



#1 Rated Illinois' Campground by

WOODALL'S

www.sunsetlakesresort.com 1-800-747-5253

Non-Member Terms & Conditions

SECURITY GATE CARDS

Security Cards may be available for after hours entrance and exit to camping guests. Management may impose limits on issuance or usage of the cards. Deposits may be required to check out cards.

In fairness to all guests, gate cards and membership cards shall not be loaned for any reason. The resort will reserve the right to confiscate the card and suspend any guest for this violation. Most circumstances, which could require a non-member to have access to the park, can be handled with a phone call to the Resort Manager or Member Service Representative on duty.

REGISTRATION AND LENGTH OF STAY

Site Registration – Check In/Out time is 3:00 pm. Early arrivals may be accommodated, please call for early arrival and cost. Those making advanced reservations are required to stay for a two-night minimum, three or four nights on holidays. Upon entering the resort; check in at the Member Services Center to request your site. An adult (21 or over) must be present for any overnight stay. Management may announce campsite reservation requirements for limited periods. One (1) unit allowed per site. Additional tents will be charged, maximum one additional tent per site. Each site type has an occupancy level, please see the Check In Department for details and additional fees.

Please take the interest of other campers into consideration when placing your unit or in the parking of your car. Tents should be moved every four days to avoid damage to the grass. If the placement of your campsite is considered to be contrary to the interests of other campers, the Resort Manager or Member Services Representative will have the authority to request that you relocate.

When in the park, children 15 and under shall be supervised at all times by an adult, a member, or member's 16 year old or older responsible guardian.

Unsightly or unsanitary camping rigs will not be permitted. The Resort Manager or Member Services Representative may reject your equipment, limit your stay to a specific location, or allow a one-time exemption, at their option. In each case, you will have the opportunity to upgrade the equipment to qualify for a future visit. Converted school buses are specifically excluded from use at this resort. We reserve the right to refuse service to anyone.

Extended stays must be pre-approved by management in advance. Monthly and Seasonal Options may exist for guests wishing to keep their unit on a permanent site. See the Member Services Manager for details and prices.

Hold Provision - The resort is a place where friends meet friends. The first guests to arrive may "Hold" one adjoining site for up to 4 hours for an expected friend with a paid reservation.

Larger groups may request “Community Sites” in advance with management, subject to availability (D & H Sections). Not available holiday weeks or in high demand areas.

***Day Use Guests** pay an \$8.00 fee if entering before 6:00 PM. Specials may be announced pre or post peak season. Campers planning an event expecting more than 25 guests should contact Membership Services for approval and coordination. Please have your guests leave the park by 11:00 PM.

***Special Events** of 25 or more persons, like employee picnics, church picnics, or any commercial event, etc., are not eligible for regular guest pricing provisions. Please contact the Resort Management for special pricing and catering options prior to the special event. Call 1-800-747-5253.

***Overnight guests** staying in your primary camping unit each pay \$8.00 per night when coming in the gate. Please limit the total number of persons at your site to eight.

RENTAL CHALET PROGRAM

Rental Chalets require an adult (21 or over) during the entire stay. Kid tents are not allowed in this area due to space limitations.

Rental Chalets are fully furnished, including linens & towels. We recommend you bring your food items, soap, pool towels and sleeping bags for kids. Rental Chalets include all linens to start the rental period, but daily service is the responsibility of the member. Shortage, damage or unusual clean-up, will be billed to the member, or the guest if hosted by the resort.

*Check Out time is 11:00 AM Rental Chalets. Those wishing to stay past 11:00 AM must first extend their reservation with the Check In department and pay additional fees.

*Check In time is 3:00 PM for Rental Chalets. The Member Services Department may be able to coordinated early arrival depending on availability, but are not required to do so and cannot guarantee this option ahead of time.

*Reservations will be taken Monday – Friday from 9:00 AM to 4:00 PM. Reservations for rental chalets require a 2 night minimum stay. Sorry, but we are unable to reserve specific units, you may choose from those available when registering.

