RULES AND REGULATIONS

Welcome to Willow Run RV Resort!

We're so glad you've chosen to stay with us. Our goal is to make Willow Run one of the top-rated RV resorts in America, and we couldn't do it without wonderful guests like you. We hope you have a relaxing and enjoyable stay. If there's anything we can do to make your visit even better, please let us know. We're here to help!

Check-In & Check-Out

Check-In: Monday-Friday 1:00 PM-6:00 PM; Saturday 11:00 AM-4:00 PM; Sunday by appointment only. Check-Out: 11:00 AM. A $10 late fee applies after 11:15 AM. After 1:00 PM, a full day's site fee is charged. Late check-out is subject to availability. To extend your stay, notify the office by 10:00 AM and we will do our best to accommodate your request. The office is closed on Sunday.

Occupancy Policy

Each site is limited to a maximum of two (2) adults and one (1) child. Additional children may be permitted only with prior management approval. Any additional

Late Fees: (Long-Term Guests)

A late fee of $10.00 per day shall be assessed beginning on the second (2nd) day following the payment due date and shall continue to accrue daily until the outstanding balance is paid in full. All accrued late fees will be added to the Guest account and remain due and payable.

Background Check Policy

Background checks are required for all extended-stay reservations. All adults staying on-site must complete the background check process. You will receive an email and/or text through CampBackgroundChecks.com with instructions. The cost is $12.00 per adult.

Mail Service

Willow Run RV Resort cannot be used as your permanent mailing address. Please maintain another address or P.O. Box for regular mail. Packages may be delivered through our Luxer Mail Locker System.

Vehicle & Traffic Guidelines

- The speed limit throughout the resort is 5 mph and is strictly enforced for everyone's safety.
- All vehicles must be registered in the name of the site occupant(s) and registered with the Office upon arrival.
- Each site may have one habitable RV and up to two non-habitable vehicles, parked fully on the concrete pad. Parking on grass, roadways, at the Amenity Center, or on vacant sites is not permitted.
- Accommodations for additional vehicles may be available next door at our RV/Boat Storage facility for $115 per month, subject to availability and management approval.
- Vehicles must be clean, well-maintained, and free of leaks. Vehicles in disrepair or without current insurance or registration are not permitted.
- No sleeping in personal vehicles or anywhere outside your RV.
- No repairs, washing, or maintenance may be performed on-site except by approved mobile service providers.
- Only licensed drivers may operate motorized vehicles. Drive only on roadways and never through empty sites.
- Keep vehicle noise to a minimum at all times.
- ATVs, dirt bikes, and children's motorized ride-on vehicles are not permitted.
- Non-motorized bikes, scooters, and skateboards are welcome on paved areas only. Riding after dark requires proper lights and reflectors. Unsafe riding may result in loss of privileges.

Site Standards

- Keep your site tidy and free of debris, oil, and mud. No digging or staking into the ground is allowed.
- Outdoor areas should include only minimal patio furniture or items designed for outdoor use. Indoor furniture, including couches and recliners, is not permitted outside.
- Clutter, garbage, tools, boxes, or other unsightly items are not permitted.
- Windows must have standard coverings. Aluminum foil and profane displays are not permitted.
- Flags representing nations, states, provinces, sports teams, military branches, or colleges are welcome. Political, Confederate, or profane flags are not permitted.
- Decorations: All holiday and general decorations must receive prior management approval and remain subject to management discretion.
- Sheds, decks, stairs, fences, utility buildings, storage containers, concrete blocks, tarps, clotheslines, or outdoor appliances, including hot tubs, are not permitted on or under sites without management approval.
- Keep grass areas clear of carpets, mats, lawn chairs, and potted plants.
- Only RV-designated air conditioners are permitted.
- Boats, cargo trailers, and other trailers are not permitted at sites. Storage may be available next door at our RV/Boat Storage facility.
- Tents and tiny houses are not permitted.
- Operating a business from your site is prohibited, except for remote telecommuting.
- Any site alteration requires prior management approval.
- To sell your RV, contact the Office. Site occupancy does not transfer with a sale; any new occupancy requires management approval and a new agreement.

