

## LAKE POINTE RESORT POLICIES, RULES & REGULATIONS

Lake Pointe Resort ("Lake Pointe Owners Group, Inc.") has adopted certain Policies, Rules and Regulations ("Rules") pertaining to the use of the resort facilities and amenities by both our Members and guests. Our goal is to provide a safe, enjoyable environment for everyone who stays at Lake Pointe Resort. To help us make our goal happen, please abide by these Rules.

Visitors, Members, guests, and occupants of Lake Pointe Resort must adhere to the governance and conduct regulations specified in its Bylaws. These Rules are based on the articles within the Bylaws. Printed copies of the Bylaws are available in the office or online.

**Please understand that all facilities of the Resort are used by Members and guests at their own risk. Lake Pointe Resort will not be responsible for damage, injury, loss by accident, fire, or theft to either the property or person of any Member or guest while using the facilities of the resort. Parents or guardians are responsible for the whereabouts, safety and conduct of their children at all times.**

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### 1. REGISTRATION

- A. SIGN-IN: All Members, guests and visitors must register at the office when first entering the Park.
- B. GATE CODE: Members and guests can obtain the gate code when registering. The gate code must not be given to unregistered guests.
- C. CONTACT INFORMATION: Upon check in, Members, camping guests and condo registrants are required to provide Lake Pointe Resort office with their most current contact information.
- D. CONDO TENANTS: All condo tenants MUST register at the office before receiving a key.
- E. PARKING TAGS: We require every vehicle on site to have a parking tag/pass. We also ask that you have your guests stop by the office to sign in and obtain a parking tag. If our staff sees a vehicle without a parking tag, we will be contacting them. We need everyone's help on improving the parking situation. For Non-Member visitors, there is a \$10.00 parking tag charge. For Members, there is no charge for the first 5 guest parking tags per day. After the 5 car limit has been reached, there is a \$5.00 parking tag fee to Member Guests.
- F. We conform to the Americans with Disabilities Act (ADA) regulations.

### 2. RV SITE OCCUPANCY

- A. RESERVATIONS: RV sites may be reserved by contacting the office and requesting a reservation for a site. Once our new reservation system is operational, you will be able to make reservations online as well. Payment in full is required to secure a site reservation. A Member may use their Membership granted camping days as a deposit. All Non-member reservations and Guest Days reservations must be paid in full up front.
- B. RESERVATION CANCELLATIONS: We are a no-refund policy park, but if you can cancel prior to 24 hours of arrival, you will be allowed to reschedule your stay for a later date. Condo and RV cancellations for Members and Member Guests also require at least 24-hour notice. The park cannot re-rent these spaces with less than a 24-hour notice. Without the 24-hour notice, the Member will lose their Member Day and Member Guests will not be refunded or rescheduled.
- C. LATE ARRIVALS: RV Arrivals after 10pm are not acceptable. The park closes at 10pm and if someone should arrive after 10pm it is disruptive to other guests and can be difficult to get set up in the dark. The office should be notified if you might arrive after 5pm so we can alert after hours Security Staff. After 5pm, your registration paperwork is given to Security and you will need to call the after-hours phone # to obtain entrance which is 830-660-1487.
- D. LONG TERM RV SITE OCCUPANCY does not establish a permanent residence at Lake Pointe. See ADDRESS OF RECORD on Page 5.

### 3. SPEED LIMIT

For the safety of our Members and guests, the speed limit within the Resort property is **8 miles** per hour maximum. Violators shall be warned once. Repeat violations will result in being asked to leave the resort property without a refund.

### 4. USE OF RV SITES/CAMPING FACILITIES

- A. PREMIERE RV SITES – TIME LIMITATION: Sites D-1 through D-23 (odd numbers only) are the most desirable and produce the greatest income during the Peak Season. (Peak Season is March 1<sup>st</sup> and ends the weekend after Labor Day). Anyone can stay in these sites for a maximum of 30 days during that time. After 30 days, Members must relocate to a Non-Premiere site if they wish to continue staying in the park, unless they wish to pay the public rate of \$750.00 per month. If the Member pays the \$750, their Member Days will not be counted towards their annual allowance. This will extend their stay in that site for another 30 days. After 60 days, they must choose a Non-Premiere site to relocate to.