PETS ARE NOT PERMITTED IN ANY RENTAL CHALETS (fines will apply)

RESORT FACILITIES

The recreational facilities will be kept open in accordance with posted schedules.

***Check In** - Guests must check in at the Member Services Center and be assigned to a site **BEFORE** going down onto the resort. If you come early and cannot get on your site, return to the Member Services Center for another site. Do not pull into a vacant space unless you have cleared a site change with the Member Services Representative. The trailer right behind you may be the correct occupant for that space. Each site has different features and associated fees; those occupying the wrong site type may be either up charged or caused to move depending on availability.

***Pavilion Usage** – Requires a paid camping reservation, additional entrance fees apply.

*Comfort Stations. Bathhouses are located in the east camping areas, and at the west end of The Plaza facility. Please treat these facilities as you would those in your own home. If any problem is noted with the facilities, please notify any resort employee.

*Sanitary Dump Station. Two dump stations are available for our members and guests. Please keep them clean. Before leaving the station, check the area, close the inlet cover, and hang the hose.

*Bulletin Boards. Bulletin boards are provided for general notices, approved committees and resort activities. Guests wishing to post a notice should submit the notice to the Resort Manager for approval. A \$10.00 fee will be assessed for all unauthorized notices.

*For Sale Signs may not be posted or displayed. RV equipment may only be listed in the Classified Section of the "Newsletter." Contact the member services desk for details. A \$10.00 fee will be assessed for each violation.

*Swimming Pools. The use of each pool will be subject to rules and regulations posted at that pool area. Remember that the operation of the pools are also subject to regulations established by the state and additional management requirements. Pool hours will be posted and will be arranged for the convenience of the majority of our guests. When closed for bad weather, the south pool may not reopen if closed at 2:00 PM. Parents are responsible for the conduct and safety of their children. Parents are expected to be present with any children who are not experienced swimmers. Children 15 and under are to be attended by member or member's 16 year old, responsible guardian, at all times. Proper swimming attire is required, cutoffs will not be allowed.

*Game Equipment. Equipment for tennis, shuffleboard, horseshoes, mini-golf, basketball, volleyball, etc., is available at The Plaza. Using your Drivers License as a deposit, you may check out game equipment. Your License will be returned when the equipment is returned in good condition. In fairness to other members, equipment must be returned immediately upon completion of its use, normally two hours maximum. Charges will be assessed to anyone damaging or misplacing any equipment. The attendant will set play periods for any activity, based on demand. Expect a range of 30 – 60 minutes for each activity. A waiting list will be provided for your sign-up.

You are not allowed to check out equipment for use around your campsite. Keep the equipment in the area designed for its use.

*Paddle Boats. Colorful paddleboats are available for our guests. All boating equipment is subject to rules posted at Yacht Club. All riders must have a life preserver (STATE LAW). The attendant on duty will determine ride length. Inappropriate behavior will not be tolerated, such as bumper boats, standing up, ramming or hooking up. When the gates are locked, the boats are off limits. No fishing or swimming is allowed from paddleboats or docks.

*Canoes. There is no better way to look over the lakefront than from a canoe. Riders must have a life vest. Parents should determine acceptability of minors using canoes, but in all cases an adult must accompany children 15 and under. (No Fishing).

*Tennis Courts. Play periods will be based on demand and a waiting list may exist.

*Planned Activities. Our activity director is responsible for all activities. If you have a special

craft or talent, and would be willing to pass along your skills in a small class, please volunteer. Activity schedules will be posted and included in our monthly newsletter. Provide your email address and an activity list will be sent via the Internet.

*Fishing. All of our lakes and ponds can produce crappie, bluegill, channel cat and bullheads. Guests will not need a license, unless fishing in the Rock River. Management may announce limits. We encourage catch & release.

*Boats are limited to 16 foot or less and must be powered by oars, paddles, sails or electric motors only (this does not apply to the Rock River). All persons must **wear** life vests (STATE LAW).

