

# Vista Resorts **MEMBER'S POLICY HANDBOOK**



**Canyon Creek Resort  
Delta Shores Resort  
& Marina**

January 2018



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# GENERAL INFORMATION

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## WELCOME MEMBERS

- 1) INTERNAL ORGANIZATION
- 2) COPY OF POLICIES
- 3) CHANGES TO POLICY HANDBOOK
- 4) COMMUNICATION
- 5) SEASONS
- 6) HOURS OF OPERATION
- 7) CONTACT INFORMATION
- 8) MAIL/MESSAGES
- 9) SURCHARGES
- 10) WHO MAY BECOME A MEMBER
- 11) WHO MAY OWN A MEMBERSHIP
- 12) MEMBERSHIP CO-OWNERSHIP
- 13) RESALE OF MEMBERSHIP
- 14) MEMBERSHIP CARDS
- 15) RECIPROCAL PRIVILEGES
- 16) RELEASE OF LIABILITY
- 17) MISCELLANEOUS
- 18) CONCERNS

CANYON CREEK RESORT 22074 CA 128 PO BOX 685 WINTERS, CA 95694 (530) 795-4133	DELTA SHORES RESORT & MARINA 601 BRANNAN ISLAND ROAD ISLETON, CA 95641 (916) 777-5577
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## WELCOME MEMBERS!

Our members are the backbone of Vista Resorts. Without you we would have only a dream of the future - with you the future is now!

The dream started in the 1990's when Canyon Creek Resort first opened. Our recognition of the growing need for private family oriented recreation facilities resulted in the purchase of Delta Shores in the early 2000's, and the building of Vista Resorts. Our early success story is unparalleled in the recreation industry.

Our philosophy is to continue to strive to provide the finest possible outdoor recreation facilities and services for the members of our park system.

1) *INTERNAL ORGANIZATION*

The internal structure of Vista Resorts is fairly simple:

- a. OPERATIONS
  - i. Reservations, Security, Housekeeping, Storage, Maintenance and Landscaping, Store/Café.
- b. MEMBER SERVICES
  - i. Accounting, Contracts, Billing, Payroll, Personnel
- c. MARKETING, SALES and PUBLIC RELATIONS
  - i. In any organization, communication is the most important key to success. Without input from you, our members, we may miss vital concerns that could affect us all. No matter how small the suggestion or problem, please feel free at all times to consult the Resort Management. We want to continue to improve the resorts, and we need communication at all levels to do so.
  - ii. We encourage families to have fun together during their leisure time. We offer a wide range of activities at various times and hopefully something that every member will enjoy: New Year's Eve parties, Steak Barbeques, Dances, Karaoke, Adult Crafts, Children's entertainment and much, much more. Our motto is, "the more the merrier," but of course, our members never need to feel that they are required to participate in these events. You enjoy them when you want to.
- d. MAINTENANCE and HOUSEKEEPING
  - i. The MAINTENANCE and HOUSEKEEPING staffs strive to make our parks safe and clean for your use. If a member does run across a problem, situation, an electrical, maintenance or plumbing difficulty, they may report it directly to the Resort Manager, or tell Security who, in turn, will relay the message. Our staff is here to help you have an easygoing, carefree and safe vacation.
- e. SECURITY
  - i. Our RESORT MANAGERS and SECURITY teams will diplomatically enforce the policies and regulations of the park. To operate the resort in an appropriate and safe manner, policies are needed to ensure the safety, health and maximum enjoyment of all members and their families. Resort policies are subject to change, as conditions require, without prior notice. Our policies are simply for safety and good etiquette.

2) *COPY OF POLICIES (VISTA RESORTS MEMBERSHIP POLICY HANDBOOK)*

- a) Your Vista Resorts Members' Policy Handbook is a part of your Membership Agreement/Contract.
- b) A copy of these policies (the Membership Handbook) may be obtained from the Registration Office or downloaded from the Members' website.
  - i. <http://VistaResorts.net>
- c) For additional information on Vista Resorts' policies, call Vista Resorts at (530) 795-4133.



**3) CHANGES TO POLICY HANDBOOK**

- a) Vista Resorts reserves the right to add, delete and/or modify any policies in this Handbook from time to time at its sole discretion, in order to ensure and maximize Vista Members' enjoyment. In extreme cases, these changes may occur suddenly and without advance notice; however Vista Resorts will make every effort to communicate with members regarding anticipated changes, in advance.

Be sure we have your current email address.

**4) COMMUNICATION**

- a) Vista Resorts has joined the digital age. We are installing Wi-Fi in the park at Canyon Creek, and Delta Shores already has it.
- b) We are communicating with our membership via our website and email, so please be sure that we have your current email address on file, and remember to keep us updated on any changes in contact information (address, phone, email, etc.) In fact, you may use the website to communicate any of these changes to us.

(www.VistaResorts.net)

**5) SEASONS**

- a) PEAK SEASON is April 1st through September 30th each year.
- b) NON-PEAK SEASON is October 1st through March 31st each year.

**6) HOURS OF OPERATION:**

<b>CANYON CREEK RESORT</b>	<b>DELTA SHORES RESORT</b>
Check-ins - 10 am to 10 pm Daily	Check-ins - 9 am to 9 pm Daily
Office hours - 10 am to 5 pm Peak; 10 am to 4:30 pm Off Peak	Office hours - 9 am to 5 pm Daily
Pools - 10 am to dusk, closed in the Winter.	Pool - 9 am to Dusk
Hot Tub - 10 am to 10:30 pm Peak; 9:30 pm Non-Peak.	Hot Tub - 9 am to Dusk
Family Lodge - 9 am to 10 pm Peak; 9:30 pm Non-Peak	Lodge - 9 am to 10:30 pm
Adult Lodge - 9 am to 11 pm Peak; 10 pm Non-Peak	

**7) CONTACT INFORMATION**

**a) PHONE:**

Canyon Creek Reservations	(530) 795-4133	(877) 926-3800
Delta Shores Reservations	(916) 777-5577	
Membership Services	(530) 795-4133	Ext. 208
Canyon Creek Marketing	(530) 795-4133	Ext. 209
Canyon Creek Sales	(530) 795-4133	Ext. 215
Delta Shores Marketing & Sales	(916) 777-5577	

- 8) *MAIL*
- a) Canyon Creek Resort, PO Box 685, Winters, CA 95694
  - b) Delta Shores Resort, 601 Brannan Is. Rd, Isleton, CA 95641
  - c) NOTE: Camper mail is not accepted at these addresses. Vista Resorts does not accept mail for members or guests. As a courtesy to members and guests, a basket for outgoing mail is located inside the main offices.
  - d) Vista Resorts assumes no responsibility for lost or damaged mail.
  - e) If you have an urgent need, please check with the office for a temporary solution.
  - f) MESSAGES:
    - i) Vista Resorts is not responsible for accepting or forwarding messages to members or guests, but will do its best to assist in any emergency situation.
- 9) ***SURCHARGES AND FEES***
- a) Vista Resorts reserves the right to charge for site usage, incidental services and amenities.
  - b) Such charges are subject to change without notice.
  - c) SITE USAGE FEES:
    - i) Beginning June 1st, 2013: \$3.00 for Non-Peak, and \$4 Peak. If these fees change, Vista Resorts will make every effort to get the word out in advance. Please make sure we have your current email address on file.
    - ii) Tent sites are the same rates as RV sites at Delta Shores, half-rate at Canyon Creek; "Guest" tent sites are \$25 at Canyon Creek and \$40 at Delta Shores where they have water and electric..
- 10) *WHO CAN BECOME A MEMBER OF VISTA RESORTS?*
- a) Any financially responsible person over the age of 21 years may become a member as long as the following conditions are met:
    - i) Must be able to pass a criminal background check at management's discretion.
    - ii) Must have a permanent address and be a legal resident of a city or township in the United States of America.
    - iii) Must be a citizen of the United States.
    - iv) No two persons living in the same household may have separate Primary Memberships.
- 11) *WHO MAY OWN A MEMBERSHIP?*
- a) A membership may be owned by one, or no more than two persons who meet the above conditions, and who meet any of the following qualifications:
    - i) Legally married couple living together
    - ii) Unmarried co-habiting couple
    - iii) A parent and an immediate child over the age of 21 years
    - iv) When a Vista Resorts member has a membership in another private campground, their Vista Resorts membership supersedes all other memberships while camping at any Vista Resort or "sister" resort.

**12) MEMBERSHIP CO-OWNERSHIP**

- a) When two persons co-own a membership, each is considered a "Primary Member," and the co-owner of a single membership.
  - i) Co-owners may not claim individual membership rights beyond those attached to that single membership, and may not use the resort facilities as two separate membership owners.
  - ii) If co-owners wish to camp together in separate sites, then one of those co-owners must camp as a "Guest" taking an additional site at Guest Rates, as any single membership is entitled to only one campsite at member rates.
  - iii) Co-owners may not use their co-memberships as two separate memberships in an attempt to circumvent the Membership Policies of the resort.
  - iv) Family Memberships may apply to a maximum of 6 legal children, 21 years of age or older, of the Primary Member(s).
  - v) Family Membership does not extend beyond the immediate sons and daughters of the Primary Member(s).
  - vi) Should two previously unrelated individuals as single owners of their memberships form a cohabiting partnership of any kind, each may retain ownership of their original membership; however they may not combine membership privileges of the two memberships in order to circumvent the intent of Vista Resorts policies
- b) Should Co-Owners dissolve their marriage/partnership and cease living together, only one of the two may maintain legal ownership of the membership.