- B. ELECTRICAL ADAPTERS: Use of electrical adapters plugged into a dual 30 AMP outlet (pigtail) to attempt to provide 50 AMP service is prohibited. This can cause damage to the outlet and to the RV electrical system. Damage caused by this type of connection shall be paid for by the offending party.
- C. SITE LIMITS: Only one (1) RV shall be parked on a site. Up to 4 adults are included in the price per night. Additional adults are \$10 per person, per night with a limit of six (6) adults staying overnight per site. Parking of cars, boats, etc. is not permitted in a non-paid unoccupied RV site. During Holidays, additional guest rates will increase to \$20 per person, per night.
- D. GRAY WATER DISCHARGE: At water/electric only sites, gray water (not black sewer water) can be released on the ground in "C" and "D" sections and must be discharged at least ten (10) feet from the rear of the site and no more than 25 feet. Sewer hoses cannot be used to drain gray water. To drain gray water, the RV must be equipped with a discharge outlet cap that will accommodate a garden hose to be connected. Gray water must not be discharged in this manner in Section "A" or "B".
- E. TENTS: Must be pre-approved by Park Management. There is a \$20 per night tent fee. There needs to be sufficient space to accommodate the tent and you must have an RV on the site in order to use the tent. Four persons per tent is allowed. Tents placed on the grass must be removed within 5 days to avoid killing ground cover. During Holidays, rates will increase to \$40 per night tent fee.
- F. PARKING: All vehicles must be parked in specified areas or in such a manner that does not interfere with the normal flow of traffic. Boats, jet skis, trailers, etc. may not park temporarily or permanently in RV sites. Vehicles and carpets are not to be placed on grassy areas. During holiday or peak usage periods, special parking areas and number of vehicles may be designated by management.
- G. PARKING TAGS: (Car tags/passes) are issued upon entry into Resort property. The tag shall be hung on the rearview mirror where the staff can easily see it. *(PLEASE SEE REGISTRATION, SECTION 1-E)*.
- H. GARBAGE: RV & Storage sites must always be kept clean and presentable. Camping garbage can be placed in plastic garbage bags and put in the trash dumpsters. Small boxes are allowed if they are crushed flat. OTHER DISCARDED ITEMS OF ANY KIND ARE NOT ALLOWED TO BE PLACED BESIDE OR INSIDE TRASH DUMPSTERS OR THE BURN PILE UNLESS YOU OBTAIN OFFICE APPROVAL. There may be a fee assessed if approval is not obtained. *Much thanks for your cooperation with this rule.*
- I. LAUNDRY: A coin operated laundry is open daily. Please remove clothes from machines promptly after use. Clean dryer filters after each use. If clothes are left unattended in machines, they may be removed by the next user. Discard empty detergent boxes, etc. in the trash bins. Please report any non-working or malfunctioning machines to the office. For safety purposes, clotheslines cannot be attached to trees. Freestanding clotheslines or RV clothes drying attachments at campsites are allowed when the swimming pools are in service for swimsuits and beach towels only.
- J. STORAGE FACILITY: RV's, boats and vehicles can be stored in the storage area. Each storage space is approximately 12 feet by 40 feet. We cannot accommodate any vehicle, camper, boat, RV or trailer that will not fit within this site. Payment for one site for a combination of vehicles that fits within these confines is acceptable. Placing two (2) or more vehicles, campers, boats, RVs, or trailer on a space that will exceed the allotted space is not allowed. A second space must be rented under those circumstances. The office must be notified when property is either removed from or placed into storage. Lake Pointe accepts no liability for damage, including theft or vandalism, incurred while a vehicle is parked on Resort grounds. Storage sites must be kept clean and presentable always, with no extraneous items being stored under or around the RV or stored vehicle. Non-working vehicles to include cars, trucks and golf carts are not to be placed in the Storage sites. Under certain circumstances, those leasing a storage space may make improvements to the storage site as follows:
  - 1) All requests for improvement must be submitted in writing and approved by Park Management. The request must have specific details of the proposed improvement.
  - 2) Materials used, and their placement must be consistent with current practice.
  - 3) Construction and installation of fixed or portable RV freestanding covers is not permitted.
  - 4) Site surface improvements must be high grade road base material or crushed ¾ inch rock like that used throughout the Resort. These materials must be at no cost to the Resort and may not be transferred to another site.
  - 5) Sub-leasing or transferring of storage sites to include storage sheds to another is not allowed without permission from Park Management. Upon release of the storage site, all improvements will be transferred to Lake Pointe Resort's ownership and use.
- K. HONEY WAGON: The Honey Wagon comes around twice a week (Monday and Thursday) for pumping of black RV tanks in non-full hook-up areas. Honey Wagon signs are issued upon check-in and are to be prominently displayed on the RV when this service is needed. Lake Pointe Resort cannot accept responsibility for any damage to an RV incidental to this service. If you are staying for a week or more, you will be given a Honey Wagon sign to display on your RV.
- L. DUMP STATION: A dump station is available and is located in the back of the "B" Section and is available for use by our guests any time they need to empty their black tank. There is a water hose available for rinsing out your RV black tank.
- M. SITE APPEARANCE: All camping and storage sites should be kept neat, orderly and environmentally friendly. Do not use a clothesline to dry clothes at your RV site. Only bathing suits and beach towels can be hung from a line at your site.

