

Member

H a n d b o o k

Wilderness Village
Campground
Association



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Wilderness Village Campground Association

P.O. Box 1347
Rocky Mountain House, Alberta
T4T 1A9

Phone: (403) 845-2145

Fax: (403) 845-2146

WEBSITE: www.wildernessvillage.ca

Email: wilderns@telusplanet.net

Dear Wilderness Village Members,

Welcome to Wilderness Village, your year-round vacation destination. The Membership you have purchased gives you the right to use Wilderness Village services and facilities. The Membership agreement, together with this booklet, provides you with a detailed description of your basic Membership rights. It also describes the benefits associated with your Membership and a code of usage. It is your responsibility to remain cognizant of its contents and to refer to it if you are unsure about any policies or procedures.

Wilderness Village Staff are committed to serving your recreational and social needs. Their commitment is to provide you with quality amenities, safe services and programs to enhance your camping experience.

Your Membership in the Wilderness Village family is a passport to the wonderful enjoyment that can be found only in the RV lifestyle. It is our pleasure to have you as a Member and we wish you many exciting adventures.

WVCA Board of Directors

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1.0 Definitions

- 1.1 **Member** refers to an individual, spouse or significant other and all single persons under 21 belonging to the immediate family, who are dependent upon the head of that household and living in the same place of residence. It also refers to single dependents under 25, who are still attending school.
- 1.2 **Guest** refers to a person or persons clearly identified and registered as such, who stay at the Resort only when the sponsoring Member is in attendance.
- 1.3 **Privileges of Membership** include year round access to the Resort using a gate card, up to 180 camping nights per year, complementary access to one serviced site to be occupied by one RV unit and a tent, complementary storage for a primary RV unit, complementary firewood, use of Pools and Hot Tubs, organized recreational activities, guest privileges and the ability to register for a Winter camping site.
- 1.4 **Primary RV Unit** refers to a single main or principle RV unit owned by a Member which is used for accommodation.
- 1.5 **Secondary RV Unit** refers to any additional recreational unit(s) other than the Primary Unit (EG. Trailer, boat on trailer, etc.)
- 1.6 **Site** refers to a designated area suitable for the accommodation of overnight camping.
- 1.7 **Management** refers to the Resort Manager or acting Manager.
- 1.8 **Peak Season** refers to the period from June 15 to September 15.

2.0 Facilities and Services

2.1 Comfort Stations

There are conveniently located Comfort Stations at Wilderness Village which include showers, washrooms and laundry facilities.

2.2 Village Store

Forget something? Don't worry! Our Village Store has everything you might need, at a reasonable price. Seasonal.

2.3 Storage Compound

A compound is available for the storage of your Primary RV unit (RV Storage Compound). Secondary stored units and equipment must be placed in a separate area for this purpose and will be subject to an extra fee and to availability. Management will determine what is appropriate for storage.

2.4 Recreation

Hiking, biking and ATV trails are easily accessible from the Resort. Crimson Lake is located nearby where Members may Swim, Boat and Hike. During the peak season, the Resort Swimming Pools, Recreation Field, Horse Shoe Pits and Playground are all open for your convenience. The Hot Tubs are open all year round, as are the Lodge and Activity Center. There are two nearby Golf Courses as well. We have organized seasonal Recreational Programs for Members and Guests. Note: Fees may apply to some programs offered. Please contact the Office for specific information.

2.5 Security

The Security Staff maintains a safe, friendly environment at Wilderness Village. Security patrols the property on a regular basis. They are responsible for enforcement of Resort Rules and providing emergency aid and communication. Security will post messages for Members on the Message Board by the Office. Only emergency messages will be delivered to a site.

2.6 Maintenance

In order to provide maximum convenience and enjoyment to Members, our Maintenance Staff ensure that the Resort facilities and equipment are operating satisfactorily. Regular inspection and maintenance is a noticeable way that Wilderness Village delivers its commitment of quality. Please treat this Resort as you would your own home and report any problems to the Office.

2.7 Sewage Disposal

Sewage disposal services are available at either our waste water dumping station or by vacuum truck service to your site (Fee applies). Service must be booked by 4 PM of the day prior.

2.8 Staff Assistance

The Staff at Wilderness Village are knowledgeable about the Resort. If you have any questions or require information, ask any of our Staff. They are there to ensure that you have a good time during your stay and that you enjoy the many amenities the Resort has to offer.

2.9 Membership Information

The Management of Wilderness Village has an open door policy and will be happy to provide answers to Member's questions or concerns. Members are invited to write to the Park or to visit our website for information. Regular Newsletters are mailed out to all Members. Member information meetings are announced.