**13) RESALE OF MEMBERSHIP**

- a) Certain memberships may be sold or transferred after 24 months from the date of purchase and must be paid in full with dues current.
- b) Vista Resorts or its staff members are not allowed to offer to repurchase or secure a buyer for the membership.
- c) Vista Resorts must approve the new member and handle all transfer paperwork. There is a nominal transfer fee.

**14) MEMBERSHIP CARD**

- a) One (1) membership card will be issued per membership. Lost or stolen cards may be replaced by Vista Resorts for a replacement fee of \$5.00.
- b) Membership cards may not be loaned to anyone.
- c) A second form of I.D. may be requested upon check-in.
- d) Misuse of a membership card will result in its confiscation, and appropriate action may be taken.
- e) Membership Cards must be presented at all check-ins.
- f) Membership Cards are not considered the final proof of membership status or type.

**15) RECIPROCAL PRIVILEGES**

- a) Reciprocal privileges are available. A list of local resorts participating in the reciprocal program can be obtained at the Registration Office, or from your Membership Advisor.

16) *RELEASE OF LIABILITY*

- a) In consideration of permission to enter and use the Vista Resorts facilities, the member, his/her family members, guests and members of reciprocal programs, their personal representatives, heirs and next of kin, release, and discharge Vista Resorts, its officers, directors, shareholders, associates, agents and/or employees of any liability as a result of death, bodily injury, damage or loss of property whether due to negligence on their part or not; and covenant not to sue or file claims against Vista Resorts.

17) **EMERGENCY PRECAUTIONS/EVACUATIONS:**

- a) During periods of extreme fire hazard or other emergencies, special precautions or evacuations may be ordered by the resort management or by state or local authorities. All members and guests shall immediately comply with such orders. In the event of a severe emergency, the resort may be temporarily closed.
- b) A copy of the park's Emergency Evacuation Plan may be obtained in the main office of either resort.

18) *CONCERNS*

- a) Should you have any concerns, or wish to pass on information to the owners, please send an email to [comments@vistaresorts.net](mailto:comments@vistaresorts.net). That email goes directly to the owners and to no one else.

## DEFINITIONS

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- 1) VISTA RESORTS
- 2) CANYON CREEK RESORT
- 3) DELTA SHORES RESORT
- 4) FACILITIES
- 5) MEMBERSHIP AND ADULT CHILDREN
- 6) GUESTS/VISITORS
- 7) SELF-CONTAINED CAMPER
- 8) RECREATIONAL VEHICLE
- 9) CAMPING UNIT
- 10) HOOKUPS
- 11) OVERFLOW SITES
- 12) RESPONSIBLE ADULT

The following definitions apply to all resort policies unless otherwise expressly stated.

- 1) *VISTA RESORTS*
  - a) The Vista Resorts name and logo refer to the Canyon Creek Resort and Delta Shores Resort & Marina family, and this Handbook applies to both properties.
- 2) *CANYON CREEK RESORT*
  - a) The flagship property of Vista Resorts, located just below Lake Berryessa in Winters, California, referred to as either Canyon Creek, or CCR.
- 3) *DELTA SHORES RESORT & MARINA*
  - a) Located in Isleton, California, in the Sacramento River Delta region, and referred to as Delta Shores or DSR. Delta Shores is the second property in the Vista Resorts family.
- 4) *FACILITIES*
  - a) All personal and real property owned, leased or operated by Vista Resorts or its affiliates, including, and not limited to the land, improvements, equipment and amenities within the boundaries of the Vista Resorts properties.
- 5) *MEMBERSHIP*
  - a) A Member of Vista Resorts owns a Right-To-Use. Membership does not constitute either an ownership or an Equity position in Vista Resorts, Canyon Creek Resort or Delta Shores Resort, including any real property, improvements and appurtenances. A Member owns no shares in the company, nor voting rights, nor any claim to any company profits. A Member shares no responsibility for any debts or other financial obligations of the company.

- b) MEMBER (PRIMARY MEMBER)
  - i) A person or persons who have purchased a Membership.
- c) ADULT CHILDREN
  - i) Up to four (4) adult children of PRIMARY MEMBERS, 21 or older with a special "Adult Child Card" may use the Resort up to 7 days per visit, for up to 2 visits per year when the Primary member is not present, with the exception of major three-day holiday weekends, when Primary members only may use the facilities.
  - ii) Adult Children who camp in an additional site when the Primary Member is also camping are considered "Guests," and are subject to Guest Rates.
    - (1) *Adult Children includes legally adopted children*
  - iii) Family privileges do not extend to the children of the member's children, but stops with the member's own adult children.
  - IV) Usage of Adult Child Cards is restricted to one visit of up to 7 days per Child during Off-Peak season, and one visit of up to 7 days per Child during Peak Season without the Primary Member present, at Primary Member rates. If the Primary Member is present and an Adult Child is occupying an additional space, the Adult Child will pay the current Guest rate. Only one Adult Child may be on the property at the same time. Adult Children may not visit during major 3-day holidays. The Adult Child benefit includes that Child's spouse/partner and their minor children accompanying them for camping, up to a total of six (6) people occupying the site. Adult Child may make reservations up to 30 days in advance. Adult Child benefits do not include the use of Creekside Cottages or other rental units designated as being in the Creekside Group. Adult Child cards expire at the end of each calendar year on December 31st, and must be renewed by the Primary Member.
  - V) Adult Child Cards may be renewed annually by the Primary Member only. Each card is valid for one year and expired on December 31<sup>st</sup>. of each year.
  - VI) The Primary Member is responsible for the conduct of their children while they are on Vista Resorts property. Children must abide by all the rules and guidelines of Vista Resorts Membership, as found in this current Members' Policy Handbook.
  - VII) **Adult Child Cards** are issued for convenience only and do not constitute separate memberships.
  - VIII) If a Primary Member wishes to remove a child (permanently or temporarily) from the Adult Child list and discontinue that **Adult Child Card**, the Primary Member must send a written notice to Vista. **Adult Child Cards** are not transferrable, and *must be presented* at the time of Check-In at the resort.
  - IX) One **Adult Child Card** may be issued to each qualified child identified below, up to a maximum of four cards. As used herein, "qualified" means the natural or adopted children of the Primary Members over the age of 21 years. Satisfactory evidence of such relationship to the Primary Members must be provided. Documents evidencing relationship may include birth certificates, baptism records, marriage licenses and adoption records.
  - X) **Adult Child Cards** will be issued from the Vista Resorts Member Services Department upon receipt of satisfactory evidence that the children qualify. **Adult Child Cards** will be issued annually on or after January 1st, upon request by the Primary Member. Adult Children may not renew their own cards.
  - XI) Additional regulations are found on the ADULT CHILDREN APPLICATION.
- 6) GUEST / VISITOR
  - a) Any non-Member person over the age of 21 who visits or accompanies a Primary Member to a Vista Resort and who is granted temporary admittance to the resort facilities and who

- occupies an additional campsite. This will be limited to two (2) visits only. (This does not apply to family members.)
- b) Members are responsible for acquainting their guests with Vista Resorts policies.
  - c) Guests are granted permission to visit you on resort property contingent upon their acceptance and respecting of Vista Resorts policies.
- 7) *SELF-CONTAINED CAMPER*
- a) Self-Contained refers to a recreational vehicle (“RV”) with at least one axle and wheels, and is capable of being driven or towed (motorhome, trailer, etc.) It is equipped with sleeping facilities, galley, and usually a restroom, and is designed specifically for overnight sleeping. It can be attached to an outside source of water and power, and in most cases, a sewer connection.
  - b) A sleeping bag in the back of a minivan, SUV or truck does not qualify as a self-contained camper.
- 8) *“RV” (Recreational Vehicle)*
- a) Recreational Vehicles include Class A, B and C Motorhomes, Travel Trailers, 5th Wheels, Pop-Up Tent Trailers, Toy Haulers, “tear-drop” sleeping trailers and Cab-Over Truck Campers.
  - b) A Truck Camper with the camping shell still secured to the truck is considered a single RV. However, if the camping shell is removed from the truck, and stands alone in the site, then it alone becomes the RV, and the truck becomes a separate vehicle.
  - c) 5th Wheel/Tow Truck combinations are considered two separate vehicles, as licensed by the DMV, even if still attached.
- 9) *CAMPING UNIT*
- a) Remember no more than six (6) people over the age of 2 years per campsite is permitted. All vehicles, tents and other camping gear is kept within your site boundaries.
  - b) Nothing other than a *Camping Unit* may occupy a camping site.
  - c) A camping unit is defined as:
    - i) An RV, one car, one small 2-sleeper tent, or one small tent and one dining canopy. (A small dining canopy, no larger than 10’ X 10’, may be placed over the table if there is room.) Management has the right to ask campers to remove the canopy if it is too large, or is crossing the boundary of the adjoining site.
  - d) Note: A van or truck camper equipped for sleeping, cooking and/or otherwise self-contained is considered a motor home. There may be no sleeping in a non-self-contained car/truck
  - e) A sleeping tent, or group of tents as described under “TENT CAMPING.” Tent campers camp in designated Tent Campsites.

- f) A Sleeping Tent is a tent shelter that has been commercially manufactured for the singular purpose of sheltering sleepers from the elements.

Blankets, tarpaulins, drop-cloths and other such make-shift coverings placed over a framework or other supports is not a tent by this definition, and may not be used.

10) *HOOKUPS*

- a) FULL HOOKUP CAMPSITE
  - i) This is defined as a site with electric, water and sewer hookups.
- b) PARTIAL HOOKUP CAMPSITE

This is defined as a site with electric and water hookups only.

