



# HOLIDAY PALMS RV PARK

## GENERAL INFORMATION

**OFFICE HOURS:** OCT 15 – APRIL 14 9 AM - 5PM 7 DAYS WEEK

APRIL 15 – OCT 14 9 AM – 1 PM 7 DYS WEEK

**TELEPHONE NUMBERS:** 928-927-5666 TOLL FREE 800-835-5372 FAX 928-927-5666

AFTER HOURS: 817-313-1006 214-934-2363 OR 911 IF EMERGENCY

**STAFF:** PARK MANAGER: JUDY WILLIS

HOST/OFFICE MANAGER: SHELLY SPEARS

HOST/MAINTENANCE: HERB CHIPP

MAINTENANCE MANAGER: TONY SPEARS

OFFICE CLERKS: GLORIA BARWICKE/CINDY GEROD

MAIL CLERK: CASEY BERG

ACTIVITIES DIRECTOR: PAULA BISHOP

LANDSCAPING: LARRY PARENT

MAINTENANCE CREW: BILL COOK/JAMIE JOHNSON/MIKECHERRO/

DAVE OWEN/KEN ROBINSON

CUSTODIANS: WES & SUZY STHAL/RENZO & DENNICE ALIA

**SWIMMING POOL:** OPEN SUNRISE TO SUNSET (HEATED IN WINTER OR AS NECESSARY)

POOL IS FOR **REGISTERED GUESTS ONLY**. VISITORS ARE NOT ALLOWED UNLESS

SPENDING THE NIGHT AND ARE REGISTERED WITH THE OFFICE (NO EXCEPTIONS)

**PICKLEBALL:** COURTS ARE LIT AND YOU CAN PLAY AS DESIRED. EQUIPMENT CAN BE CHECKED OUT AT OFFICE IF NEED BE.

**PAYMENTS:** We accept Cash, Checks, Visa Mastercard, Discover & American Express. Checks should be made payable to: HOLIDAY PALMS RESORTS. US Currency/Checks only. Out of country checks will have a \$30.00 surcharge to process. Returned checks will be charged \$30.00

**RENT:** SEASON ONE: JANUARY 1 - JUNE 25 DUE BY DEC 31

SEASON TWO: JULY 6 – DEC 31 DUE BY JUNE 30

New guests who arrive during the middle of season will pay for entire season or depending upon months left may elect to pay monthly if desired and begin season rate at the beginning of new season.

You may pay for Season 2 any time after March 2. ALL SEASONAL RENT IS PAYABLE IN ADVANCE. A late charge of 10% will be assessed if not paid by due date. Rent not paid before 1/31 or 6/30 will revert to MONTHLY and you cannot resume seasonal until the next season.

**OVERNIGHT GUEST FEE:** Your site is for 2 people ONLY and must be on your rental agreement. Additional guests who stay with you must be registered in the office upon arrival and have paid \$2.00 per night per person. **YOU MUST BE PRESENT IN PARK TO HAVE GUESTS.**

**ELECTRIC SERVICE:** All sites are metered and have either a 50 AMP or 30 AMP Service. If necessary a second 50AMP service can be added for a one time fee of \$200.00. Meters will be read at the end of the month and billing will be placed in your mailbox. They are due by the 10<sup>th</sup> of the month. \$3.00 late fee after the 10<sup>th</sup>.

The current rate is posted in the office and is subject to change. All seasonal guests will be notified.

**PROPANE:** Propane for portable tanks is available for purchase. Tanks are filled Tuesday and Thursday (Nov 1 –April 30) Please have your tank on the curb by 8:00 AM for pickup. Please have tank identified with your name and site #.

Should you need assistance with your tank you may sign a **PROPANE LIABILITY RELEASE FORM** in the office and we will disconnect and reconnect it for you after filling. An invoice will be placed in your mailbox and is due at that time.

If you have a non-removable tank we cannot deliver to your site. You may rent a portable tank(one per site) for \$35.00 per year from the park. Arrangements must be made in the office. Current propane rate is posted in the office.