Pet Policy

- Non-aggressive pets are welcome and must be registered with the Office upon arrival.
- Each site may have one pet; additional pets require management approval. A $10 per-pet fee applies to the booking.
- All pets must be fully vaccinated. Guests must provide a veterinarian-signed and dated vaccination record at check-in; tags are not accepted as proof.
- Pets must be kept on a 6-foot leash at all times while outside and may not be left unattended outdoors.
- A small dog playpen may be set up on the concrete pad beside your RV. It must be kept clean and pets may not be left unattended in the playpen.
- Clean up after your pet immediately. Pet-waste bags and receptacles are located in the Dog Park and at the back of the resort.
- A $25 fee will be charged for each incident of improper cleanup or disposal.
- Pets are not permitted in resort buildings, restrooms, the pool area, or the playground.
- Excessive barking, aggressive behavior, or any nuisance to other guests will not be tolerated.
- A designated Pet Exercise Area is available for safe play and exercise.
- Pet owners are fully responsible for their animals and for any injury or damage they cause. Willow Run RV Resort is not liable for pet-related injury or damage.
- Feeding stray or wild animals is strictly prohibited.

Security & Personal Belongings

- Security cameras are used throughout common areas to help maintain a safe environment.
- Camera systems are not a guarantee of personal safety or property protection.
- The resort and management are not responsible for lost, stolen, or damaged items.
- Keep valuables and bicycles securely locked at all times.

Guest Conduct & Courtesy Guidelines

- Quiet hours are 10:00 PM-8:00 AM Friday and Saturday, and 9:00 PM-8:00 AM Sunday through Thursday. Music and all other noise must be kept at a low, respectful level at all times, as determined by management, so it does not disturb other guests.
- Parents are responsible for the behavior and supervision of their children and guests and for ensuring compliance with resort rules.
- Children under 14 must be accompanied by an adult at all times while on resort property.
- Respect other guests' privacy. Do not walk through occupied campsites.
- Loud or disruptive noise is not permitted at any time. Generators may not be operated within the resort.
- Profanity, aggressive behavior, harassment, or disrespect toward guests or staff will not be tolerated.
- Soliciting or conducting business on resort property is prohibited unless approved for a resort-sponsored event.
- Signs advertising products, services, or RVs for sale are not permitted.
- Smoking and vaping are not permitted inside resort buildings or outdoor recreational areas.
- Possession or use of illegal drugs is strictly prohibited.
- Alcohol & Drugs: Responsible alcohol consumption is permitted at your site. Disorderly behavior, public intoxication, or possession or use of illegal drugs is prohibited and may result in immediate removal without refund.

Right to Refuse Service / Removal

Willow Run RV Resort is privately owned. Management reserves the right to refuse service, deny access, or require a guest or visitor to leave the property when permitted by applicable law and resort policies. Reasons for removal may include, but are not limited to: theft; vandalism; violation of resort rules, policies, or agreements; inappropriate, disruptive, threatening, or unsafe behavior; aggressive or uncontrolled pets; illegal activity; or failure to make required payments by the fifth (5th) day after payment is due. Removal for rule or policy violations may be without refund, and any outstanding balance remains due.

Site Amenities

- Site Concerns: Report maintenance or utility issues to the Office or Park Host as soon as possible.
- Utility Connections: All utility hookups must be made at your assigned site only.

Sewer
- Grey tanks on all RVs must be emptied prior to entering the resort.
- All sewer connections must have an airtight seal as required by applicable regulations.
- Sewer hoses must be elevated, leak-free, and positioned neatly along the concrete pad, diverting off the pad only at the connection point.

Electric
- Insert your RV power cord securely into the appropriate receptacle, ensuring there is no gap.
- Turn on the power breaker only after the plug is fully inserted.
- Excess cord must be neatly coiled on the concrete.
- When departing, turn the breaker off before disconnecting your plug.
- Electrical Rates: $225 per month during seasonal months. Winter-month rates may fluctuate and will be communicated by management. Daily/weekly electric is $10 per day, not to exceed the applicable monthly electric rate.

Water
- A water pressure regulator is recommended for your protection.
- Any excess hose should be neatly coiled on the concrete.

Refuse
- Place household trash only in the provided dumpsters located at the front of the resort.
- Individual trash cans are not permitted beside your RV because they may attract wildlife or pests.
- Large items may not be left on-site or placed in or around dumpsters. Guests must make alternate disposal arrangements. Fines may be imposed for improper disposal.