11) *OVERFLOW / DRY CAMPSITE*

- a) This is defined as a site with no hookups (also known as a dry site.)  
These sites are not normally marked, and are designated by staff as needed.

Delta Shores has no overflow sites.

12) *RESPONSIBLE ADULT*

- a) A parent, guardian or other adult over 21 years of age who has explicitly agreed to accept full responsibility for a given situation.



# **RESORT POLICIES**

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**RESERVATIONS  
MEMBER RESPONSIBILITIES  
CONDUCT  
FACILITIES USAGE  
VEHICLE USAGE  
PARKING  
SITE USAGE  
TENT CAMPING  
RENTAL UNITS**

This Members' Policy Handbook as referenced in your membership contract is made a part of that contract, and all Members are responsible for knowing and honoring Vista Resorts policies.

These policies may be modified, amended or deleted without notice as Vista Resorts deems appropriate. These policies serve as guidelines and are not all inclusive. It is the intent of Vista Resorts to make known all policies, which will ensure the maximum enjoyment of your Vista Resorts membership. It is the member's responsibility to be aware of all policies and regulations.

In all cases where a particular policy appears not to cover a specific situation, staff shall interpret the intent and spirit of that and similar policies, and apply that interpretation to the situation.

Vista Resorts reserves the right to enforce resort policies, and to apply remedies commensurate with those policies in the face of single or repeated offenses. Vista Resorts believes that honoring its policies will ensure a safe and care-free resort camping experience for all.

# RESERVATIONS

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- 1) RESERVATIONS
- 2) REGISTRATION
- 3) FIRST-COME-FIRST-SERVED
- 4) MAJOR EVENTS...
- 5) GROUP CAMPING

## RESERVATIONS

- a) Reservations are required, and are made according to space availability.
- b) A reservation is made for the actual date of arrival.
- c) RV and Tent Site reservations are made as "Virtual" site reservations, and may not be made for specific sites.
- d) Members may have no more than two active reservations in the system at any one time.
- e) Reservations may be made up to 60 days in advance of the arrival date.
  - i) For Canyon Creek reservations call (530) 795-4133, 7-days a week from 10:00 AM to 4:00 PM.
  - ii) For Delta Shores, call (916) 777-5577, 7-days a week from 9:00 AM to 5:00 PM.
- f) All payments, dues and/or fees must be current to gain park entry.
- g) ON-LINE RESERVATIONS:
  - i) Members in good standing can make reservations for RV/Tent sites on-line, at [VistraResorts.net](http://VistraResorts.net). Log in to the Members-Only part of the website, and click on "Reservations."
  - ii) NOTE: On-Line reservations will be confirmed by Staff within 24 hours.
  - iii) If you wish to arrive within the next 48 hours, please call Reservations directly.
  - iv) If you are reserving a Rental Unit, please call Reservations directly.
    - (1) Canyon Creek: 530-795-4133
    - (2) Delta Shores: 916-777-5577

## REGISTRATION:

- c) Registration/Check-In Hours are: 10:00 am to 10:00 pm. at Canyon Creek, and 9 am to 9 pm at Delta Shores.
- d) Check-Out is 3 pm at Canyon Creek, 12 pm at Delta Shores.
- e) For Rental Units, Check-In is 3 pm; Check-Out is 11 am.
- f) No arrivals may enter the parks before or after *check-in times*.
- g) All campers must register before entering the park.
- h) Campers bringing pets must have a certified rabies certificate from their Veterinarian stating the pet's name and date of rabies shots and expiration date, on file with us.
- i) All Members must present their membership cards when checking in. If a card has not yet been issued, then please present a state-issued picture ID.

- j) After registration and set up of your site, please return to the registration office (or Guard Shack if the office has closed) and notify them of your site number.
- k) Should you change sites, please notify registration of your changed site number. It is important that we can locate you if necessary.  
*FIRST-COME-FIRST-SERVED:*
- l) During non-busy weekends, Vista Resorts observes the industry practice of *First-Come-First-Served*. This means that no camper may enter or occupy a site until after they have duly registered and checked in.
- m) An RV driver may not be parking their rig in a site while another member of the party is checking in, but should wait until all appropriate paperwork is completed before entering the camping areas.
- n) Tent Campers must register prior to unloading their vehicle and selecting their campsite.
- o) There is no *Advance Check-In*. Campers may not check in until they arrive with their RV/Camping Unit, and are ready to set up in a site.
- p) The “First-Come...” policy requires all unoccupied sites to be both physically and visibly open and available so that an arriving camper will not have to ask to have anything removed from the site so that they can use it.  
*MAJOR EVENTS AND BUSY WEEKENDS – RESERVATIONS SYSTEM AND CHOICE OF SITES:*
- q) On major 3-Day holidays, the normal “First-Come-First-Served” policy is made secondary in favor of a First-Reserved... system.
- r) This is to provide those working families an equal opportunity to camp in a wet site. As reservations fill up, those reserving later may be informed that they will be camping in an Overflow (dry) site. Upon arrival, campers will be camped-in according to the following priorities:
  - i) Upon arrival, Members with regular site reservations will camp in an available regular site of their choice.
  - ii) Members with Overflow reservations will be camped in a dry site as directed by staff, unless/until other sites open up due to cancellations or no-shows.
  - iii) Those with the earliest Overflow reservations will move up first into any available site of their choice.
  - iv) Members arriving without any reservations will be camped in an overflow site, and will then be moved into a regular site as one becomes available and only after all members with reservations are moved into regular sites first.
- s) BEST IDEA! Reserve early if you anticipate a busy weekend, up to 60 days prior to the arrival date.
- t) RV/Tent site reservations for major events or major holiday weekends must be accompanied by a \$50 refundable deposit taken at the time of the reservation.

- u) **FAILURE TO CANCEL RESERVATIONS AND “NO-SHOWS”**
  - i) Any RV/Tent site reservations not cancelled by 10 am the third day before your scheduled arrival date will result in forfeiture of the deposit if you fail to register by 10 pm on your scheduled arrival date. (This applies to major events and busy weekends only, and you will be notified at the time that you make your reservation.)
  - ii) Please also see **RENTAL UNITS** for cancellation policies.
- v) Major Holidays, Events and Busy Weekends may include Valentine’s Day, Memorial Day\*, Father’s Day, Independence Day\*, and Labor Day\*.
  - i) \* *Specifically included*  
*GROUP CAMPING/SPECIAL FUNCTIONS:*
- w) Members may, from time to time, request permission for special functions. Due to the many different needs and requirements of these functions, members should contact the Resort Manager for specific details or restrictions.
- x) All facilities will be by reservation only, and only at a time when it will not interfere with resort and member activities.
  - i) A nominal charge may be required.
- y) Rental of any area is not to be considered exclusive, and other campers may not be prevented from accessing these areas.
- z) Weekends are not available during Peak Season.

## MEMBER RESPONSIBILITIES

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- 1) RESPONSIBILITY FOR FAMILY MEMBERS
- 2) CHILDREN
- 3) GUEST POLICIES
- 4) OVERNIGHT GUESTS
- 5) DAY-USE GUESTS
- 6) GUEST VEHICLES
- 7) PETS
- 8) ADA SERVICE DOGS

Members are responsible not only for their own conduct while on the property, but for the conduct of their family members, children and invited guests. It is the member's responsibility to ensure that everyone in their charge is familiar with resort policies, and that they conduct themselves accordingly.

- 1) *RESPONSIBILITY FOR FAMILY MEMBERS*
  - a) Members are responsible for the behavior and conduct of their family members. Members will be liable for any damage to resort property caused by their family members.
- 2) *CHILDREN*
  - a) Members are responsible for the actions and behavior of their children, including their guests' children.
  - b) Children under the age of 21 may not use the facilities unless their member-parent is registered in and staying at the resort at the same time.
  - c) Children under 18 years of age may not use the resort unattended without an adult family member being present on the grounds.
  - d) Children 6 and under will be accompanied by a responsible adult at all times.
- 3) *GUEST POLICIES*
  - a) Members are responsible for the behavior and conduct of their guests.
  - b) Guests shall adhere to all Resort policies.
  - c) Members are responsible for acquainting their guests with the resort policies and are liable for any damage to resort property by their guests.
  - d) Guests may not use the resort without their host Member being physically present.
  - e) Guest usage is limited to two times per guest.
  - f) All guests will register with staff before entering the campground site areas.
  - g) *Campers may not give the gate security code to guests arriving later with instructions to "...just come in and find us."*

- h) Guest vehicles will have a Vehicle Permit and are subject to all vehicle policies currently in force.
  - i) Members hosting guests should register their guest's names, date of arrival and length of stay with Reservations prior to their guests' arrival.
- 4) *OVERNIGHT GUESTS*
- a) Members may reserve up to one additional site (or rental unit) for overnight guests or family. This reservation must be made in the name of the intended occupant(s).
  - b) The additional site is on a space-available basis, and may not be reserved on major holiday weekends or during special events.
  - c) Guests may not have additional guests of their own.
- 5) *DAY USE GUESTS*
- a) Guests, including family members, may enter the resort as day use guests of members provided the hosting member is present on the premises.
  - b) Members may not have more than six (6) persons in the resort at one time, including themselves.
  - c) All day-use guests should depart the resort before 10:00 PM that day.
- 6) *GUEST VEHICLES*
- a) The resorts are not large enough to accommodate parking spaces for several guest cars, therefore members may have no more than one transportation vehicle in their site at no charge. Members may have one additional *spouse* vehicle (in *outside* parking) and one additional *guest* vehicle parked in *outside* parking areas for a charge of \$5 per day or portion thereof for the *guest* vehicle.
  - b) The guest vehicles should be parked in areas designated by staff at the time.
  - c) Guest vehicles should have a vehicle permit displayed on the driver's side of the windshield, so that it can be read easily at any time.
  - d) Guests should surrender their vehicle permit upon final departure from the resort.
  - e) Bicycles are not included.
  - f) The total number of vehicles per member may be limited by management as needed.
  - g) Canyon Creek: Only one vehicle in addition to an RV is permitted in an RV site. Additional vehicles should park in designated parking areas.
    - ii) Delta Shores: A second vehicle may be permitted in most sites with an additional vehicle fee. Check with the office.