THE PLAZA (CLUBHOUSE)

The Plaza is available for special occasions. Please contact a Member Services Manager for details.

Plaza reservations are required for groups of 25 or more, for groups staying more than 1 hour, or for groups serving hot food. Please call 45 days prior to the event to reserve the facility. See the Plaza Grill Manager or a Member Services Manger with your date and time to verify the Plaza is available for your event. Absolutely no vehicular traffic will be permitted on sidewalks or the grass around The Plaza. Parking of vehicles strictly limited to painted spaces. No parking near entrances!

RECREATIONAL VEHICLE STORAGE AND RV PLACEMENT SERVICE

Rental Storage for RV's is available at the resort. Your unit will be assigned a permanent space coordinated by a Member Services Representative at the Member Services Center. Payment is due in advance. 3" vinyl numbers displaying your membership number is required on every RV and Tow Dolly. Please place the numbers on the front driver's side of your RV or on the front of your Tow Dolly.

For the convenience of the guest, the resort will tow your unit from storage to a site and vice versa for a fee of \$7.50 each way. Guests using this service are required to use a portable sewage tank and handle their own wastes. In requesting this service, the guest acknowledges that any unsecured personal property in the unit is at risk, and agrees to hold the resort harmless for any damage, which might occur. Placements will be made between Noon and 3:00pm any weekday. Please call before Noon if you are interested in this service, payment is due upon request and requires a camping reservation. Late requests made after 3:00 PM or weekends will have a \$10.00 tow-in charge, if the move is possible.

GENERAL GUIDELINES AND RULES

*Guests shall conduct themselves with decorum while upon resort premises and shall not indulge in loud or boisterous conduct. Activities, which may bring Sunset Lakes Resort into disrepute or interrupt the harmony of the community, will not be allowed. In the event any Guest is guilty of a continued breach of the rules of conduct, any duly authorized resort employee may immediately require said party or parties to leave the premises. Sunset Lakes Resort reserved the right to refuse service to anyone, and may act in the best interests of the resort and its patrons by immediately remove any parties for any unreasonable infarction. No refunds will be issued if you are caused to leave the facility.

*Restrictions may be announced for parking of vehicles, cargo trailers, toy haulers, or vehicles.

* Guests of the resort may not enhance their stay by utilizing Membership Benefits of another member. When utilizing the resort, you are either a Guest of the Resort, or a Guest of the Member, and must make that declaration upon making your reservation. Management will have final say in any issues regarding usage or applicable fees.

*Guests will at all times be fully responsible for the conduct of their children while at the resort.

*For safety reasons, children 15 and under should be attended by a 16 year old or older, responsible guardian, at all times.

*No swimming or wading is allowed in the lakes (ALL AGES).

*Bounced check fee is \$25.00.

*No signs, placards, displays, or notices of any type are to be located on a campsite or anywhere in the resort. (Guests may, however, display small signs or nameplates at their campsites containing their names, city and state.)

*Employees of the resort shall not be subject to the individual direction or control of patrons.

*Under no circumstances will minors be served or allowed to consume liquor in or on any part of the resort. Smoking by children under 18 is not allowed on resort grounds.

*Sunset Lakes Resort will not be responsible for the loss or damage to any property of members or guests and all facilities are used by members and guests at their own risk.

*Each occupied campsite shall be kept free of debris, large stacks of firewood, and stored items. Only fitted canvas or vinyl wheel covers will be permitted. Seasonal Campers will be subject to special restrictions regarding campsites.

*Outside clothes drying is permitted only on racks affixed directly to the camping unit or RV. Clotheslines are restricted, and unsafe or unsightly displays are not allowed.

*Quiet hours in the camping areas are from 10:00 PM to 8:00 AM, Sunday – Thursday; 11:00 PM to 8:00 AM, Friday – Saturday and Holidays. Resort Manager or Member Services Representative may request that any excessive noise disturbance to the surrounding area is ceased regardless of time.