2.10 Account Information

Wilderness Village Office Staff will be pleased to answer your questions regarding Membership or an account. They will also replace lost Membership Cards, Gate Cards, etc. Replacement cards are provided for a fee.

2.11 Membership Transfer

If permitted in your contract, your Membership may be willed, sold or transferred. Wilderness Village does not restrict the price it is sold for, nor is it obligated to purchase back Memberships or Shares or to secure purchasers for existing Memberships. The Office will gladly assist in expediting Membership transfers and providing full orientation to the new Members. A transfer to another party must be validated by an authorized representative of the Resort and may not take place during the Peak Season (June 15 to September 15). There will be a fee applied to all transfers. Appropriate forms are available from the office. Wilderness Village reserves the right for final acceptance of all new Members.

2.12 The Camp Coast to Coast System

As a Member of Wilderness Village, you are offered the added benefit of our affiliation with Camp Coast to Coast, Inc. Camp Coast to Coast Campgrounds and Resorts are carefully selected for the quality of their amenities, security and location. They provide our Members with countless other vacation opportunities, throughout North America.

Camp Coast to Coast Members are provided with an Information Kit, Campground or Resort Directory and a Membership Card. Periodical updates are sent in the mail. Although Wilderness Village is one of the affiliated Resorts in the Coast to Coast System, it is completely independent and not owned or controlled by Coast to Coast. Please refer to a Coast to Coast Information Kit for current rates and regulations.

Coast to Coast is a reciprocal use agreement between Campgrounds and Resorts in the Coast to Coast System. Yearly Coast to Coast Membership dues are payable directly to Coast to Coast, Inc. More information is available at our Office.

2.13 Quest International

Quest Membership is also available through Coast to Coast, Inc. This is a network of franchised hotel chains across North America who extend to their Members, up to 50 percent reductions off regular rates (subject to availability and on a pre-booked basis).

3.0 Rules and Regulations

The Board of Directors of Wilderness Village has adopted the following Rules pertaining to the use of facilities within the Resort. The prime directive in adopting these rules, is to enable all Members and their Guests to obtain the maximum benefit from the facilities, while ensuring that the health, safety and well being of all concerned are maintained. These Rules are subject to change from time to time at the discretion of the Wilderness Village Board of Directors and pursuant to the bylaws of the Association. The Resort Manager is empowered by the Board to apply these Rules and Regulations and if necessary, authorize suspensions and / or revocation of Membership privileges. Members are asked to make every effort to follow the intent of these Rules and Regulations and cause their Family and Guests to do the same. Following are the Rules and Regulations of Wilderness Village Resort:

3.1 Alcohol

- 3.1.1 Under no circumstances are minors to consume alcohol in or on Wilderness Village property.
- 3.1.2 Alcohol may be consumed only on individual camping sites, or at specific Resort areas, or at Resort sponsored events where alcohol is specifically permitted.
- 3.1.3 No person shall be in any public area while intoxicated.

3.2 Bulletin Boards / Notices

- 3.2.1 Nothing shall be posted on any bulletin boards except by Resort Staff. Bulletin boards are provided for general notices, Resort business and particular announcements.
- 3.2.2 Individual notices by Members may be placed on bulletin boards subject to approval of the Management.

3.3 Children – Supervision

- 3.3.1 Parents or guardians will be held responsible for the conduct of the children in their care. Minors must be accompanied by a responsible adult when using the recreational facilities including Pools and Hot Tubs.
- 3.3.2 All minors under 18 (eighteen) years of age are subject to a 11 PM curfew while in the Resort with the exception of children who are supervised by an adult or during events supervised by Resort Staff.

3.4 Dues (Membership)

- 3.4.1 Dues are payable on the first day of January of the year to which they apply.
- 3.4.2 Interest charges will be applied to all outstanding account balances after January 31.
- 3.4.3 Members whose Membership accounts are not current will be prohibited from accessing and using the facilities of Wilderness Village.

3.5 Conduct

3.5.1 Physical abuse, profanity, loud or abusive language and other unacceptable conduct is prohibited.

3.6 Damage

3.6.1 The Resort assumes no responsibility for the loss of or damage to any property of Members or Guests.

3.6.2 Any Member or Guest who willingly or negligently defaces, injures, destroys or removes Resort property or equipment, shall be held liable for the full replacement cost. Legal action may also be taken at the discretion of the Resort.

