



2012 US-25 W, New Market, TN 37820
865-409-5500



TimberStoneRVResort.com



Resort Rules

Payment Policy

A 25% deposit is required at booking to hold a reservation. If booking within 9 days of arrival, full payment is due at the time of booking.

Scheduled Payments

Ten (10) days prior to arrival, the remaining balance will be charged. Reservations with unprocessed or declined payments will be cancelled. Timberstone RV Resort is not responsible for declined payments.

Cancellation Policy

- 11+ days prior to arrival: Change dates or receive a campground gift certificate (valid for 2 years) with no penalty. Refunds will forfeit 25% + tax of the deposit as a booking fee.
- 9-3 days prior: Deposit is forfeited. Remaining balance will be issued as a camping credit valid for 2 years.
- 2 days or less: No date changes, refunds, or credits are permitted. All reservation payments are nonrefundable and will be forfeited.

No refunds after check-in. There are no refunds or camping credits issued due to weather, natural conditions, or early departures.

Late Arrivals

After-hours late arrivals must stop at the office entrance and retrieve their Resort Packet from the Late Arrival Box.

Video / Camera Surveillance

The property and buildings are monitored. By entering the resort, guests grant permission for Timberstone RV Resort to photograph guests and property for lawful purposes, including marketing and promotional use.

Check-In / Check-Out

- **Check-In:** 1:00 PM
- **Check-Out:** 11:00 AM

Late departures must be approved by the office based on availability. All campers and visitors must check in at the office and obtain a vehicle pass.

RVs, Campers, Vehicles & Trailers

All RVs are subject to an external inspection prior to entering the resort. RVs that are ten (10) years old or older must receive prior approval from Resort Management before a reservation is made. One (1) RV and one (1) vehicle are permitted per site. Vehicles must fit entirely on the concrete pad or be parked in designated visitor parking for an additional fee. Parking on grass, patios, roads, or other sites is strictly prohibited.

RV & Vehicle Washing

RV and vehicle washing must be performed by an outside vendor and requires a permit that can be obtained at the office. Power pressure washing is strictly prohibited.

Prohibited Items & Activities

Generators, tents, campers without hookups, tarps, fireworks, firearms, disorderly behavior, walking through occupied sites, vehicle maintenance (oil changes/lubes), clotheslines, grills on picnic tables, digging, stakes, political signs, canopies, mats or carpets on grass, ropes or chains tied to utilities/trees/signs.

Children

Parents/guardians are responsible for supervising children under the age of 16 at all times, including bathrooms and restrooms. Guardians are financially responsible for any damage caused by children.

- Bicycles, rollerblades, skateboards, scooters, motorcycles, and hoverboards may be used on roadways only and not after dusk. Helmets are required for riders under 17 per Tennessee law. No riding or parking on grass, playgrounds, pool areas, paths, or landscaping.

Pets

Pets must be leashed at all times (maximum length of six feet). Proof of current rabies vaccination is required and must be available for review upon request. Pets may not be left unattended outside or allowed to bark excessively at any time. Aggressive behavior will not be tolerated. Pets, with the exception of service animals, are not permitted in buildings or pool areas. Guests are required to clean up after their pets; multiple "Pet Waste Stations" are located throughout the resort for convenience. Pet fences and/or cages are permitted on the concrete pad only and may not be left unattended while in use. Guests are encouraged to bring their dog(s) to visit our "Leash Free" Dog Park during their stay.

Visitor Policies

All visitors must register at the office, obtain a permit, and pay applicable fees. Vehicles without permits may be towed at the owner's expense. Visitor parking is located in parking lot by the playground. Visitors may be restricted during high occupancy. Registered guests are responsible for their visitors.

Golf Carts

Electric carts only. Carts must be registered at check-in and require a permit. Drivers must be 18+. Privately owned carts require proof of liability insurance (\$50,000 minimum). Resort carts may not leave the premises.

Speed Limit 10 MPH

Quiet Hours 10:00 PM to 8:00 AM

Drones

Drones are not permitted anywhere on resort property.

Firewood & Firepits

No outside firewood permitted. Firewood is available for purchase at the office and delivered free. Fires are allowed only in designated fire pits and must be attended at all times. Burn firewood only-no trash or debris. Fireplaces and firepits are for campfires only.

Laundry & Bathroom Facilities

Open 24 hours. The laundry facility operates via a mobile phone app and accepts credit card payments only. Cash is not accepted.

Garbage

Bag and tie trash and place at the curb by 10:00 AM for pickup, or use the dumpster at the resort entrance.

Sewer Connections

A rubber donut or watertight collar is required on all sewer connections. Available for purchase at the office.

Jack Pads

Jack pads (wood, plastic, or rubber) are required.

Water Hydrants

When temperatures fall below 32°F, water must be turned off and hoses disconnected. Guests are financially responsible for frozen hydrants or related damage.

Alcohol

Alcohol must be kept in a cup or koozie. No glass bottles or other glass drinkware.

Mail, Delivery, & Ride Share Services

No USPS mail service is available on the property. Guests must make arrangements with the office for all package deliveries (e.g., Amazon, UPS, FedEx), including food delivery services, take-out orders, and ride-share companies.

Emergency Phones

Located by the pool deck and outside the office.

Pool

Posted rules and hours 9:00 AM - 10:00 PM apply. Swim at your own risk-no lifeguard on duty. Children under 16 must be accompanied by an adult.

Accidents / Incidents

All accidents or incidents must be reported to management within 24 hours. Timberstone RV Resort and its representatives will not be responsible for and assumes no liability in the event of loss due to fire, theft, accidents, mother nature or any other loss whether it be bodily or loss of property. Management also reserves the right to refuse service to anyone and to evict without prior notice anyone who creates a disturbance, nuisance or deliberately breaks any of the resort policies. Eviction will be immediate and without reimbursement of camping fees.

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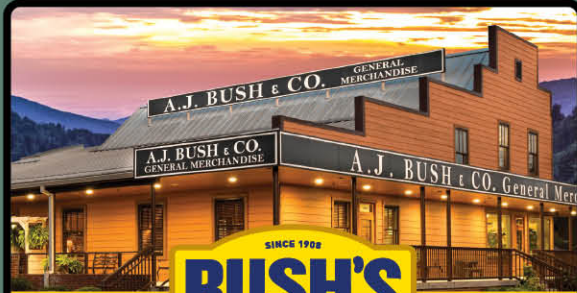


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Amenities

113 Spacious Sites
30/50 Amp Service
Back-In Sites and Pull-Through Sites
Basketball Court
Bathhouse with Private Bathrooms
Buddy Sites
Cable TV Hookup
Camp Store
Concrete Pads
Dog Park Large Breed
Dog Park Small Breed
Fire Pits/Outdoor Fireplaces
Firewood Delivered to Your Site
Free Wi-Fi Internet Access
Full Hook-Ups - Water/Sewer/Electric
Gaga Ball

Golf Cart Rentals
Ice
Laundry Facilities
Lazy River
Paved Golf Cart/Walking Trail
Paved Streets
Pet Waste Stations
Pickleball Courts
Picnic Tables on Each Site
Playground
Pool with Water Slide
Saltwater Kiddie Pool
Sand Volleyball
Timber-Frame Pavilions
Trash Pick Up