7) *PETS*

- a) Domestic pets are the only pets permitted in the resort.
- b) All pets must be restrained, leashed or tethered at all times, and not allowed to run free.
  - i) Leashes should not exceed six feet in length, and tethered pets should not be able to reach beyond the boundaries of your camp site.
- c) Members are responsible for cleaning up after their pets in all areas of the resort.
- d) All pets will have proper licenses and proof of up-to-date vaccinations on file with the office.
  - i) A Veterinarian's certificate showing the pet's name and date of Rabies inoculations must be presented and filed with the Reservation Office.
- e) Campers who bring more than two medium-sized dogs may be given permission to have the additional pets on a case-by-case basis.
- f) Members/guests are responsible for keeping their pets quiet during resort Quiet Hours.
- g) If pets are tethered at the site, responsible member should be on the park grounds.
- h) Pets may not enter communal buildings, rental units, within the swimming pool enclosures or in bathroom facilities.
  - i) Pet-Friendly rental units may be available. Please ask at the time you make your reservation.
  - ii) Pets that are brought into any rental unit not designated as "Pet-Friendly" will cause their guardian(s) to be charged a \$250 cleaning fee, and may face suspension.
- i) Pets that are unruly or create a disturbance may not be left unattended.
- j) Any pet displaying aggressive or potentially dangerous behavior towards any person or other animals will be banned from the park immediately.
- k) *A member whose pet threatens, attacks or injures any individual or pet in the resort will be liable for any medical or legal expenses incurred and the pet will be banned from the resort.*
- l) Pets that are the subject of "nuisance" complaints by other campers may have to be removed from the park at the discretion of management.
- m) Pet Guardians must affirm that they carry sufficient liability insurance to cover any damages and/or injuries attributable to their pet(s).
- n) Pets may not be left unattended in any RV, vehicle, or trailer during hot or cold weather; it is dangerous to their welfare.

8) *ADA SERVICE DOGS*

**Vista Resorts makes every effort to provide for our handicapped members, and to make sure we have those facilities available for those who truly need them. In order to protect the rights of those members who must be**

accompanied by a Service Dog, we adhere to the following ADA Service Dog policies.

- a) The Federal Government does not “certify” service dogs nor issue certificates.
- b) Since “Service Dog” Certificates, tags, vests and other such paraphernalia are readily available on the internet for anyone wishing to purchase them, the possession of any of these items does not in and of itself identify a true Service Dog.
- c) On request, the Reservations desk can provide the necessary ADA guidelines for you.
- d) Service Dogs are Workers on Duty and are specifically trained to perform specific physical tasks for disabled persons unable to carry out every-day tasks for themselves.
- e) Passersby may not approach, bother or attempt to pet a service dog. It is a working dog, not a household pet.
- f) A household pet that has been re-designated by its owner as a “Service Dog” is not a true Service Dog under the ADA guidelines, unless it has undergone extensive training for carrying out specific physical tasks. Service Dogs are not pets.
- g) Emotional support, comfort and companionship do not fall under the ADA Guidelines of tasks performed by Service Dogs.
- h) Persons with “Service Dogs” that do not fall under the ADA Guidelines may be asked to remove the dogs from areas where animals are not permitted.



# CONDUCT

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- 1) GENERAL CONDUCT
- 2) SEXUAL HARASSMENT
- 3) ALCOHOL
- 4) ILLEGAL DRUGS
- 5) SMOKING
- 6) RESORT STAFF
- 7) GRAFITTI
- 8) SOLICITING
- 9) VIOLATIONS
- 10) SUSPENSION

1) *GENERAL CONDUCT*

- a) Members, guests and visitors shall conduct themselves with integrity while on the resort. In order to promote the safe and harmonious enjoyment of the Vista Resorts experience by everyone, all persons entering these premises are expected to abide by our general policy of conduct and agree to do so as a condition of entering these premises.
- b) Vista Resorts' campgrounds are family oriented, therefore certain offensive behaviors are not acceptable.
- c) No persons shall engage in disorderly conduct, or conduct that infringes upon the peaceful enjoyment of the Vista Resorts experience by others.
  - i) Such conduct includes, and is not limited to, any behavior or activity that creates, or tends to create, an unsafe, unpleasant or hostile environment.
- d) Aggressive and/or threatening behavior toward another camper or member of staff is not acceptable.
- e) Physical or verbal assault of any person is not acceptable, and may lead to legal action.

2) *SEXUAL HARASSMENT*

- a) Sexual harassment in any form is grounds for suspension, and possible legal action. This includes, and is not limited to:
  - i) Verbal harassment of a sexual nature, including innuendo
  - ii) Unwanted sexual advances ("No" means "NO!")
  - iii) Unwanted touching of an apparent sexual nature
- b) Vista Resorts reserves the right to deny access to resort property to any individual convicted of any felony sexual offense.
- c) Vista Resorts will absolutely deny access to any individual convicted of any felony offense against a minor child.

3) *ALCOHOL*

- a) Alcohol may not be consumed by persons under the age of 21 under any circumstances.

- b) Any alcohol-related disturbance or incident will be treated as a serious incident.
  - c) Vista Resorts reserves the right to prohibit the use of alcoholic beverages at any function or activity and restrict its use on resort property as deemed appropriate by management at the time.
  - d) Open or exposed alcoholic beverages may not be taken into the store, or any office or area where it could become a nuisance to others.
  - e) Driving within the resort with an open alcohol container, and/or under the influence of alcohol or drugs is prohibited.
  - f) "Drunk and Disorderly" conduct on resort property is inappropriate and unacceptable.
- 4) *ILLEGAL DRUG USE POLICY*
- a) Vista Resorts promotes a drug-free environment. Any member, family member, or guest found in possession of any illegal or controlled substance as defined by California and/or Federal Law may be required to leave the Resort property immediately.
  - b) Illegal use, sale or possession of such controlled substances, drugs, drug paraphernalia etc., may result in the revocation of membership.
  - c) The Resort management, as required by law, will be forced to report any such activities or incidents to local law enforcement.
- 5) *SMOKING*
- a) California law prohibits smoking in any public building. This includes all buildings on the resort property, including all Rental Units.
  - b) Smoking is permitted only in your RV/Vehicle, or in an open fresh-air environment. It is not permitted within the pool or hot-tub enclosures.
  - c) Smoking by any persons under the age of 18 years is prohibited.
  - d) As a courtesy to non-smoking members and guests, smokers are asked not to smoke within 30 feet of an entrance or exit to any building.
  - e) Dropping cigarette butts on the ground is very bad behavior.
- 6) *RESORT STAFF*
- a) The specific direction and control of resort staff is vested in Vista Resorts and its duly authorized management.
  - b) Resort staff are not subject to the individual direction or control of members.
  - c) No member or guest shall reprimand, threaten, strike, mistreat, harass, or verbally abuse any resort staff at any time.
- 7) *GRAFFITI OR DEFACEMENT OF VISTA RESORTS PROPERTY*
- a) Graffiti and vandalism are not tolerated at Vista Resorts.

- 8) *SOLICITING OF ANY KIND*
- a) Vista Resorts was designed to be a place for safe family enjoyment where members and their guests might visit and experience a carefree stay.
  - b) There may not be any soliciting of any kind in the resort (i.e. "For Sale" signs, employment opportunity or politically partisan signs or any signs detrimental to the operations or sale of memberships, placed on or in RVs, vehicles or campsites.)
  - c) Religious proselytizing on resort property is not permitted. (This does not preclude the holding of church services on the property, where attendance is voluntary.)
  - d) There may be no panhandling or begging for handouts.
  - e) Members who wish to sell items or services may do so at sponsored functions or activities, or on their campsites at Vista Resorts with the prior approval of the Resort Management.
  - f) Vista Resorts assumes no liability or responsibility for any sale of any item offered for sale in the resort.
- 9) *VIOLATIONS*
- a) If, in Vista Resorts' sole judgment, any person violates these general policies of conduct, Vista Resorts reserves the right to take prompt remedial action. Such action may take the form of suspension of membership, expulsion from the premises, or any other action Vista Resorts deems appropriate.
- 10) *SUSPENSION AND FORFEITURE OF MEMBERSHIP*
- a) If, for any reason, the membership is terminated, Vista Resorts is not legally obligated to reinstate said membership.
  - b) Vista Resorts membership is subject to suspension or termination without reimbursement of payments and dues for any of the following reasons (not all inclusive):
    - i) Non-payment of any fee, charge or obligation owed Vista Resorts.
    - ii) Violation of Vista Resorts policies regulating the use of resorts.
    - iii) Abuse of any nature of Vista Resorts employees, members, equipment or facilities.
    - iv) Commission of a criminal offense on Vista Resorts property or facilities.
    - v) Repeated disorderly conduct within Vista Resorts property or facilities.