3.7 Emergency Moves

3.7.1 The Management shall have the authority to move equipment, vehicles and belongings of Members and Guests without liability in the event of an emergency however, the Management shall have no obligation or duty to do so.

3.8 Employees

3.8.1 Employees of the Resort shall not be subject to the individual direction or control of Members or their Guests. The specific direction and control of Resort Staff lies vested with the Resort Manager or designated Manager.

3.9 Failure to Comply

3.9.1 Any Member or Guest who refuses to abide by the Rules and Regulations of the Resort, will be subject to a fine and / or suspension of privileges, or loss of Membership.

3.9.2 Fines can be imposed at the discretion of the Resort Manager and can range in cost from \$75 (Seventy five) to \$500 (Five hundred) dollars.

3.9.3 Suspensions will be imposed at the discretion of the Resort Manager. Only one warning will be provided.

3.10 Firearms

3.10.1 Firearms and / or other restricted weapons must be unloaded, encased and secured at all times.

3.11 Fires

3.11.1 Fires are allowed only in designated fireplaces. Fire pits are not to be moved. Propane fire pits permitted subject to management approval.

3.11.2 The Management may prohibit campfires at any time they feel fires may present a hazard.

3.11.3 Fires must never be left attended and must be totally extinguished before leaving site.

3.11.4 Containers may be requested for removal of ashes.

3.12 Guests

3.12.1 Members must be present in order for their Guests to use the Resort and will at all times be responsible for their actions. Expected visitors must be reported to the office.

3.12.2 Members wishing to bring a Guest with an RV, must make prior arrangements with the Office. Subject to availability.

3.12.3 Long weekends are reserved for the use of Members only, except for Guests staying in a Member's RV Unit, sharing a Member's site (all units must fit on the site pad), or staying on an unserviced site (subject to availability). Guest RV units are not permitted to have their own serviced site on long weekends, to prevent overcrowding.

3.12.4 There is no charge for Guests staying in a Member's Primary RV Unit, providing the Member is present.

3.12.5 Guests camping in their own RV Unit will be subject to Guest fee charges.

3.12.6 Member's Guests are allowed to use all Resort facilities.

3.12.7 Members must let their Guests in and out of the Gate after regular business hours or make prior arrangements.

3.13 Littering

3.13.1 Littering is not allowed or tolerated. Receptacles are provided in convenient locations throughout the Resort.

3.14 Motorized Vehicles

3.14.1 With the exception of Resort related business, trail bikes, dune buggies, ATV's, snowmobiles, off-road vehicles or the like, are not permitted to operate within the Resort except in designated areas.

3.14.2 The speed limit is 15 km/hr in the Resort. The roads within the Resort are considered a public roadway and rules of the road shall apply. Unnecessary use of motor vehicles is discouraged, including idling outside of facilities.

3.15 Noise

3.15.1 No unreasonable noise is permitted at anytime. RV equipment, radios, tape players and televisions, etc. shall be restricted in their use and time of operation for the comfort of other Members and Guests.

3.15.2 **Quiet time shall be enforced at 11 PM, with the exception of functions organized by the Resort.**

3.16 Parking

3.16.1 Parking is allowed only on camping site pads or in designated parking areas. No vehicles allowed on grass.

3.16.2 Vehicles or equipment are not to be driven or parked on the grass. There is no parking allowed on roadways.

3.17 Pets

3.17.1 Members may bring pets, providing such pets are usual household pets and not aggressive or vicious. Pets cannot be left outside unattended.

3.17.2 Pets must be well mannered and restrained at all times while in the Resort.

3.17.3 Owners are to clean up their pet's droppings.

- 3.17.4 Management reserves the right to request Members to remove unruly or offensive animals from the Resort. Pets are not permitted in public areas such as decks, playgrounds or in any buildings with the exception of animals trained for the use of aiding the handicapped.

3.18 Private Business and Soliciting

- 3.18.1 Operation of a private business, soliciting or the advertisement of such within Wilderness Village is not permitted without the expressed permission of Management under the directives of the Board of Directors.
- 3.18.2 Soliciting, ticket selling or fund raising is not allowed without prior permission from Management.
- 3.18.3 Advertising, posters or notices of any type are not to be posted anywhere on Wilderness Village property (including bulletin boards) without prior approval from Management.

3.19 Recreation Equipment

- 3.19.1 A Membership Card may be required as security on signed out equipment.
- 3.19.2 Some equipment may be limited in the length of time which it may be used, depending upon the popularity of the equipment.
- 3.19.3 Persons damaging, destroying or failing to return equipment, will be held responsible for the entire repair or replacement cost.
- 3.19.4 Personally owned recreation equipment that has a high risk to safety factor, eg. Air rifles, archery equipment, sling shots, paintball guns, etc., are prohibited from use.