N. **VEHICLE MAINTENANCE:** No vehicle or RV maintenance involving any environmentally hazardous materials, whether solid, liquid, or gaseous, may be performed. *Note: This prohibition does not include routine washing or cleaning of RVs or vehicles.* Environmentally safe professional maintenance is allowed. RV camping and storage sites must be kept clean and neat during vehicle maintenance activity.

5. **QUIET HOURS AND NOISE**

Excessive noise which prevents other campers from enjoying their space is forbidden. Quiet Hours are 10:00pm to 8:00am Sunday through Thursday and 12:00 midnight to 8:00am on Friday and Saturday nights. Violators may be asked to leave the Resort property without receiving a refund.

6. **PETS**

Pets are welcome at Lake Pointe Resort. A maximum of three (3) dogs and/or cats are permissible at each RV site. Any exception to this rule must be approved by Park Management. Management will decline entrance to anyone who has an animal identified as "aggressive". Pets must always be kept on a leash or in a confined area when outside the RV. The Resort provides a fenced pet area where pets may be allowed off leash while inside this area. Pets are not allowed, at any time, in any Resort building (see condo exception), pool areas, playground, decks, or tables.

Owners shall immediately clean up after their pets in all areas of the Resort, including the nature trail, dog run and the RV storage area. A \$50 fine will be assessed to those who do not comply with this rule. Pets are not permitted to be in the swimming pool area and cannot be tied up outside the pool area or perimeter. Failure to comply will result initially with a warning. Subsequent violations of these rules may result in an immediate requirement of removal of the pet and/or its owner or handler from the Park and Membership suspension. Pets shall not be tied or penned outside an RV when the owner is not present to prevent the pet from disturbing others. Resort Management reserves the right to require owners or pet handlers to remove unruly, loud, or misbehaving animals from Resort property.

7. **CAMPFIRES**

Open fires are permitted as long as they are in an above ground/elevated "fire pit". "Fire Pits" with covers are allowed but not to be left unattended, so be sure to extinguish pit properly before retiring for the evening. Campfires shall be forbidden when the local government has instituted a burn ban. You will be notified when the burn ban is in effect.

8. **ATTACHMENTS**

Building or attaching any permanent item, accessory, building or structure on the property of the Resort is prohibited. Storage sheds in the RV storage are excluded from this requirement.

9. **VEHICLES**

Vehicles of any type, including motorized carts, bicycles and scooters shall not be ridden or parked on sidewalks, decks, ramps, porches, or lawn areas. Maintenance and handicap vehicles are exempt from this rule. Posted maximum speed limits apply to all forms of transportation. No vehicles will be allowed to be operated after dusk if not equipped with proper, permanently installed lights (flashlights are not acceptable substitutes).

10. **VEGETATION AND WILDLIFE**

Cutting or removal of trees, bushes or plants located on Resort property is not allowed without management approval. Feeding of wildlife is permissible. Do not harm any wildlife. Please respect and protect our environment. Trimming and/or removal of trees and vegetation is the responsibility of management or staff. If you feel tree trimming is needed on your site or a roadway, please inform the management.

11. **HAZARDOUS TRASH**

Oil, batteries, and other hazardous materials, for example empty propane bottles, shall not be placed in the dumpsters or on the burn pile and should be disposed of properly outside of the Park. The burn pile is off limits to Members and Guests.