Fires & Grills
- Propane campfires are allowed and must comply with Tarrant County regulations and any current burn restrictions.
- Never leave a fire unattended. Fully extinguish all fires before leaving the area.
- Grills with lids are permitted for personal use.

Resort Guest Amenities - Pool / Hot Tub / Outdoor Kitchen
- Pool hours are 7:00 AM-10:00 PM, seven days a week.
- Adult-only swim hours are 7:00 PM-10:00 PM, seven days a week.
- No lifeguard is on duty. Swim at your own risk.
- Pool use is for registered guests only.
- Visitors of registered guests may use the pool area for up to two hours daily when accompanied by their host.
- All visitors must be registered with the Office before entering the pool area.
- Guests are responsible for ensuring their visitors follow all resort rules.
- Children under 16 must be accompanied by an adult inside the pool area.
- No glass containers are permitted in or around the pool.
- Infants and toddlers must wear swim diapers. Regular diapers are not permitted in the pool.
- Be courteous to others. Loud music, disruptive behavior, and inappropriate language are not permitted.
- The grill is for shared guest use. Clean it after use.
- Do not remove propane tanks from the grilling area. If a tank is empty, notify the Park Host.
- Rule violations may result in removal from the resort without refund.

Fitness Center
- Open to registered guests during posted hours.
- Proper workout attire and closed-toe shoes are required.
- Wipe down equipment after use and return weights and benches to designated areas.
- Report equipment issues to management.
- Guests under 16 must be accompanied by an adult.
- No food or glass containers are permitted inside.
- Management is not responsible for accidents or lost or damaged personal property.

Common Areas
- Respect shared spaces including bathrooms, lounges, picnic areas, grills, gaming areas, recreation areas, fire pits, food truck park, dog park, laundry, parcel room, and courtyards.
- Keep noise to a minimum and clean up after yourself.
- Do not rearrange furniture or host private gatherings without prior management approval.
- Report damage or maintenance issues to the Office.

Meeting Rooms & Event Space
- Meeting and event spaces are available by reservation only.
- Contact the Office for availability, rates, and policies.
- Guests are responsible for cleanup and for any damage that occurs during use.

Laundry
- Washers and dryers are available for guest use only.
- Washing pet bedding, pet linens, or similar items is prohibited.
- Remove laundry promptly after each cycle so others may use the machines.
- Laundry supplies are not provided by the resort.

Restrooms & Showers
- Help keep facilities clean and comfortable for everyone.
- Report maintenance issues to the Office immediately.
- Washing dishes, pets, or laundry in restroom sinks is not permitted.
- The use of hair dye is not permitted in any part of the restroom or shower area.

Grills & Fire Pits
- Covered gas and charcoal grills are allowed at your site.
- Propane fire pits with a protective cover are permitted in designated areas or with management approval.
- Never leave fires unattended and fully extinguish them before leaving.
- Clean public fire pits after use and dispose of ashes and embers in designated containers.
- Do not burn trash, wood with nails, or other debris.

Emergency & Safety
- In an emergency, call 911 first. If time allows, also contact the Office so staff can assist and direct emergency personnel to your site.
- To report suspicious or concerning activity, contact the Resort Host at 737-383-7486 or the Office at 844-785-4331.
- All monthly guests must provide current emergency contact information and maintain an up-to-date personal contact number with the Office. Emergency contact information is kept confidential and used only for emergency purposes or as required by law.
- Emergency Plan: All guests must follow Willow Run RV Resort emergency plans and instructions. Emergency information may be communicated by text, email, and/or on-site notifications. Each guest is responsible for reviewing, understanding, and remaining familiar with applicable emergency procedures.
- Firearms, including BB guns, pellet guns, air guns, and paintball guns, must remain secured inside your RV at all times. In accordance with Section 30.07 of the Texas Penal Code, openly carried handguns are not permitted on the property.
- Fireworks are strictly prohibited anywhere on resort property.

GUEST ACKNOWLEDGMENT: I HAVE READ AND AGREE TO ABIDE BY ALL WILLOW RUN RV RESORT RULES & GUIDELINES.

SIGNED: _____

PRINTED NAME: _____ DATE: _____