**TELEPHONE & DSL LINE:** Each site has hook-ups for telephone. Service is provided by TDS. 928-927-6346 is the number to call for telephone & or DSL. You are responsible for all installation and monthly bills. Upon departure; please call and arrange to have service disconnected or placed on vacation mode if applicable.

**POST OFFICE: Your USPS (snail) mail should be sent to:**

**Your name & site #**

**P.O. Box 4800**

**Quartzsite, AZ 85359**

We will assign a mail box to each seasonal/snowbird guest in our mail room. During the season we pick up mail Monday thru Saturday. It is sorted and placed in your box by 2:30 PM each day. A flag or banner will be placed beside the office door when this is finished. **Should you have an oversized item** a slip will be placed in your box; just bring it to the office to retrieve your package during office hours. **DO NOT CALL FOR MAIL UNTIL THE FLAG IS OUT!** Do not call the office to ask if you have mail. **THERE IS NO MAIL SERVICE on SATURDAY between MEMORIAL & LABOR DAY.**

When departing – do not fill out a mail forwarding card for the p. o. box 4800 address as this will stop all park mail. Make sure the office has your forwarding address. Labels may be purchased for \$1.00 for a sheet of 30.

**IMPORTANT:** This Post Office DOES NOT deliver mail to street addresses. You **MUST** use the P.O.Box as listed above. **Mail addressed to the street address will be returned to sender.** NOTE: We have 2 zip codes so be sure to use the correct one.

**UPS or FED-EX DELIVERY: Use this address when having items shipped to you:**

**YOUR NAME & SITE #**

**355 W. MAIN ST BOX 4800**

**QUARTZSITE, AZ 85346**

**WI-FI INTERNET:** Available and provided by SKYWEB. Is included for year-around seasonal. Snowbirds and monthlies will pay directly to Skyweb online. If you do have any questions or problems call 866-968-3646. A courtesy coupon will be provided to Snowbirds and Monthlies. 1 month \$28.95. 3 months \$77.95. 6 months \$151.95.

**HOTSPOT:** FREE located in the library, rec room, pool area and no password is required.

**CABLE TV:** Included in all site rentals at no charge. Hook-up located at bottom of electrical post.

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<del>2-Weather Channel</del>	<del>12-TBS</del>
<del>3-Animal Planet</del>	<del>13-Discovery</del>
<del>4-Fox</del>	<del>14-Family</del>
<del>5-PBS</del>	<del>15-Hallmark</del>
<del>6-NBC</del>	<del>16-AMC</del>
<del>7-ABC</del>	<del>17-Local AZ TV</del>
<del>9-TNT</del>	<del>18-FX</del>
<del>10-USA</del>	<del>20-Fox News</del>
<del>11-CBS</del>	<del>21-FSN</del>

*See last page*

**We are in the process of changing providers increasing your coverage to 32 Channels in HD or Standard. We will give you a memo when this is up and running.**

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**POOL-SPA-SHOWERS:** OPEN - Pool is open sunrise to sunset. The Spa & Showers are only closed while cleaning between 10 PM – 2 AM. Spa is a shared

facility accessed from either the Women's or Men's Showers. Please shower (soap & rinse) **BEFORE** entering either the pool or spa. Swimsuits are required for the pool & spa. Please observe and follow the posted rules .

There is no lifeguard on duty. Use Pool and Spa at your own risk.

No child or teenager under the age of 18 is allowed in the Pool without adult supervision. No children under the age of 18 are allowed in the SPA at any time. **NO SMOKING, FOOD OR ALCOHOL ALLOWED IN THE SPA, POOL OR SHOWERS.** Please leave the shower curtain down to dry after you shower. There are hooks in the Spa for your clothing or towels.

**PICKLEBALL:** The courts are lit so you can play until 10:00 PM and any time after 7:00 AM. Equipment if you need it may be borrowed from the office. Please return all equipment to office when finished. Your daytime guests may play Pickleball with you (guests not staying overnight).

**SMOKING:** Is ONLY allowed at the covered area beside the back of the Rec room. You must be at least 20 feet from buildings. Please do not leave cigarette butts on the ground. Use containers provided.

