS AND SCREENED ROOMS:** Tents may be placed on most campsites with a camping unit. (See page 6, “CAMPING UNIT.”) Tents may not be placed in another member’s site without that member’s permission or approval. (Tents should be moved every 3 days to ensure the continued growth of the grass.) Certain areas and campsites are designated as “No Tent” areas. Members should ensure that a tent or tents are authorized prior to setting up a tent. Unauthorized tents must be removed immediately upon notification of violation of tent rules. No carpets, rugs, mats or similar items can be placed under a screened room or similar enclosure unless that area is paved or graveled. There may be no more than 10 occupants per site, and no more than 2 tents per site.

## E. SITES

**1. AIR CONDITIONING, ELECTRIC HEATER AND GENERATOR USE:** Members will not leave the resort and leave any air conditioner, electric heater or generator running and unattended due to safety and utilities conservation, regardless of the reason or season. If there is a medical necessity to operate medical equipment, generators may be operated during quiet hours in the event of power failure.

**2. ATTACHMENTS:** No member or guest shall attach an appurtenance or accessory to trees, shrubs, buildings or other Delta Shores property. This includes, but is not limited to clotheslines, lights, tent-lines, bug zappers, hammocks, clothes, swimsuits or similar items. Clotheslines which can be attached to the RV are acceptable and we ask that you please keep them neat and orderly.

**3. CAMPSITE CLEANUP:** Members are responsible for keeping campsites in a litter free, clean and neat condition, including removing pet feces. If it is necessary to send in a cleanup crew to a campsite after a member or guest leaves, the member will be subject to clean-up fees. Clean up fees must be paid prior to allowing the member return access to the resort.

**4. GENERATORS AND UTILITIES:** Members or guests may not hookup to or plug into any resort building's utilities, and may not use any generators other than those originally installed in RVs or trailers. Generators may not be operated where electrical hookups are available except in the event of a power outage. Running generators will not be left unattended.

**5. GROUP CAMPING/SPECIAL FUNCTIONS:** Members may, from time to time, request permission for special functions. Due to many different needs and requirements, members must contact the Resort Manager for specific details or restrictions. All facilities will be by reservation only, and only at a time when it will not interfere with resort and member activities. A nominal charge may be required.

**6. REFRIGERATORS:** In order to provide a spacious and pleasing atmosphere, we ask that no additional refrigerators or freezers be placed outside your camping unit. Pop-ups or any camping units that do not have built-in refrigerators may have an outside refrigerator, provided that it is discreet.

**7. RUGS, CARPETS or MATS:** Members are allowed rugs, carpets or mats provided that they do not cover existing grass in that site. There are certain areas where tents and carpets are not allowed, i.e. to protect new grass. Check with registration desk for updates.

**8. SAVING SITES:** Throughout the private membership resort industry there is a first-come-first-served site occupancy policy. Members are prohibited from saving sites for themselves, other members or guests at any time. Members are prohibited from placing a camping unit in a campsite and leaving the resort for the sole purpose of saving a site for weekends, holidays or other functions or reasons. Members who already occupy a site, who must remove their camping unit for repair or other resort management approved functions may reserve THAT site for the remainder of that day only. Member must return before quiet hours are in effect. Resort Manager will provide the member with a dated "Occupied By Management Approval" place card, which will be posted on the electrical pedestal in the campsite to prevent other members from parking in that space. Members who leave personal possessions in their site to show signs of occupancy do so at their own risk. Members who fail to return to possession of their site by the required time will have all items, if any, removed and stored. Their sites are then available to other members on a first-come-first-served basis. Under no circumstances will a member invade the privacy of another to ascertain their departure time with the intent to occupy their site.

**9. SEWER DUMP:** A sewer dump station is located in the resort (See site map). A sewer hose must be used during the dumping of gray and black water tanks.

**10. SEWER HOSE CONNECTIONS:** All sewer hoses that are attached to a full hookup site will be equipped with an adapter to prevent the sewer hose from slipping down the sewer line and plugging the resort sewer system. Members must supply their own adapter.

**11. TENT SITES:** A tent site is considered to be no larger than a regular RV site, that is roughly 40 ft long by 20 ft wide (a total of about 800 square feet.) Management may request that a member's tent camping site be restricted to that overall size, especially during Peak Season and other times of heavy usage.

## **F. VEHICLE USAGE**

**1. ABANDONED VEHICLES IN SITES:** Vehicles, RVs or other property will not be left unoccupied and unattended in a campsite overnight. Members are prohibited from placing a camping unit in a campsite and leaving the resort for the sole purpose of saving a site for weekends, holidays or other functions or reasons. Members violating this policy will not be allowed to stay during the reserved time. Members who leave their vehicle, RV or other property unattended overnight or up to 24 hours are subject to having their membership suspended or terminated.

**2. ATV AND OFF-ROAD VEHICLES:** These modes of transportation are banned at Delta Shores Resort.

**3. BICYCLES:** Bicycles, including three wheeled versions, must obey the five (5) mile per hour speed limit. Bicycles must have lights to operate after dark. Bicycles must have working brakes. Bicycles must operate on the same roadways as regular motor vehicles and are not allowed on paths, sidewalks or in buildings. Any violation of these rules may result in the suspension of bicycle use while in the resort. State-mandated safety helmets must be worn by all bike-riders at all times.

**4. REPAIRS OF VEHICLES/RVs:** Members/guests are prohibited from performing repairs on their vehicles or RVs that require disabling that vehicle to the extent that the vehicle or RV cannot be moved under its own power or be towed off the resort in the event of an emergency. Prior approval from the Resort Manager is required. Repairs are limited to "get-it-on-the-road" type repair.

**5. RESORT SPEED LIMIT:** The resort speed limit is **FIVE (5) miles per hour** in all areas. This includes bicycles and golf carts.