*The cutting of trees, shrubs; or any other vegetation within the resort is prohibited and violators are subject to a fine. Firewood is available in the store at a nominal charge. Deadwood may be available, please see the Resort Manager before gathering.

*Fires are allowed only in designated fire rings and grills. No member or guest shall attach anything to the trees, signposts, or other living plants within the resort.

*Please bring family pets to the resort, provided they are the usual household variety, such as dogs, cats, and birds. Pets shall be kept on leashes not more than six feet long and must be attended at all times. Guests must clean up after their pets and are liable for their actions. Those who don't may be assessed to cover cleanup costs. Management may request members to remove

unruly, loud, and misbehaving animals and to restrict roaming pets. Pets are not allowed in any of the buildings, rental chalets, the miniature golf course, within the pool enclosure, or in the paddle boats.

*Vehicular traffic is allowed only on designated roadways. Fender mounted side view mirrors should be removed when trailers are not being towed.

*No trail bikes, motorcycles, off-road vehicles or other similarly powered vehicles are to be operated within the resort unless they are the guest's primary transportation to and from Sunset Lakes Resort. In this case, the vehicle may only be ridden between the Resorts entrance and member's campsite. Licensed drivers may ride scooters or mopeds for "In The Park" transportation. Abuse of this privilege may result in a suspension to be determined by the Resort Manager.

*4-wheeled vehicles with steering wheels, and operated by a licensed driver, may be utilized with management approval. Unit must meet the lighting and noise guidelines set for golf carts. Any abuse of operation, rules or equipment issues with any vehicle, will be grounds for revoking the rights by the sole determination of management.

***Golf carts** must have your member number obviously displayed in 3" numbers on both the front and rear of the vehicle. Complaints about use of a vehicle should include this # for identification. The driver's seat must be occupied by a licensed driver, and is intended for Park Use only! No exits in or out of the main gate. Use outside the park, on public roads, or on the levee will not be permitted. Golf carts, which are considered noisy, may be asked to be removed from the resort until repaired.

Use of the cart while using alcoholic beverages or under the influence of same is prohibited. SLR Management reserves the right to restrict any person from bringing a golf cart to the resort for a period of time relative to any violation of the above.

Comments about the appearance of any golf carts around the park, increase the possibility that we will require all golf carts to be stored inside sheds when not in use.

Golf carts must have permanently mounted and operational front and rear lights in clear view and should be lighted anytime the vehicle is in motion day or night. Flashlights do meet minimum standard.

***Golf cart hours** - Quiet time for all evenings is 10:00 PM weekdays, and 11:00 PM on weekends. This will apply to any random use of the cart. After this time, only returns to your campsite, or trips to the restrooms will be permitted.

*The speed limit on all roads in the resort shall be 14 MPH or as posted. All motorized vehicles shall be governed by a 14 MPH limit; on duty employees shall be allowed a 20 MPH limit. Emergency vehicles shall limit speed as appropriate to the severity of the incident.

*The possession of firearms and/or other weapons in the resort is prohibited. (This includes BB guns, Slingshots, etc.)

*Any person who willfully or negligently defaces, injures, or destroys property or equipment shall be held liable for the full value thereof.

*No one is permitted to hunt on resort premises.

*No solicitations or sales of goods and services of any nature shall take place on resort property without the advance written permission of the Resort Manager.

*Abandoned property left on resort premises after October 15 of any year, or for fifteen consecutive days, not specifically registered or permitted, may be disposed of at the discretion of the resort. Storage charges will accrue for Vehicles or Belongings deemed abandoned at a rate of \$25 per day.

*Any charges listed accrued not paid during your visit, will be invoiced to the Guest. Late fees will be assessed if not paid prior to the next months billing.

*Changes and amendments to the Terms and Conditions may be made between published editions by announcements www.sunsetlakesresort.com.

*To maintain fair and consistent use of resort facilities; final decisions regarding the interpretation of all rules, offers, coupons, and services will be made by management.

*Water will be operational at campsites April 15th to October 15th, weather permitting.