**POOL ROOM:** Open 24 hours. Put balls and cue sticks in their designated spots when leaving. NO SMOKING in pool room. Children under age of 18 must be accompanied by an adult. From time to time various functions may be held in this room please observe notice on door if being used.

**LIBRARY:** Open 24 hours. Operates on Honor system. You may borrow up to 3 books at a time other than Westerns (limited to 1). Videos, puzzles & games may also be borrowed. You may also donate books you no longer require or put 1 take 1, etc.

Return borrowed items to designated box and we will return them to proper shelf space. Library has tables and chairs for you to share puzzles, play games or use your computers or tablets.

DO NOT turn air conditioner off; if on. Always unplug heater and turn the lights off when you leave.

**STORAGE AREA:** We have very limited storage available on a first come-first served basis. NO sites will be held and you must be present to rent a space. Spaces are designed for vehicles, enclosed trailers or flatbed trailers. RENTAL is \$40.00 based on a calendar month (whether 1 day or all month). RV's may be stored if space is available and those over 24 feet will be charged \$70.00 per month. Only one unit per registered guest site.

A SECOND RV IS NOT ALLOWED to be parked on your site. You must make arrangements for storage either on or off premises. **NO EXCEPTIONS!**

**CAMPFIRES:** Are not allowed unless propane or charcoal.

**CURBSIDE TRASH PICK-UP:** HOUSEHOLD garbage may be bagged and left at the curb (not in street) for pick-up daily. Please do not set trash out before 8:00 AM or after 11:00AM. **Do not leave it out overnight.** Should you miss the cutoff time please take it to the dumpster yourself.

**DUMPSTERS:** Are for household trash only. No mattresses, batteries, construction or yard waste. **BOXES MUST BE BROKEN DOWN.** Please contact the office if you have yard trimmings to dispose of.

Please dispose of furniture, etc. at the Refuse Transfer Station on 95N (towards Parker) They are open Sunday – Tuesday 7:30 AM till 2:30PM.

**CARWASH:** OPEN SUNRISE TO SUNSET. Free to all registered guests. The pressure washer is on a timer. Turn it on to use and turn off and release the pressure from the hose when you are done. Please leave the area clean and free of debris before leaving. Should you see anyone who is not registered using the carwash please notify the office immediately.

**OIL CHANGING STATION:** Open sunrise to sunset. FREE to registered guests only. You may change your oil yourself. Park personnel may not change the oil

for you. Be sure to dispose of used oil in barrel provided. Please leave the area clean.

**AIR HOSE:** located at the maintenance yard, back of park. Look for the fluorescent orange/pink hose. Available sunrise to sunset.

**LAUNDRY FACILITIES:** open and available for your use except during cleaning hours 10:00 p.m. to 2:00 a.m. Please limit your washers to three machines during peak times. Quarters are available in the office during office hours. **NO CHECKS OR CREDIT CARDS-CASH EXCHANGE ONLY.** We do not sell laundry soap, bleach, etc. Bring your own. Washing or Drying pet beds or pet blankets is prohibited. If you are seen or reported our cameras will be reviewed and a warning will be issued. After that you will be asked to leave the park for breaking the rules.

Washers are either \$1.25 or \$1.50 per load. Double load washers are \$2.00 per load. Please do not use Canadian quarters as they jam the machines. Dryers are either \$1.00 /40 minutes or \$1.50/1 hour.

Please do not leave machines unattended. Empty lint traps and leave all machines clean for the next guest. Clotheslines are available for your use also.

Please attach an OUT OF ORDER SIGN to any broken machine and notify office so it can be repaired as soon as possible and get a refund if applicable.

**PARKING:** You may park temporarily in one of the two spots in front of the Pickle-Ball Courts when you need to do business in the office. Parking is also allowed in the center median for mail pick-up or water purchase ONLY. Never block the main entrance or exit. Extended parking is available WEST of the office (Do not use the spaces marked for laundry or showers unless you are using those facilities).

Event parking is guided for your safety. Please walk or carpool with a friend if you are attending a park sponsored event.