**6. STORAGE OF VEHICLES:** Delta Shores has storage facilities available for vehicles and boats. Please check availability in the office.

**7. VEHICLE DAY PASS:** When a member is using Vista Resorts for the day, they are allowed their arrival vehicle plus one (1) guest vehicle. (Please be reminded that including your own family, there may be a maximum of ten (10) people in the resort under one membership for Day Use.) Any additional vehicle(s) will be charged \$5 each.

**8. VEHICLE OPERATORS:** The resort operates under the State of California Vehicle Code. Only persons holding valid and current driver's licenses, and proof of insurance are permitted to operate motor vehicles in the resort. **THIS INCLUDES GOLF CARTS.**

**9. VEHICLE PARKING:** All vehicles, including golf carts, **MUST NOT** park in any "red zone" beside any building, except to unload.

**10. VEHICLE PASSES AND GATE CODE:** Members, guests and visitors shall check in with the Registration office, or when the office is closed, Security, and receive vehicle passes for their vehicles before entering the resort. Passes and gate codes are for the security and safety of all members and guests and shall not be given to any other persons. **All vehicles, including trailers, motor homes, additional vehicles, tents, tow or towed vehicles will have a vehicle pass.** This pass will be displayed in such a manner that it can be easily read from the outside without disturbing the occupants regardless of the time of day or night. **Members may**

**not give the gate code to anyone.** Guests arriving “later” must check in with resort staff who will then issue the vehicle pass. Your guests may not enter the resort site areas until duly checked in.

**11. VEHICLE USAGE:** Vehicle usage may be restricted in the resort, at times, due to certain activities and/or functions throughout the resort. This will ensure the safety of children and others.

**12. TRAILER STORAGE:** Members who have trailers, (cargo, boat, car and golf cart) may put their trailer in designated areas at a cost of \$5.00 per day.

## **G. MISCELLANEOUS**

**1. EMERGENCY PRECAUTIONS/EVACUATIONS:** During periods of extreme fire hazard or other emergencies, special precautions or evacuation may be ordered by the resort management or by the local authorities. All members and guests shall immediately comply with such orders. In the event of a severe emergency, the resort may be temporarily closed.

**2. FEES:** Delta Shores reserves the right to charge for incidental services and amenities. Such charges are subject to change without notice.

**3. MAIL/POSTAL SERVICES:** Delta Shores does not accept mail for members or guests. As a courtesy to members and guests, a mailbox for outgoing mail is located inside the main office. Delta Shores assumes no responsibility for lost or damaged mail.

**4. MESSAGES:** Delta Shores is not responsible for accepting or forwarding messages to members or guests.

**5. REPORTING PROBLEMS:** Members may report any maintenance or housekeeping problem directly to the Resort Manager or to Security who will relay the message. Our staff is here to help you have an easy-going, carefree and safe vacation. Members are prohibited from performing repair work to park equipment or property without prior management approval.

**6. RELEASE OF LIABILITY:** In consideration for being permitted to enter and use the Delta Shores facilities, the member, his/her family members, guests and members of reciprocal programs, their personal representatives, heirs and next of kin, release, waive, discharge and covenant not to sue or file claims against Delta Shores, or its officers, directors, shareholders, associates, agents and/or employees for liability as a result of death, bodily injury, damage or loss of property whether due to negligence on their part or not.

**7. CHANGES TO HANDBOOK:** Delta Shores reserves the right to change any rules or regulations from time to time at its sole discretion, in order to ensure and maximize our Members’ enjoyment.

## **6. RULE VIOLATION POLICY**

<b>VIOLATION</b>	<b>FIRST OFFENSE</b>	<b>SECOND OFFENSE</b>	<b>THIRD OFFENSE</b>
Speeding	Written Warning	90 Day Suspension	1 Year Suspension
Pets	Verbal Warning	Written Warning	90 Day Suspension
Vicious Pets	Animal Banned	Termination	
Abandoned RV	Written Warning	Termination	
Quiet Hours	Verbal Warning	Written Warning	90 Day Suspension
Curfew	Verbal Warning	90 Day Suspension of Juvenile	1 Year Suspension of Membership
Misuse of Membership	Verbal Warning	Written Warning	Termination
Illegal Family Use	Written Warning	90 Day Suspension	Termination
Over Guest Limit	Verbal Warning & Additional Charges	90 Day Suspension & Additional Charges	1 Year Suspension & Additional Charges
Intimidation	1 Year Suspension	Termination	
Cruising	Revoke Driving Privilege	90 Day Suspension	1 Year Suspension
Theft	1 Year Suspension	Termination	
Vandalism	1 Year Suspension & Payment of Cost	Termination & Payment of Cost	
Graffiti	1 Year Suspension & Payment of Cost	Termination & Payment of Cost	
Bicycles	Written Warning	Revoke Bicycle Privilege	30 Day Suspension
Unkempt Site/Rental	Written Warning & Cleaning Fee	90 Day Suspension & Cleaning Fee	1 Year Suspension & Cleaning Fee
Illegal Drugs	Termination		
Soliciting	90 Day Suspension	1 Year Suspension	Termination
Improper Conduct	90 Day Suspension	1 Year Suspension	Termination
Felonies	Termination		
Verbal Abuse to Staff	1 Year Suspension	Termination	

## **7. CONTACT INFORMATION:**

### **A. PHONE:**

1. Reservations (916) 777-5577
2. Membership Services (530) 795-4133 Ext. 235
3. Management (916) 777-5577
4. Sales (916) 777-5577

### **B. MAIL:**

Delta Shores Resort, 601 Brannan Island Rd, Isleton, CA 95641

**\*\*NO MAIL ACCEPTED FOR CAMPERS\*\***

**NOTES:**