12. **RECREATIONAL FACILITIES AND SWIMMING POOLS**

A. **CLUBHOUSE:** The Clubhouse is for the use and enjoyment of all registered campers and condo occupants, their guests, and children. Exclusive use is not permitted. The kitchen may be available for personal use. Such use must be approved by Park Management. A fee may be applicable, contact the office before using the kitchen for details and approval. Shirts and shoes must always be worn inside the Clubhouse and no wet swimming suits are to be worn, except on the outer deck area. Unsupervised children are not permitted in these areas at any time and should always be with a parent or adult guardian.

- B. PLAYGROUND: Parents or guardians shall be responsible for the safety, supervision and conduct of their children utilizing the facility. Lake Pointe Resort shall bear no liability for any injury or mishap that may occur. PETS ARE NOT ALLOWED IN THE PLAYGROUND AREA.
- C. SWIMMING POOLS: A list of pool rules and regulations is posted in the Clubhouse.
- D. The upper pool is designated as the "Adult" pool. Adults are defined as anyone twenty-one (21) years and older. Children are not permitted unless the larger pool is closed for repairs.  
The large (lower) pool is designated for family swimming. Children under the age of sixteen (16) must be accompanied by a responsible adult. Food cannot be eaten in the pools or pool perimeter. Food is allowed to be eaten at the tables inside the pool enclosures. You are responsible for the clean-up and disposal of food to prevent insects and wildlife in enclosed areas. Drinks in glass containers are not allowed inside the pool enclosure at any time. We appreciate your cooperation with this rule. Facilities adjacent to the pool areas are available for picnic lunches. Appropriate attire is required for entry into the pools. Cut-offs or any attire that might clog the filter system is not permitted. If a child is not potty trained, appropriate swim diapers are required.  
Additional pool rules are posted at each entry gate and must always be obeyed.  
Resort staff reserves the right to require anyone to leave the pool area for violations of these rules.
- E. Normal pool hours are 10:00 am to 10:00 pm. NO LIFEGUARDS ARE ON DUTY. SWIM AT YOUR OWN RISK. Weekend hours may vary – check for posted updates at pool.

### 13. SCOTT MEMORIAL HALL

The Scott Memorial Hall is available to rent for private use. The Member rental rate is \$150 per day and the Non-Member rental rate is \$300 per day and allows for 24-hour usage. Scott Hall must be left clean after use, otherwise a cleaning fee of \$250 will be assessed. Reservations and a payment in full are required.

### 14. CONDOS

Pets are allowed only in designated condos. There is a \$75 non-refundable pet fee for short term stays and a \$250 non-refundable pet fee for monthly stays. Please refer to the Pets section above for rules concerning pets. All condos are designated "Non-Smoking" units. Smoking on the outside patio area is permitted. Violations of the non-smoking rule or pet policy may result in the loss of deposit and immediate removal from the Resort.

- A. Reservations: A credit card is required to complete the reservation. For Members, reservations shall be made no more than one year in advance and must be reconfirmed 60 days prior to the rental date. **Reservations can be made for only one major holiday at a time, such as Memorial Day, Fourth of July, Labor Day, Thanksgiving, or Christmas.** The names of other guests staying in the condo are required.
- B. Check-in and Check-out Procedures:
  - 1) Condo renters must register at the office before occupying a unit and must provide valid identification at time of check in.
  - 2) For one-night stays only, an additional surcharge of \$35 will apply to Members, Member Guests, and Non-Members.
  - 3) A \$50 cleaning fee will be charged to Condo Members for each stay while using free Member Days.
  - 4) Before checking out, the occupants shall wash and put away all dishes and remove all trash.
  - 5) Unless otherwise approved by management, checkout must occur before the designated check-out time. A penalty for not doing so may be charged to the renter's credit card.
  - 6) Registered members shall be responsible for the conduct and actions of their guests and are held responsible for any damage, to include excessively soiled linens.
  - 7) There shall be no more than six (6) persons occupying a two (2) bedroom condo and no more than eight (8) persons occupying a three (3) bedroom condo.
  - 8) One (1) vehicle is assigned a parking space for each condo and will require a parking pass that is given to you during the check-in process. Additional vehicles must be parked adjacent to Clubhouse parking lot (overflow) but are also required to have a parking pass. We do not allow parking of golf carts behind the Condo building. Golf carts must remain in the parking lot.
  - 9) Trailers, boats, jet skis may NOT BE PARKED IN THE CONDO PARKING LOT even temporarily for unloading. There is a separate area designated for these types of vehicles located across from C area. Please see staff for details.

