



GUEST SERVICES GUIDE

DECATUR/WHEELER LAKE KOA HOLIDAY



Site#:
Gate Code:
Wi-Fi Password:





GUIDELINES FOR EVERYONE'S SAFETY & ENJOYMENT

1. **Strictly no sewer-dumping on RV sites 01 to 50.**

There is a sewer dumping station, and we offer a honey wagon (sewer) service for a small fee

2. **Check-out:** Check out time is 12:00pm for RV guests and 11:00am for Cabin guests. If you want to stay longer, please notify our office & make arrangements a day prior. A later check-out time may be arranged at a nominal charge.

3. **Cancellations & Refunds:**

We adhere to the KOA national guidelines. Unfortunately, once you have checked in, we cannot provide refunds if you choose to shorten your stay, or if asked to leave due to violations of rules. Daily rates apply per city ordinance.

Regular cancellation for RV/Tent site's:

With a 48 hour notice prior to arrival date we will refund your deposit less a \$10 cancellation fee. If you cancel without a 2 day notice, you will lose the full deposit.

Holiday cancellation for RV/Tent site's:

We require a 14 day notice prior to arrival for a refund of your deposit less a \$10 cancellation fee. If you cancel without a 14 day notice, you will lose the full deposit.

Regular cancellation for Lodging/Cabins:

We adhere to the KOA national guidelines. With a 7 day notice prior to arrival we will refund your deposit less a \$10 cancellation fee. If you cancel without the 7 day notice, you will lose the full deposit.

Holiday Cancellation for Lodge/Cabins: We require a 30 day notice prior to arrival for a refund of your deposit less a \$10 cancellation fee. If you cancel without a 30 day notice, you will lose the full deposit.

Cancellation for Long-term/Monthly:

Monthly Cancellation - Unfortunately, we cannot provide a full refund for a long-term stay, the monthly cancellation fee is \$100.

4. **Mail:** CANNOT be received at this campground. Please check with the store/office to locate the closest post office to open a PO box.
5. **Children must have a supervising** parent/guardian at all times while on our campground. Parents/Guardians must supervise and assume responsibility for all actions of their children. Parents are financially liable for damage caused by their children.
6. **Quiet hours** are from 11:00pm - 8:00am. Some people are early risers and some people are night owls. Please respect your neighbor.
7. **Trash:** Please keep site clean at all times. Place trash in the **refuse dumpster** near the boat launching ramp. No trash can be left out overnight.

Appropriate Site Appearance: No free standing propane tanks or appliances allowed on site. Please refrain from keeping items on the grass so we can maintain the grass. NO mats allowed on grass. Anything stored outside must be kept under RV, unless allowed by management.

8. **Speed Limit:** is strictly **5 mph at all times**. Please drive carefully throughout the park at all times. Only 1 golf-cart per site. Golf Carts must be registered at front desk, and require insurance. Drivers of golf carts must have a driver's license. No 4 wheeler ATVs allowed (except management/security).
9. **Fires:** No open fires except in fire rings.
10. **Laundry facilities** are located next to the store and are open 24 hours. No clotheslines are allowed in the park.

11. **Miscellaneous:**

- All facilities are used at your own risk. Management will not be responsible for any damage, injury or loss by accident, theft, fire or natural disaster.
- No fireworks or firearms are to be discharged in the campground.
- No working on vehicles at your site. No untagged cars or non-running vehicles allowed at your site.
- We reserve the right to refuse service if your RV is not in good condition or appearance. RVs must be RVIA stamped and fully self-contained. No discharge is allowed from RV. Any found will be cleaned, treated, and site holder charged. The average clean-up for grey is \$75 and black is \$125.

12. **RV Site Rates** include 2 adults and 2 children under the age of 14. Extra adult will be \$5.00/adult and \$3.00/child for daily sites. Extra adult for monthly site is \$50.00/adult. Extra child is \$25.00/child.
13. **Site may be changed for any reason at any time at discretion of campground management.**
14. There will be a \$25 late fee on Monthly sites after 3 days of site charge due. Please respect other campers and do not walk through their site.
15. **Parking:** No parking in the road, on the grass or on landscaped areas at any time. No parking on vacant sites or undeveloped sites. No cutting across empty sites.
16. **Limit of two (2) vehicles** permitted per site (1 RV & 1 car). All vehicles are required to be registered at the office for security purposes. Additional vehicles are \$5/night, or \$50.00/month and will need to be parked in the overflow parking spaces. Every vehicle must have a pass (hanging from mirror or on dashboard). Utility trailers are not allowed to be kept at your site.
17. **Access Control:** Entrance/exit to the park may only be accessed through the 'front access control gate' using your provided pin code. **Guests may not provide their pin code to any other person.**
18. **Disregard** of any of the above rules which are designed for safety, convenience and a clean park will be sufficient reason for terminating a camper's stay without additional notice or refund.

PET RULES

Pets are always welcome when **leashed** and pet droppings must be picked up immediately. All pets must be accompanied by owners. Please do not stake out your pets or leave them unattended. The park does not allow aggressive dogs regardless of breed. Please do not allow your pets to disturb your neighbors and fellow guests - excessive barking is not allowed.

WI-FI COURTESY

Wi-Fi

Here, at Wheeler Lake KOA, you are connected to nature.

We only provide limited Wi-Fi at our store. We, therefore, invite you to make beautiful camping memories with your family and loved one.

IMPORTANT TELEPHONE NUMBERS

**EMERGENCY EMS,
FIRE & POLICE: 911**

**AFTER-HOURS EMERGENCY:
(256) 500-9111**

**KOA OFFICE/REGISTRATION:
(256) 280-4390**

**KOA RESERVATIONS:
(256) 280-4390**

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**BASECAMP
FOR THE GREAT
Outdoors**

OUR SINCERE THANKS

Whether you're exploring the local area or hanging out at the campground, KOA Holidays are an ideal place to relax and play. There's plenty to do, with amenities and services to make your stay memorable. Plus, you'll enjoy the outdoor experience with upgraded RV sites with KOA Patios™ and Deluxe Cabins with full baths for camping in comfort. Bring your family, bring your friends, or bring the whole group - there's plenty of ways to stay and explore.

Happy Camping,
The Decatur/Wheeler Lake KOA Holiday Team