## **FACILITIES USAGE**

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- 1) **PARK TRAFFIC**
- 2) **VEHICAL PERMITS**
- 3) **SPEED LIMIT**
- 4) **QUIET HOUR**
- 5) **OCCUPANCY**
- 6) **LENGTH OF STAY**
- 7) **TRAVEL BETWEEN PARKS**
- 8) **DAY USE**
- 9) **VEHICLE DAY PERMITS**
- 10) **CAMPFIRES**
- 11) **ADULT AREAS**
- 12) **PICNIC PAVILLION**
- 13) **RESTROOMS**
- 14) **POOL POLICIES**
- 15) **PUTAH CREEK**
- 16) **THE MOKULMNE RIVER**
- 17) **GARBAGE**
- 18) **LITTER**
- 19) **SEWAGE WASTE DISPOSAL**
- 20) **APPEARANCE**
- 21) **FIREARMS**
- 22) **FISHING**
- 23) **HANDICAPPED FACILITIES**
- 24) **LODGES**
- 25) **REPORTING ISSUES**
- 26) **CLOTHESLINES, ETC.**
- 27) **TREES**

- 1) *PARK TRAFFIC*
  - a) Traffic should be kept to a minimum to ensure the safety of those walking to and from areas of the resort, and also to protect our children who are at play.
  - b) The driving speed is 5 MPH in all areas of the park and this applies to golf carts, motorcycles, cars etc.
  - c) Most resort roads are one-way. Please observe them.
  - d) Vehicles should be driven only into and out of the park, and not used for joy riding around the park, unless:
    - i) You are a guest being shown the park by a member of the Vista Resorts staff.
    - ii) You are disabled and need to ride to the lodge, pools, or other activity.
    - iii) Staff in staff vehicles may travel the "wrong way" as needed.

- 2) *VEHICLE PERMITS AND GATE CODES*
  - a) All vehicles, including trailers, motorhomes, boats, additional vehicles, tents, tow or towed vehicles will have a permit.
  - b) Permits and gate codes are for the security and safety of all members and guests, and shall not be given to any other persons.
  - c) Members, guests and visitors shall check in with the Registration office, or when the office is closed, Security, and receive a vehicle permit for their vehicles before entering the resort.
  - d) This RV/Tent permit will be displayed in such a manner that they can be read easily from the outside without disturbing the occupants regardless of the time of day or night.
  - e) Campers may not give the gate code to anyone, including family and guests.
  - f) Guests arriving "later" should check in with resort staff who will then issue the appropriate permit(s) and the gate code.
    - i) Your guests may not enter the resort campsite areas until duly checked in.
  - g) Vehicle Permits will be displayed on the left (driver's) side of the windshield.
- 3) *RESORT SPEED LIMIT*
  - a) The resort speed limit is FIVE (5) miles per hour in all areas. This includes golf carts, etc.
- 4) *QUIET HOURS*
  - a) The hours between 11:00 PM and 8:00 AM are considered "Quiet Hours" at the resorts.
  - b) During these hours, there may not be any music, noise, social or boisterous activity, annoying bright lights, etc. in your campsite. Keep the volume LOW.
  - c) Operation of any type of generator, other types of power equipment or motor vehicle traffic of any kind is not appropriate during Quiet Hours.
    - i) The only exception shall be for emergencies
  - d) Campers may not be engaged in site move-in/move-out during Quiet Hours.
- 5) *OCCUPANCY*
  - a) With the exception of certain members of staff who are required to have a presence on the property 24/7, no permanent occupancy is permitted.
  - b) Vista Resorts may not be used as a base camp.
- 6) *LENGTH OF STAY*
  - a) Membership camping is not intended to replace a residence.
  - b) Members may use the resort for a maximum of 14 consecutive nights and must depart from the resort for 7 days, unless otherwise stated in your Membership Agreement.
    - i) Please refer to your membership certificate.
    - ii) If you stay for less than 7 nights, then you are required to be out of the system for a time equaling your stay.

iii) Pursuant to paragraph 6.e. ("Temporary Use") of the membership agreement, if management determines that a member is returning to a Vista Resorts park continuously, with only seven days between visits, thus appearing to "live" within the system, management may, at its discretion, limit such continuous visits to three, after which the member must either remain out of the system for 30 days, or pay "Guest" rates for the next 3 "continuous" visits.

- c) Members whose memberships include "sister" resort privileges must be out of the Home Park/Sister Park system for seven days between visits, and may not visit those parks consecutively without that "out-week."
- d) When permitted at management's discretion, a member may purchase their Out-Week at a rate set by management. This means that a member may camp for their two weeks, purchase a third week, then camp again for their normal two weeks
  - i) A member may purchase no more than two Out-Weeks per year.
  - ii) There must be a minimum of eight (8) weeks between the end of the second two-week stay and the beginning of a stay that will include another Out-Week.

(1) If a member's contract stipulates a different maximum stay, the contracted maximum stay shall apply where "two weeks" is mentioned for only ONE of the standard stays either side of the purchased Out-Week. One of the standard stays may not exceed two weeks.

- iii) Member must move to another site either at the beginning of the Out-Week, or at the end. Member may not occupy the same site for more than three weeks.
- iv) Out-Week purchases are available only during Non-Peak season, and at the discretion of management.
- v) After camping for their first standard visit plus Out-Week, Member may take their second standard visit at either resort.

7) COMBINED VISITS (TRAVEL BETWEEN PARKS)

- a) Members may make one move between Canyon Creek and Delta Shores during a regular visit (Combined Visit) under the following conditions:
  - i) The move is made directly from one resort to the other on the same day.
  - ii) The combined visit may not exceed your maximum days allowed per visit.
  - iii) Only one move per visit is allowed.
  - iv) Upon completion of a Combined Visit, regardless of its total length, member must take a full seven-day week out before returning for another visit.
  - v) Combined visits may be used year-round, excluding major holiday weekends.
  - vi) Combined visits must be reserved in advance, by making the reservation at the resort where you will stay first. Do not make reservations at the second resort for the Combined Visit, as the first resort will control that and make the reservation for you.
  - vii) Consecutive Combined Visits are not permitted, and at least fourteen (14) days must elapse between Combined Visits.

8) MEMBER DAY USE

- a) Any Member in good standing may enjoy unlimited day use of the resort facilities.
- b) Members will show their membership card when registering.

- c) Members may not use or park in any of the campsites for Day Use. This is to allow members with camping units to utilize the campsites.
- d) Members wishing to use their membership for day visits will be allowed to park in the designated outside parking area, and should display the correct "outside" permit.
- e) Canyon Creek has two day-use areas.
  - i) Just west of the highway, on the creek between sites C-42 and C-56.
  - ii) Along the walking path between C-41 and the Creekside Cottages; this area is primarily behind sites C-20 to C-28
- f) The Day Use areas are for the general use of all campers.
  - i) Campers may put up a small shade canopy for the day, and should remove it overnight.
  - ii) Campers may not stake out any part of any Day Use area for their own exclusive use.

All day use persons should leave the resort no later than 10:00 pm.

- g) Members may bring guests with them for Day Use as long as the total party does not exceed 6 people over the age of 2 years. All Guest registration policies shall apply.
- 9) *VEHICLE DAY PERMIT*
  - a) When a member is using a Vista Resort for the day, they are allowed their arrival vehicle plus one (1) guest vehicle, and both will park in the *outside* parking area.
  - b) Check-in is required to receive the appropriate permit(s).
    - i) *Please be reminded that including your own family, there may be a maximum of six (6) people in the resort under one membership for Day Use. (See GROUP CAMPING on Page 5.)*
- 10) *CAMPFIRES*
  - a) Campfires are permitted only in a fully enclosed fire pit container with legs that raise the bottom of the fire chamber at least 6" above the ground.
  - b) Cooking fires are permitted only in a barbecue which should be located on your campsite.
  - c) All fires must be fully extinguished after use.
  - d) Campfires and barbecues **MUST NOT BE LEFT UNATTENDED** at any time.
  - e) *Campers may not cut, gather or burn trees, wood, sticks, branches, etc. from resort property.*
  - f) Do not put barbecue or fire pit coals in the designated receptacles until they are doused with water and are **COMPLETELY** extinguished.
  - g) Barbecue and fire pit coals are not to be put in the trash receptacles or deposited on the ground, or in or near any body of water.
  - h) All fires must be fully extinguished and cold before retiring for the night.