3.20 Recreation Facilities

- 3.20.1 The Recreational facilities operated by the Resort shall be kept open in accordance with a schedule determined by Management and posted for your convenience.

- 3.20.2 Management has the authority to close, cancel or reschedule events involving Recreation facilities.
- 3.20.3 No Life Guard is on duty at the Pools, therefore swimming is at your own risk. Children under 16 (sixteen) years must be supervised by an adult. Children under 8 (eight) years old may not use the Hot Tub facilities.
- 3.20.4 Only generally approved swimwear is permitted in the Pools and Hot Tubs.
- 3.20.5 Due to concerns regarding fecal contamination, children who are not toilet trained, are not permitted in the Pools unless wearing a swimming diaper.
- 3.20.6 A cleansing shower before entering the Pools or Hot Tubs is mandatory in order to help keep our pools hygienic.
- 3.20.7 The length of use of the Resort facilities may be limited according to their demand. Members must relinquish the use of facilities upon the expiration of their allotted time.
- 3.20.8 Rules and Regulations for specific facilities will be posted.
- 3.20.9 Some facilities may carry a nominal charge for their use.

3.21 Registration

- 3.21.1 After choosing a site, Members are required to register in a timely manner and retain the white copy of the registration slip. This action assists Resort Staff with finding individual Members immediately in the event of an emergency.
At the end of their stay, they are to leave the white copy of the registration slip in the receptacle at the electronic card swipe located at the Front Gate exit or inform the Registration Staff of their departure.
- 3.21.2 A Membership number must appear on the front, upper driver's side of a Member's Primary RV Unit in 3 (three) inch lettering, as to be easily identified by our Staff. This rule also applies to any Member's equipment stored in the compound.

3.22 Rental of Cabins

- 3.22.1 Reservations for Rental Cabins must be made in advance however, they will only be accepted after January 1st of the year to which they apply.
- 3.22.2 During the Regular Season, cancellation of reservations must be made at least seven days prior to the arrival date, in order to receive a refund of the deposit. During the Peak Season, thirty days notice is required.
- 3.22.3 Reservations are valid only with a deposit. Please consult the reservations desk at the Office for rates and deposit information.
- 3.22.4 Rental of Cabins is subject to availability. There is a maximum occupancy for each unit and extra guests are subject to an additional fee.
- 3.22.5 A Guest RV Unit parked at the Cabins shall pay the same Guest fee as for a site.

3.23 Reservation of Sites

- 3.23.1 All facilities and services of Wilderness Village are available on a first-come first-served basis only. Reserving of sites is strictly prohibited except for group functions booked in the appropriate manner through the Office.

3.24 Sewage and Grey Water

- 3.24.1 RV vehicles with self contained waste water holding tanks, must have the outlet plugged except when using the Dumping Station or when a vacuum truck is servicing them.
- 3.24.2 Waste water dumping is only permitted at designated stations or into portable sewage containment units.
- 3.24.2 The use of environmentally friendly sewage chemical is mandatory for Members who wish to have vacuum truck service performed for them. Our Staff may refuse to empty sewage that has not been treated.

3.25 Site Maintenance

- 3.25.1 Any one who leaves a site in an unclean condition requiring additional maintenance or cleaning will be held responsible for the cost of such clean-up.
- 3.25.2 Members or Guests shall not attach any apparatus or equipment, accessory building or structure to trees or other living plants within the Resort.
- 3.25.3 Landscaping, digging or rearrangement of any site must not be done without permission from the Resort Manager.

3.26 Storage Compounds

- 3.26.1 Any RV Unit or other equipment stored in our storage compounds, shall be identified with a legible Membership number, so that it may be easily identified by Resort Staff.
- 3.26.2 All Primary RV units must be parked in the designated row, at an angle, no more than three feet apart from the next unit, as not to take up unnecessary space.
- 3.26.3 All storage compounds shall be administered by the Resort Manager, who shall determine appropriate usage.

3.27 Swipe Cards

- 3.27.1 In order to extend to Members more convenient access in and out of the Resort, Swipe Cards are required. They may be obtained from the Office. These cards remain the property of WVCA and may be revoked at any time.
- 3.27.2 Swipe Cards are non-transferable, except through the Office. Members may not lend their Swipe Card to others.
- 3.27.3 Members are responsible to ensure that they possess a Swipe Card to access the Resort after Office Hours.