**YARD SALES:** Yard sales are held the first Monday of each month November through March from 8:00 A.M. until NOON (you may stay open later if desired).

The sales are held on your own site or you may bring your items up to the front of the park under the canopy. (Not on the pickle ball courts)

A couple times during the season the yard sale will extend to 3 days. Check your newsletter/calendar for more information.

If you need a table for your merchandise there is a sign-up sheet in the rec-hall. Please sign up in the rec-hall as tables will be available on a first come first serve basis.

**NEWSLETTER/CALENDAR:** A newsletter and calendar will be published monthly from November through March. It includes information about park sponsored events, Jams, Casino trips, Potlucks, Breakfasts and much more.

All articles or notices should be submitted by the 18<sup>th</sup> of each month. The newsletter and calendar will be available by the 28<sup>th</sup> of each month and will be placed in your mailbox. Please provide all your news items to the office in writing.

**CHURCH SERVICES:** Non-denominational services are held in the Rec Room each Sunday morning at 9:00AM November thru March,

**COFFEE:** Coffee and cookies, rolls, etc. are served in the Rec Hall every morning Monday thru Friday from 7:00 – 8:30AM. This is a self-funded activity so please be kind and donate to the coffee fund.

**UNITS FOR SALE:** We maintain a list of units for sale in the park. If you are selling your unit, please provide information about the unit including the sales price, location, features and a contact number; to the office. All park models entering the park MUST HAVE PEAKED ROOFS.

Park personnel are NOT allowed to show units to prospective buyers. Please arrange with a friend or neighbor to show your unit if you are not present.

**When you sell your unit you must obtain a tax clearance (504) from the LaPaz County Assessor, if you are on the tax rolls. Your site rent does not transfer. You will be given any applicable refund if any is due to you. Any attempt to**



cover sales information to extend your lot rent to the new owner will result in back dating to the date of sale or having the unit removed from the park.

If you bring a unit into the park it must be no older than 10 years. A peaked roof is preferable and it must be a well maintained unit. You will need to go to Town Hall to pay any fees/permits required.

**ALL NEW RESIDENTS must be approved by the park BEFORE you transfer title if they are going to stay in the park.**

Site rent will be due twice a year: on or before December 31 or June 30. No rent notices will be sent unless there is a rent increase.

**BULLETIN BORDS:** We have 3 bulletin boards on which you may post notices and are located in the mail room, the laundry and Rec Hall. Please keep them no larger than 5" x 8". Your notice must be dated when posting. Please remove it when it no longer applies. All boards will be monitored and cleaned by office staff.

**SPEED LIMIT:** 10 mph and must be adhered to by all vehicles in park.

**MOTORCYCLES/ATV'S:** Mufflers are **MANDATORY**. Please no revving of the engines.

**ALCOHOL:** Is permitted in the park but some activities have restrictions. Be sure to check the calendar for BYOB activities. Belligerent or out of control behavior of any kind will not be permitted.

**SMOKING: ALL BUILDINGS, POOL, PICKLEBALL COURTS ARE NON-SMOKING AREAS in accordance with A.R.S. 36-601.01.** The non-smoking area extends to 20' from building or ventilation system.

Be courteous to your neighbors. Smoking is allowed under the covered patio area near the rec hall.

**QUIET TIME:** 10:00pm to 7:00AM. We ask you to be considerate at all times and think of your neighbors.

**CHILDREN:** are welcome however if 40

30 under the age of 14 must be accompanied by an adult at all times and may not be left unattended at any time within the park.

**PET RULES: No more than 2 per site. We do not allow attack dogs. Cats and caged birds do count as pets. All pets must be on a leash (no longer than 6') when outside unless contained within a secure pet fenced yard area of your site if you are with them. NO EXXCEPTIONS.**

Do not allow your pet on another's site whether vacant or occupied when walking them. Please stay on roadway only. Palm trees are on a site and thus are in restricted areas and not intended for your dog's urination.

**Clean-up after your pet IMMEDIATELY! Even in the wash. Pet waste containers are provided for waste disposal and dog poop bags are available throughout the park.**

**Pets may not be left unattended at any time!** Unruly behavior, excess barking, meowing or bird chatter will not be tolerated.