- i) Any and all campfires/barbecues may be limited or banned during high fire-danger periods at management's discretion, or as directed by the C.D.F.
- 11) **ADULT AREAS**
- a) Certain age restrictions may apply to specific areas:
    - i) The Canyon Creek Adult Lodge, Adult Pool or Hot Tub area, where members and their guests must be 21 years of age or older.
    - ii) The Delta Shores Hot Tub, and during "Adult Swim" hours at the pool, swimmers must be 18 or older.
- 12) **THE PICNIC PAVILLION at CANYON CREEK**
- a) The Picnic pavilion (below the Family Pool) is not a campsite. It is a Picnic Pavilion open to all campers for barbequing, picnicking, etc.
    - i) If you use it for a meal, please clean and clear it as soon as you are finished so it is available for someone else to use.
    - ii) It may not be "staked out" for the exclusive use of any one camping party
- 13) **RESTROOMS**
- a) Cooking and washing dishes in the restrooms is a County Health Code violation, and is prohibited.
  - b) Do not bring electric cooking equipment into the restrooms, as this is a serious and potentially lethal shock hazard.
- 14) **POOL POLICIES**
- a) Vista Resorts provides no lifeguards. Anyone using the pools does so at their own risk.
  - b) The Canyon Creek Adult Pool and Hot Tub are for ages 21 and older.
  - c) The Delta Shores Hot Tub is for 18 or older
  - d) The Canyon Creek family pool is for all ages.
  - e) Children under the age of 14 must be accompanied by a responsible adult 21 and over.
  - f) Complete pool policies are posted by the pools.
  - g) If either pool at Canyon Creek is closed for cleaning or maintenance, all swimmers may use the remaining open pool.
  - h) The pools at Canyon Creek may be closed one day per week for special maintenance and deep cleaning. In that case, signage will announce the day.
  - i) **GENERAL POOL RULES:** (This list is not complete- See the Pool Rules posted at each pool.)
    - i) *No smoking or glass containers allowed in the pool area.*
    - ii) *Children under 14 must be accompanied by a person 21 years or older*
    - iii) *No running*
    - iv) *No diving*
    - v) *No jumping*
    - vi) *No horseplay*
    - vii) *No excessive splashing*
    - viii) *No objectionable language*
    - ix) *No pets, except legitimate Service Dogs.*



- x) *Diapered infants should be wearing an approved "swimming diaper."*
- xi) *Swimmers should wear traditional swimming attire. Street clothing is not permitted in the water.*
- j) Behavior considered "Drunk and Disorderly" is not tolerated, and may result in the offender being asked to leave the park.
- 15) *PUTAH CREEK: This creek is very beautiful, and very dangerous!*
  - a) There are significant under-currents in this creek, and swimming is strictly prohibited. NO SWIMMING IN PUTAH CREEK.
  - b) Tubing, Rafting and Kayaking are for the highly experienced only.
  - c) State-approved Life-Vests must be worn at all times when in or on the creek, by state law.
  - d) Vista Resorts is not responsible for your safety or welfare if you choose to ignore the warnings, and chance the creek.
  - e) If a rescue is needed, you may be required to reimburse Solano or Yolo County for the cost of the First Responders, ambulances, helicopters, etc.
  - f) Washing of dishes, utensils, clothing, etc. in the creek is a health and safety violation, and is not permitted.
- 16) *MOKULMNE RIVER*
  - a) Delta Shores has posted specific warnings about the dangers of the Mokulmne River. Please check with the office.
- 17) *GARBAGE / REFUSE*
  - a) All garbage should be properly contained and deposited in appropriate receptacles.
  - b) Please do not leave garbage at your site. All garbage should be carried to a designated dumpster on a regular basis so as not to attract hungry wildlife.
  - c) Disposal of any oil, batteries, and similar toxic substances in trash receptacles is strictly prohibited.
  - d) Please do not dispose of camping equipment, furniture, tents, and the like in the dumpsters. Take them with you.
  - e) Salvaging in trash receptacles for the purpose of removing recyclables, or other items intended for resale or personal use is prohibited.
  - f) Disposal of trash from home or any refuse not generated while camping here is strictly prohibited.
  - g) All food/perishable waste should be placed inside a sealed bag/container prior to disposal.
  - h) Household garbage should not be deposited in the bathroom trash containers, but deposited in the main garbage dumpsters.
  - i) Garbage dumpsters at Canyon Creek are found in the following locations:
    - i) *Behind "B" Bathroom*
    - ii) *Between "B" and "C" sections near the bridge*
    - iii) *In the Boat Parking area of C section*
    - iv) *"A" section at the end of the administration offices.*

- v) *Garbage dumpsters at Delta Shores are on the main road, in the middle of the park.*
  - vi) *Garbage should not be deposited in any other receptacles.*
  - vii) *Recycled bottles, cans and plastic should be deposited in the recycling containers and not in the garbage bags and dumpsters.*
  - viii) *Please CRUSH/BREAK-DOWN cardboard boxes to "flat" before placing them in the dumpsters.*
  - ix) *No garbage or refuse of any kind may be dumped into Putah Creek or the Mokulumne River.*
- 18) **LITTER**
- i) *All persons should dispose of all trash, cigarette butts and litter in the containers provided.*
  - ii) *Members and guests are responsible for keeping their campsites clean, neat and litter-free at all times.*
  - iii) *Lit cigarettes should not be discarded on the ground, but snuffed out "cold" and placed in appropriate receptacles.*
  - iv) *Cigarette butts should never be left on the ground.*
- 19) **SEWAGE WASTE DISPOSAL**
- a) *Sewage should be emptied or drained into the appropriate receptacles at full hookup sites or at Sewer Dump Stations using proper drain hoses.*
  - b) *Draining gray or black water or sewage on the ground or in any streambed, or any body of water is a violation of state law. It is prosecutable, and strictly prohibited.*
  - c) *Sewer hoses may not be washed, cleaned or rinsed in any stream, lake, river or creek.*
  - d) *Sewer dump stations are located in different areas (See site maps). A sewer hose must be used during the dumping of gray and black water tanks.*
  - e) *All sewer hoses that are attached to a sewer hookup or dump station, must be equipped with an adapter to prevent the sewer hose from slipping down the sewer line and plugging the resort sewer system.*
  - f) *Campers must supply their own adapter.*
- 20) **APPEARANCE**
- a) *Campsites are always kept neat and clean.*
- 21) **FIREARMS / FIREWORKS**
- a) *The possession of any firearm or other weapons in the park is restricted (This includes BB guns, air and pellet guns, bows & arrows, wrist rockets, sling shots and any instrument capable of firing/launching any projectile, etc.)*
  - b) *Anyone possessing any type of "gun(s)" must present a valid permit/license for its possession at the time of check-in.*
    - i) *No permit = No Guns.*
  - c) *All such guns must be kept inside your RV or Rental Unit, unloaded, and trigger-locked.*
  - d) *Guns may not be kept in a tent.*
    - i) *Guns may not be brandished, shown or carried outside of your RV or Rental Unit*
    - ii) *Guns may not be fired on any Vista Resorts property.*
    - iii) *Guns may not be used to threaten, or to "make a point."*

- iv) Exceptions to the above include the necessary use of weapons by law officers, and the legitimate use for self-defense as prescribed by law.
  - e) Fireworks of any kind are prohibited in Vista Resorts.
- 21) *FISHING*
- a) Permits to fish are the members' responsibility.
- 23) *HANDICAPPED-FRIENDLY FACILITIES:*
- All references to camping, parking, and other facilities usage by handicapped persons are subject to the following general policies:**
- a) Special provisions and privileges for handicapped campers have been made by Vista Resorts, and are intended solely for use by actual handicapped persons.
  - b) Upon check-in, please present your DMV Handicapped ID.
  - c) The possession of a handicapped placard for your vehicle, or handicapped license plates does not automatically qualify a person for handicapped privileges.
  - d) To take advantage of these privileges, the handicapped person should be physically present and camping here; should be in the car and being transported from one place to another.
  - e) Absent the handicapped person's presence, able-bodied persons may not utilize handicapped facilities even if they have a placard. Save these facilities for those who truly need them.
- 24) *LODGES*
- a) It is everyone's responsibility to treat the lodges with care and respect for others who may use them as well.
  - b) Please notify the office of any abuse you have witnessed.
  - c) Please use trash receptacles, and pick up after yourselves.
  - d) Shoes and shirts are required at all times in the lodges.
- 25) *REPORTING ISSUES*
- a) Members may report any maintenance or housekeeping problem directly to the Resort Manager or to Security who will relay the message.
- 26) *CLOTHESLINES, ETC.*
- a) Campers may not attach clotheslines, bug-zappers, lights, hammocks, tent lines, etc. or other appurtenances to trees, buildings, etc,
  - b) Lines that can be attached completely to an RV are permitted if kept neat and orderly.
- 27) *TREES*
- a) Campers may not trim trees, bushes or other natural growth without express permission from management. If there is an issue, please report it so that maintenance staff can handle it.

## VEHICLE USAGE

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- 1) USAGE
- 2) OPERATORS
- 3) GOLF CARTS
- 4) ATVs, ETC.
- 5) BICYCLES
- 6) MOTORCYCLES
- 7) STORAGE
- 8) REPAIRS
- 9) WASHING
- 10) VEHICLES IN SITES
- 11) RED ZONES

- 1) *VEHICLE USAGE*
  - a) At times vehicle usage may be restricted in the resort, due to certain activities and/or functions. This will ensure the safety of children and others. Prior notification of these events should be provided.
  - b) Vehicles may be used only for transportation from "Point A to Point B," and not for cruising or joy-riding.
  - c) Vehicles, other than official resort/staff/operations vehicles, may not drive or park on any grass areas.
- 2) *VEHICLE OPERATORS*
  - a) The resorts operate under the State of California Vehicle Code. Only persons holding valid and current driver's licenses, and proof of insurance are permitted to operate any motorized vehicles in the resort.
    - i) This includes Golf Carts.
- 3) *GOLF CARTS*
  - a) Campers may have one electric golf cart per site on the park.
  - b) Golf carts must have liability insurance, proof of which must be on file with the office.
    - i) Check with your insurance agent about "Miscellaneous Vehicle" coverage.
  - c) The 5 MPH speed limit applies to all golf carts.
  - d) A valid driver's license is required to drive a golf cart.
  - e) No vehicle of any kind is to be driven while the driver is under the influence of alcohol or drugs.
  - f) No open containers of any alcoholic beverages are allowed in any moving vehicle, including golf carts.
  - g) Any Golf Cart that is intended for transporting handicapped persons within the resort may receive a special ADA-type sticker from the office. However, if no handicapped person is being transported at the time, normal resort policies apply.