SECURITY

The Member Services Representative on duty at the Member Services Center has the authority to maintain a safe and friendly environment. If for reasons of safety, the Member Services Representative requests you to modify your campsite or actions, please comply immediately. Any disagreement regarding operations in the resort can be discussed with the Resort Manager, but only after complying with the Member Services Representative's request.

Guests are encouraged to report any unsafe or unauthorized condition or activity to the Member Services Center. Since the Member Services Center is the center of communications for the resort, any maintenance or equipment problems should be reported to the attendant on duty.

MAINTENANCE

Our maintenance staff is on duty from 8:00 AM to 4:30 PM Monday-Friday. For your convenience, the mowing staff will not start work in camping areas until 8:30 AM. Our weekend service staff will make periodic inspections and cleanup of the restrooms and showers. Please keep other campers in mind when using these facilities. Between cleanings, we must rely on you to be our eyes and ears, please report any problem with the convenience facilities to any resort employee. We will react to any problem as soon as possible.

POLICIES

All deposits are due at time of booking and generally require the 1st night to be paid. Deposits will not be available for refund if notified of cancellation or requesting a change within 14 days of your arrival date. Management will work with you to find an alternate date. There is a minimum stay of 2 nights for all campsites and rental cabins (3 or 4 night minimum on Holidays). If reservation requests are received for less than the minimum, management will have the option of accepting or denying the reservation. In most cases, the client will be given the option of increasing their number of nights. Most weeknight requests will be honored for 1 night. Golf Carts require at least a three-day rental to reserve in advance, 4days on Holiday

weeks, damage deposit is also required. Deposit policies and cancellation policies can be reasonably amended without advanced notice. Please visit www.sunsetlakesresort.com for any changes or resort news. We offer one free site or date change. Additional changes are \$2.50 if completed 3 days or more prior to your check in date. If a different site type is selected you will be responsible for additional charges.

Please complete all cancellations in writing. You may send your cancellation by mail, fax to 309-658-2603, or email reservations@sunsetlakesresort.com. Only managers are able to accept a cancellation and process a refund if applicable, you will be provided with a cancellation number to retain for your records. Cancellations received 15 days prior to your check in date will receive a 100% refund. Cancellations received 14 days to 3 days prior to your check in date will require the first night's payment of the base camping rate. Cancellations received 2 days or less may not be refunded and you will be responsible for two nights charges. Management will work with you to find an alternate date to apply your credits to; it is our goal to accommodate cancellations by rescheduling your stay. Any unpaid charges will be due from the client, payment of a deposit less than the total of cancellation fees does not release client from responsibility to cover said charges. Please allow seven to fourteen business days for the corporate office to issue any available refunds. Those paying by credit/debit card will have fees applied back to the card that was utilized for payment. Payments by cash or check will be reimbursed by a check from our corporate office. Staff members will not issue cash refunds. Deposit policies, cancellation policies, Terms and Conditions, or any other rules regarding use of the park can be reasonably amended without advanced notice. Please visit www.sunsetlakesresort.com for any changes or resort news.

EMERGENCY/AFTER HOURS PROCEDURES

*If necessary for park maintenance or in the event of an emergency, Management shall have the authority to move equipment, vehicles, and belongings of members and guests without liability. (Neither Management nor its staff, however, shall be obligated to do so). *Emergency Phone Procedure. During park hours (9:00 AM-9:00 PM) call 309-658-2131, 1-800-747-5253. Non-emergency phone messages are posted on the message board at the Member Services Center/Check-In, please check periodically. A cell phone is recommended for anyone anticipating emergency contact.

After Hours Manager Line is 1-866-389-9981, to be utilized April 15th to October 15th to report loud neighbors, water leaks, power outages, rowdy kids, messy restrooms, or any other occurrence that requires management intervention after hours. This line should not be used for reservations or general questions.

Any individual can CALL 911 in an emergency situation!

You are at: Sunset Lakes Resort, 2700 290th St. N., Hillsdale, IL 61257 (Rock Island County)