3.28 Trails

- 3.28.1 Hiking, Biking and Riding trails are for the enjoyment of all. No motorized vehicles are allowed on them whatsoever. Members are required to pick up their litter.

- 3.28.2 All gates along trails are to be left the way they were found.
- 3.28.3 To lessen the danger of fires, smoking may be prohibited on hiking or riding trails.

3.29 Usage

The following Resort Rule (3.29.1) will come into effect only when the Resort is at its maximum usage ratio.

- 3.29.1 Wilderness Village is planned on a ratio system for maximum usage of facilities. Members may stay in the Resort for up to 15 (fifteen) days at one time. After leaving the Resort for an interval of 7 days, a Member may return for another 15 (fifteen) day visit. This provision is based on anticipated usage.

Until such time as the above rule comes into effect, the Member will be required to move to another site every 15 (fifteen) days.

- 3.29.2 Members shall not establish primary or permanent residency at Wilderness Village (180 day annual usage policy applies). Extra fees will apply over 180 days.
- 3.29.3 A Membership entitles the use of only one Resort at any one given time. For instance, parents may not access the Coast to Coast System while their children use Wilderness Village.
- 3.29.4 Dependent children of a Member, upon reaching the age of 18 (eighteen) years, may access Wilderness Village without parental supervision, upon presentation of a letter of confirmation from the parent(s). A parent or guardian must be in attendance in the Resort in order for children under 18 (eighteen) years of age to visit.
- 3.29.5 No more than one single Primary RV camping unit and one tent may occupy one site, unless an extra fee is paid. For example, a Guest's Camping Unit may share a Member's site by paying the Guest fee. All vehicles must fit on site pad and no parking is permitted on grass.
- 3.29.6 A maximum of eight persons may occupy any one site unless an additional Guest fee is paid.

3.30 Vacant Units / RV Vehicles

- 3.30.1 To have the privilege of leaving your camping unit unattended for up to 24 hours without having to move it off site, a Member must occupy it for the previous 48 hours.
- 3.30.2 Camping Units left unattended for more than 24 hours, may be removed by Resort Staff and taken to the Storage Compound, without prejudice or liability to the Resort or its Staff. Charges for relocation will be applied to the owner of the Unit.
- 3.30.3 Any non-Member Unit left on site, for which arrangements have not been made with the Management, may be towed off to a location of the Resort's discretion.
- 3.30.4 For an additional fee, Members may leave their Units unattended during midweek (Tuesday, Wednesday, Thursday), for a period not to exceed 72 (seventy two) hours. Return deadline is midnight on Thursday.

3.31 Vegetation

- 3.31.1 The gathering or cutting of live trees or other vegetation including flowers within the Resort is prohibited.
- 3.31.2 Tents or mats placed on the grass must be moved often enough to prevent killing of grass.

3.32 Winter Camping

- 3.32.1 Winter Camping season runs from the October 2 to May 1. Members not utilizing their assigned Winter site, may not be considered for the program the following year. Non-Winter Campers must have the Winter sites vacated by the beginning of the Winter Camping season.
- 3.32.2 Each Member wishing to Winter Camp, must register with the Office, in person, by the posted deadline (Monday of the August long weekend).
- 3.32.3 Allocation of sites will be determined by the previous Winter's usage. Members will have up to two weeks to place their units on site. Failure to inform the Office with reasons for any delays will result in forfeiture of Winter site.

- 3.32.4 Register on the form provided at the Center Lodge only for the night(s) you actually stay in your unit. Nights spent in Cabins will also be applied towards Winter Camping nights, however Members must then register in the Winter Registration Book at the Lodge. Only nights falling within the actual Winter Season (December 21 through March 21) will be applied toward Winter Camping seniority. Campers are still required to register at the Lodge each day, from the Tuesday immediately after Thanksgiving weekend, until the Monday immediately after Mother's Day weekend.
- 3.32.5 Power must be disconnected when you have finished your stay at the Resort. Any unit left with power connected will be unplugged.
- 3.32.6 No late registrations for Winter Camping will be accepted.
- 3.32.7 Services such as site Plow Outs and Propane Sales are restricted to certain times because of off season Staff reduction. Please refer to Winter Camping Information, which is available from the Office or posted at the Lodge.
- 3.32.8 Members who register for Winter Camping and do not camp a minimum of ten nights during the period from October 2 to May 1, will be subject to paying a fee if they wish to register for the next season.

3.33 Not covered in Rules and Regulations

- 3.33.1 Any areas not covered under the Rules and Regulations of Wilderness Village will be judged at the discretion of the Resort Manager.

Notes