- 4) *GAS POWERED GOLF CARTS AND ATVs, ETC.*
  - a) The following may not be driven on resort property:  
Gas-powered golf carts.
    - ii) ATVs and other off-road vehicles.
    - iii) Gas-Powered motor scooters and motor bikes
    - iv) Any of that class of miscellaneous vehicles used for sport riding that may not be "road-legal."
- 5) *BICYCLES*
  - a) Bicycles must have working brakes.
  - b) Bicycles should operate on the same roadways as regular motor vehicles and are not allowed on paths, sidewalks or in buildings.
  - c) When riding bikes etc., state-approved helmets should be worn by all persons under the age of 18. This is state law.
  - d) Bike riders should be aware of other traffic around them, and may not race through the park at high speeds.
  - e) All bikes should have lights and reflective gear on them if ridden after dusk.
- 6) *MOTORCYCLES*
  - a) Road-Legal motorcycles may be driven to enter and exit the park.
  - b) Motorcycles must have liability insurance
  - c) Motorcycles may be operated only by legally licensed drivers.
- 7) *STORAGE OF VEHICLES*
  - a) Delta Shores Resort has storage facilities for vehicles, RVs, boats, etc. Please call for information: (916) 777-5577.
  - b) Canyon Creek Resort has no storage facilities.
- 8) *REPAIRS OF VEHICLES/RVs*
  - a) Members/guests may not perform repairs on their vehicles or RVs that require disabling that vehicle to the extent that the vehicle or RV cannot be moved under its own power or be towed off the resort in the event of an emergency.
  - b) Prior approval from the Resort Manager is required.
  - c) Repairs are limited to "get-it-on-the-road" type repairs.
- 9) *WASHING OF VEHICLES/RVs*
  - a) Only *rinse-less* type vehicle cleaning products may be used. The use of detergents or other soaps is prohibited by the Yolo and Sacramento Counties Environmental Health Departments.
  - b) Hosing off vehicles with our drinking water requires special permission, and may be restricted.
- 10) *VEHICLES IN SITES*
  - a) Only one transportation-type vehicle may be parked in a campsite with your RV.
    - i) In addition, one motorcycle OR one golf cart is allowed, space permitting.
    - ii) At Delta Shores, a second vehicle may be permitted in some sites. Check with the office. Second vehicles will be subject to an "Additional Vehicle" fee.
  - a) *At Canyon Creek, at management's discretion, a second vehicle may be allowed inside the camping areas for campers facing mobility challenges.*

*One of the two vehicles must be parked in a designated "additional" parking area, and may not park as a second vehicle within a campsite, or in an "empty" campsite. Advance arrangements must be made in the office.*

11) **RED ZONES**

- a) Vehicles, including golf carts, may not park in the *red zones* in front of any buildings, except to unload. This is the Fire Emergency Zone.
- b) Golf Carts, bicycles and vehicles should not park in such a way that they block building entrances, exits, steps or walkways.

# PARKING

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- 1) PERMITS
- 2) GRASS
- 3) VISITING
- 4) CANYON CREEK FAMILY LODGE
- 5) CARGO TRAILERS, ETC.
- 6) CAR DOLLIES
- 7) BOAT TRAILERS
- 8) GUEST VEHICLES
- 9) RENTAL PARKING
- 10) HANDICAPPED – DAY USE

- 1) *PARKING PERMITS*
  - a) We have established specific parking permits for specific use. The following explains the parking locations associated with each permit.
    - i) **INSIDE** - This permit is for the vehicle that is registered to your site, and is allowed within the camping areas of the park, and should be parked within your site.
    - ii) **OUTSIDE** - This permit is for the vehicles that are to be parked in “outside” parking areas as designated by staff at the time.
    - iii) **LOADING** - This permit is for temporary admittance to the camping areas for the purpose of loading or unloading- typically 30 minutes.
  - b) Campers may have only one transportation vehicle in their site and one “Spouse” vehicle in Outside Parking at no charge. Campers may have one additional (guest) vehicle in “Outside Parking” at a rate of \$5 per day or portion thereof.
- 2) *GRASS*
  - a) There may be no driving and parking on any grass area. Your vehicle should be parked within your site.
    - i) Exceptions include RVs that are assigned an “overflow” site. Staff may direct that camper to a grass area, but that does not mean regular parking on the grass is permitted.
  - b) There is no additional-vehicle parking inside the park at Canyon Creek, except for handicapped / hardship parking, as approved by management.
- 3) *VISITING*
  - a) Campers who are visiting a site other than their own are asked to walk to that site so that their vehicle does not become a 2<sup>nd</sup> vehicle in the visited site. If there is a hardship situation, please check with the office.
- 4) *FAMILY LODGE DECK PARKING (Canyon Creek Resort)*
  - a) Parking inside the park by the outer steps to the Canyon Creek family lodge deck and the “B” bathrooms is reserved for

- handicapped persons visiting the pool, and attending events in the family lodge.
- i) A Vista Resorts disabled sticker should be displayed when parking in this area.
  - b) Just below these spaces is a “loading/unloading” zone as marked by signage.
- 5) *TRAILERS, CARGO, ETC.*
- a) U-Haul, car trailers and dollies, open trailers and flat trailers will obtain a parking permit and park in an area as designated by staff at the time. A daily fee may apply.
- 6) *CAR DOLLIES*
- a) Car Dollies may be stowed under the back of the motor home if they will fit. There is no extra charge for this.
    - i) If it will not fit, it must be treated like a trailer as described above.
- 7) *BOAT TRAILERS*
- a) All Watercraft and their trailers should park in the designated Boat-Only parking areas.
  - b) When they are full, you will be directed to another area as designated by staff at the time.
  - c) A daily fee may apply.
  - d) Tow vehicles may not park in the Boat Parking areas. Drop the trailer, unhitch, and then park the tow vehicle in the designated area for that vehicle.
- 8) *GUEST VEHICLES*
- a) Guest vehicles may be parked in areas as designated by staff at the time after registering and obtaining the required permits.
- 9) *RENTAL UNIT PARKING at CANYON CREEK*
- a) A-12 - Just off the road by the entrance.
  - b) C-8 – On the right side of the road just below the cabin.
  - c) C-10 – On the right side of the road just below the cabin, before of the steps.
  - d) C-12 – On the right side of the road just below the cabin, and just past the steps.
  - e) C-14 – On the right side of the road just below the cabin and past the steps, opposite site C-16.
    - i) Parking at the C-14 cabin itself is reserved for Handicapped parking.
  - f) C-68 (Green River) – in the designated spot just below C-19.
  - g) C-67 (Putah Creek) - in the designated spot just below C-19.
  - h) C-66 (Creekside) - in the designated spot just below C-19.
- 10) *DAY USE HANDICAPPED PARKING (Both Resorts)*
- a) A space has been designated as an ADA CAR parking spot for handicapped members here on a DAY PERMIT ONLY, using the Day Use area. Check with the office.



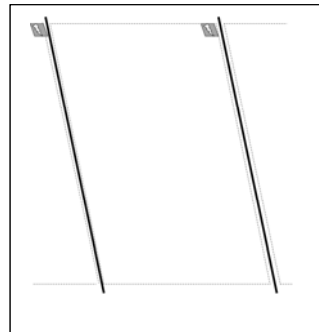
# SITE USAGE

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- 1) APPEARANCE
- 2) BOUNDARIES
- 3) HEAD-IN
- 4) DELTA SHORES PARKING
- 5) OVERSIZED
- 6) A SECTION {Canyon Creek}
- 7) HANDICAPPED-FRIENDLY
- 8) SAVING SITES
- 9) UNATTENDED SITES
- 10) TENTS & SCREENED ROOMS
- 11) GENERATORS
- 12) OUTSIDE REFRIGERATORS

Remember that no more than six (6) people over the age of two years per campsite are permitted at any one time. This includes your day visitors.

- 1) *SITE APPEARANCE*
  - a) Campers are responsible for keeping campsites in a litter free, clean and neat condition, including removing pet feces.
  - b) If it is necessary to send in a cleanup crew to a campsite after a member or guest leaves, the member may be subject to clean-up fees.
  - c) Clean up fees must be paid prior to allowing the member return access to the resorts.
  - d) Your site should never appear cluttered, or have unattractive appurtenances visible.
- 2) *SITE BOUNDARIES*
  - a) From side to side your site extends from your utility post to the next utility post on the *curb* side.
  - b) If there is no utility post on your curb side, only open space, your site may extend approximately 30 feet from your utility post toward the curb side. Beyond that is open access space for all members.
  - c) No vehicles, tents or other camping gear may extend beyond your site boundaries.
  - d) Slide outs may not overhang an adjoining site's boundaries.