Pets are **not** allowed in park facilities unless it is a service animal. It must be clearly identified as such. False identifications will be turned in to Animal Control and you will be fined a minimum of \$250.00 by them.

If your visitors bring their pets you are ultimately responsible.

Pet rules will be strictly enforced by all Holiday Palms Resort staff members. Upon the third written violation you will be asked to leave the park without a refund.

**PARK RENTAL AGREEMENT: Your site is for personal use only NO business from sites.** Get a business license and obtain facilities separate from Holiday Palms. No licenses will be issued to this address.

Site rent is based upon 2 people occupancy ONLY and they must be on your registration upon arrival. All additional must pay \$2.00 per night and be

registered in the office. **YOU MUST BE PRESENT TO HAVE A GUEST OCCUPY YOUR SITE.**

Only 1 RV or park model is allowed per site. A maximum of 2 currently registered vehicles . NO EXCEPTIONS.

**STRUCTURES ON SITE:** SEASONAL RESIDENTS may erect a carport or similar structure on their site. Any structure erected on site needs prior approval from office. You may be required to submit a proposal to Management. Our staff will assist you in locating it properly on your site so we don't have to ask you to move or remove it after it has been placed.

All structures such as canopies, screened rooms or garages must use 2" diameter poles with custom fit tops. NO TARPS. No added structure may cover the entire site.

Decorative fences on the front and sides of your lot must be 18" from your lot line. Please check with office to avoid any problems.

The intent of these rules is to protect underground utilities and improve the overall quality of living at Holiday Palms Resort. We do appreciate your cooperation in these matters.

**GARDENING:** Please do not plant anything around the Palm trees. You may use containers as these can be moved if necessary without damage to your beautiful plants. Any plants, trees or improvements to your site become property of the park and may not be removed when you leave. Container gardening is encouraged.

Fruit trees in the park are for ALL RESIDENTS use. YOU DON'T OWN THE TREES. Please let the site occupant know if you are going to pick from that lot so they know why you are there. Take what you will eat, it's not for shipping or sale. When you finish what you took come for more!

Do not add any automatic watering device to the bib or hook-ups.

No loose items may be stored on site upon departure. You are responsible for keeping your site weed and debris free.

Do not install any electrical additions on the electric riser. Gravel may not be removed from any site.

Termites are indigenous to the area therefore we recommend all wood in contact with the ground be treated. If you already have a problem area; place store purchased "termite spikes" in the ground.

**WILDLIFE:** We have a variety of wildlife in the park including birds, rabbits, rodents, bobcats, coyotes and snakes. PLEASE **DO NOT FEED** any wildlife. Keep in mind that the larger animals feed off the smaller ones and what may seem like a pet is just an appetizer on another's menu. **DO NOT FEED stray dogs or cats UNLESS you plan to keep it as a pet.** The limit is 2 pets per site **NO EXCEPTIONS.**

Bird droppings are hard to remove from buildings, outdoor furniture, clothing and VEHICLES.

**Please let the office or maintenance crew know if you need help with removal of any unwanted animals. Humingbird feeders are allowed.**

**NEVER GIVE ANYONE THE COMBINATION TO THE LAUNDRY ROOM/SPA/SHOWERS OR POOL. (During events the doors to the restrooms will be left unlocked.)**

**This is your home away from home please be responsible and help us make it comfortable for everyone!**

## CABLE TV CHANNEL GUIDE

2 - GUIDE

17 - Animal Planet

32 - USA

3 - PBS

18 - A&E

33 - Weather

4 - KNXV

19 - CMT

5 - NBC

20 - Comedy

6 - CBS

21 - Cowboy

7 - ABC

22 - Discovery

8 - ION

23 - Food

9 - HGTV

24 - FXNWS

10 - HLMRK

25 - FreeForm

11 - HMM

26 - NatGeo

12 - History

27 - SyFy

13 - Lifetime

28 - TBS

14 - LMN

29 - TLC

15 - Nick

30 - TNT

16 - AMC

31 - Travel