### 15. CONDUCT OF MEMBERS AND GUESTS

- A. All Park occupants, guests and visitors must abide by the Bylaws and these Policies, Rules and Regulations. The Resort (Park) Manager has been delegated the authority and reserves the right to require Members and guests to leave the Resort for gross or repeated violations of these Rules.
- B. No Member or guest shall deny or attempt to deny another Member or guest the right to use and enjoy the Resort facilities, nor shall they disrupt the harmony and tranquility of the Resort.
- C. Members and guests shall not interfere with Park Management, Resort employees, Work Campers, or volunteer workers in the performance of their duties.
- D. Members are responsible for their Guests behavior and treatment of our facilities while on Lake Pointe Property. If you or your guest refuses to pay for damages incurred, your Membership may be at risk and the Guest will not be allowed back.

- E. Use of illegal drugs on Resort property is expressly forbidden and may be reported by the Park Manager to the Comal County Sheriff's Department.
- F. Excessive use of alcohol, unruly behavior, obscene/abusive language shall not be tolerated. The use of alcohol by minors shall not be permitted at any time. Comal County authorities will be called and guests may be removed from property immediately, with no refund. Management reserves the right to require the offender(s) to leave the Resort immediately if deemed necessary.
- G. The firing or discharge of any firearm on Resort property is strictly forbidden. Slingshots, bows and arrows, air rifles, BB guns or the discharge of fireworks are likewise forbidden. Park Management may provide for firework displays on 4th of July and New Year's if allowed by local authorities.  
IF FIREARMS ARE BROUGHT ONTO RESORT PROPERTY, ALL FIREARMS MUST REMAIN INSIDE THE MEMBER'S OR GUEST'S RV UNIT AT ALL TIMES. OPEN CARRY IS NOT ALLOWED.

16. **POLICIES REGARDING CERTAIN DISCOUNT CLUBS**

**Passport America** Members are allowed to stay in the Resort for up to fourteen (14) days, twice a year, at the guest daily rate of 50% discount, plus electricity. A valid Passport America Member ID # is required to be given at time of booking.

**Escapees** Members can stay in the Resort for up to fourteen (14) days at the rate granted to Escapees, plus electricity. Proof of Escapee membership is required. Both of these discounts are offered Sunday through Thursday only. Discounts are not valid on Friday and Saturday.

17. **ADDRESS OF RECORD**

No Member or guest may use Lake Pointe Resort as their principal place of residence and shall not use Lake Pointe Resort as a permanent mailing address. Incoming mail is accepted for Members and guests on a temporary basis and will not be a permanent service. As of September 1<sup>st</sup>, 2020, any Member that wishes to live here full time will now have to be approved by the Board, as we are currently at capacity for full time RV sites.

18. **CHECKOUT TIMES**

Checkout time for condos is 11:00am and 1:00pm for RV sites. Staying past these checkout times without prior approval may result in a penalty charge. Late check out may be available, but please check with the office. There is a \$25 late check out fee for RV sites and a \$50 late check out fee for Condos. Arrangements to stay late must be made with the office prior to the day of check out and be paid in full. Guaranteed Early check-in may be available for an additional charge. Early check-in for Condos is at 11 am and costs \$50. Early check in for RV sites at 9am and costs \$25. You must call and plan with the office to ensure this is an option prior to arrival and it must be pre-paid.

19. **WI-FI USAGE**

Complimentary wireless internet is for our Members and Guests to use, however, please be considerate and limit yourself to one device at a time so everyone in the park can enjoy the service. Please refrain from streaming with multiple devices.

20. **SECURITY/SAFETY**

Our Security Staff is on duty to provide for the safety of our Members and Guests. Security Staff is also responsible for checking guests in that arrive after 5pm. Should you need assistance after hours, please call 830-660-1487.

21. **VIOLATION OF THESE RULES**

Violations of these Policies, Rules and Regulations may result in the immediate requirement of the violators and their families and guests to leave Park premises and not be allowed back. Park Management will notify the President or Board of Directors, by the most expeditious means, of the actions taken and the reasons for those actions.

**WE HOPE YOU HAVE ENJOYED YOUR STAY WITH US AND WILL RETURN SOON.  
PLEASE TRAVEL SAFELY TO YOUR NEXT DESTINATION!**

**Board of Directors  
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