- 3) *HEAD-IN PARKING at CANYON CREEK RESORT*
  - a) Sites B-1, 2, 3, 5, 7, 9, 11, 15, 17, 19, 21 and 23 are all legitimate Head-In sites for motorhomes.
  - b) Towables may be backed into these sites, and must be sure to use the utility post on their *curb side*.
  - c) All other sites are pull-throughs or back-ins. Campers may not park Head-In in a Back-In site, unless they are next to another rig in their party, and both want to have their "patio" sides facing each other.
    - i) Head-In parking in order to place the patio side facing an open area is not permitted, as that area is a common area open to all campers, and may not have any furniture, tents or other equipment on it.
    - ii) Or, that specific area may be designated as a tent site for another camper, and would have to be available.
- 4) *DELTA SHORES RV PARKING*
  - a) All RV sites at Delta Shores are back-in only.
- 5) *"OVERSIZED" SITES AT CANYON CREEK*
  - a) Certain RV sites at Canyon Creek are designated as "Oversized" sites, and campers are allowed to place up to two small sleeping tents in those sites (with their RVs).
    - i) B-0, C-1, C-2, C-5, C-13, C-15, C-16, C-17 and C-43.
  - b) There are no designated oversized sites in A-section, and even though there may be larger sites there, the one-small-tent policy will remain the policy for all sites not listed above.
  - c) All Canyon Creek sites from C-20 to C-42 by the creek are considered regular sites, allowing only one small sleeping tent along with an RV, within your site boundaries.
  - d) The Creek Path area behind these sites is designated as "Day Use Only," available to all members. Therefore, there may be no tents in that area.
  - e) There are no "Oversized" sites at Delta Shores.
- 6) *A-SECTION CAMPING at CANYON CREEK*
  - a) A-Section is a Members-Only section. Affiliate members must camp in B- and C- Sections only.
  - b) A-Section camping is limited to 14 days only during Peak Season.
  - c) Handicapped members with 21-day camping privileges may camp for the full 21 days in A Section, except in sites A-1, 3, 11, 21, 23, 26, 27, 32 and 33.
  - d) Delta Shores does not have a members-only section.
- 7) **HANDICAPPED-FRIENDLY CAMPSITES**

The use of handicapped-friendly campsites is reserved for handicapped persons in possession of a valid handicapped ID card as issued by the DMV. The handicapped camper must be physically present and camping here.

  - a) The following Canyon Creek RV campsites have been designated as Handicapped-Friendly sites:
    - i) A-2, B-1, B-2, C-6.
    - ii) Site B-3 is a handicapped tent-only camping site.

- b) The following sites at Delta Shores have been designated as Handicapped-Friendly RV sites;
  - i) #14 and #15.
- 8) *SAVING SITES*
  - a) Saving of sites by any means may not be done.
  - b) Throughout the private membership resort industry there is a first-come-first-served site occupancy policy. For that reason, any site currently unoccupied must remain both physically and visibly open for use, and may not be blocked by vehicles, furniture, tents or any other means.
  - c) No camper should have to ask for a site to be cleared so that they may camp there.
  - d) Campers may not save sites for themselves, other members or guests at any time.
  - e) Campers may not place a camping unit in a campsite and leave the resort for the sole purpose of saving that site for use days later. (See *Unattended Campsites* below.)
  - f) Campers who already occupy a site, who must remove their camping unit for repair or other resort management approved functions may reserve THAT site for the remainder of that day only. Campers should return before quiet hours are in effect.
  - g) Campers who leave personal possessions in their site to show signs of occupancy do so at their own risk.
  - h) Campers who fail to return to possession of their site by the required time may have all items, if any, removed and stored. Their sites are then available to other campers on a first-come-first-served basis.
  - i) Under no circumstances may a camper invade the privacy of another camper to ascertain the time of their departure, with the intention of moving into their site.
- 9) *UNATTENDED CAMPSITES*
  - a) Vehicles, RVs, tents or other property may not be left unoccupied and unattended in a campsite overnight.
  - b) The registered camper must occupy their campsite between the hours of 10:30 pm and 6:00 am daily.
  - c) If there is an extenuating circumstance, campers should notify the office and arrange for being absent that one night.
- 10) *TENTS AND SCREENED ROOMS*
  - a) A small sleeping tent may be placed on most RV campsites with an RV.
  - b) Tents may not be placed in another camper's site.
  - c) Tents should be moved every 3 days to ensure the continued growth of the grass, where applicable.
  - d) Certain areas and campsites are designated as "No Tent" areas.
    - i) Members should ensure that a tent or tents are authorized prior to setting them up.

- e) Unauthorized tents should be removed immediately upon notification.
  - f) No carpets, rugs, mats or similar items can be placed under a screened room or similar enclosure unless that area is paved or graveled.
- 11) *GENERATORS AND UTILITIES*
- a) Members or guests may not hook up to or plug into any resort building's utilities, and may not use any generators other than those originally installed in RVs or trailers.
  - b) Generators may not be operated where electrical hookups are available except in the event of a power outage.
  - c) If there is a need to operate medical equipment, generators may be operated during quiet hours in the event of power failure.
  - d) Running generators may not be left unattended.
- 12) *REFRIGERATORS*
- a) We ask that no additional refrigerators or freezers be placed outside your camping unit.
  - b) Pop-ups or any camping units that have only very small built-in refrigerators may have a small outside refrigerator, provided that it is discrete and not unattractive.
- 13) *ORPHANED TOWABLES*
- a) Campers bringing *towable RVs* for camping must maintain easy and fast access to the vehicle used to tow them.
    - i) All Towables must be able to be moved/removed in any urgent situation at any time.

# TENT CAMPING

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- 1) TENT SITES
- 2) TENT CAMPING AREAS
- 3) LOADING/UNLOADING
- 4) CAPACITY

1) *TENT SITES*

- a) A tent site is considered to be the same size as a regular RV site - that is roughly 40 ft. long by 20 ft. wide (a total of about 800 square feet.) Please do not exceed that size when you set up, and be sure that all of your tents and camping equipment fit within those boundaries.
- b) Management may request that a member's tent camping site be restricted to that overall size, especially during Peak Season and other times of heavy usage.

2) *TENT CAMPING AREAS*

- a) There are designated tent camping areas and sites in both parks. Ask for the Tent-Site locations when you check in.
- b) There is no Tent-Only camping in RV sites.
- c) If camping for more than 3 days, on the fourth day you should move your tents into another, previously unused tent site. This is to prevent damage to the grass.
- d) Tent sites at Canyon Creek do not have water or electricity.
  - i) All cooking is to be accomplished over a fire pit or barbecue. No electrical appliances may be used.
- e) No electrical extension cords may be run to your tent site, due to the extreme safety hazard.
- f) Delta Shores has a designated tent camping area with water and electricity.
  - i) Check with the office on check-in.
- g) Resort facilities may not be used for cooking.
- h) Washing of dishes, utensils, clothing, etc. in Putah Creek is a health and safety violation, and is not permitted.

3) *LOADING / UNLOADING*

- a) Vehicles may not drive on the grass. Park in the nearest authorized loading/unloading area, and hand-carry your equipment to your selected site.
- b) After unloading your vehicle, please move your vehicle to a designated parking area before setting up your campsite, to minimize the time your vehicle is blocking a loading/unloading area.
  - i) The same procedure should be used when leaving. Pack up your equipment and move it to the nearest loading area before bringing your vehicle into the loading/unloading area.

4) *TENT SITE CAPACITY*

- a) The following descriptions are meant as a general guide for planning your tent camping. Vista Resorts wants to avoid unsightly or crowded *tent cities*, and you should observe the following descriptions as closely as possible:
  - i) ONE Dining Canopy, no larger than 10' X 10', plus any ONE of the following:
  - ii) 4 SMALL (2-person) tents.
  - iii) 1 MEDIUM (4-person) tent and 1 SMALL tent.
  - iv) 1 LARGE (6-person) Multi-chambered ten.
- b) Each registered camper tent site is allowed a maximum of 6 people over the age of 2 years.

## **RENTAL UNITS**

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- 1) **AVAILABILITY**
- 2) **GENERAL POLICIES**
- 3) **CANCELLATIONS / NO-SHOWS**
- 4) **CHECK-IN / CHECK-OUT TIMES**
- 5) **PETS**
- 6) **RENTALS AND TENTS**
- 7) **SMOKING**
- 8) **FURNISHINGS**
- 9) **DAMAGES**
- 10) **USE FOR GUESTS**

- 1) *AVAILABILITY*
  - a) Rentals are available at Vista Resorts to members owning the appropriate membership with rental privileges. Refer to your Certificate of Membership.
  - b) Rental units may be reserved on a space-available basis.
- 2) *GENERAL POLICIES*
  - a) There is a two (2) night minimum stay required at all times.
  - c) Special rates have been developed for one week stays during the Non-Peak Season at 50% off. CABIN PACKAGE rates are not affected.
  - d) There is a \$250 refundable security deposit taken when making rental reservations.
  - e) This deposit is to cover either a no-show penalty or any damages attributable to your occupancy (actual cost of damages, including those associated with any pets.)
  - f) This deposit is "held," and not charged against your credit card account unless or until necessary.
  - g) Normal Off-Peak cancellation deadlines for rental units are not less than 72 hours (3 days) prior to your scheduled check-in date.
  - h) Peak and "Special" weekends (such as Memorial Day, Thanksgiving, New Years, Valentine's Day, etc.) cancellations are required not less than 5 days prior to your scheduled check-in date.
  - i) Rental usage is limited to no more than seven (7) nights per stay, and no more than one such stay per month. Unused stays do not roll over into the next month. Visits of 3 nights or less have no monthly limit.
- 3) *FAILURE TO CANCEL RESERVATIONS AND "NO-SHOWS"*
  - a) Members who fail to cancel their rental reservation before the specified deadline, or "No-Shows," will be charged a one (1) night rental fee deducted from the security deposit, and forfeit the remainder of the reservation.

- b) A “No-Show” is a reservation that is not kept by 10:00 PM of the check-in date.
- 4) **CHECK IN / CHECK OUT TIME**
  - a) Check in time is 3:00 PM and check out time is 11:00 AM.
- 5) **PETS IN RENTALS**
  - a) No pets or other animals are permitted inside any rental units with the following exceptions:

A legitimate Service Dog is permitted.

Rental unit(s) designated as “pet-friendly” may have up to 2 small pets.

- b) Many campers suffer from allergies to pet dander, and cannot occupy any unit in which there has been an animal, until that unit has undergone an extensive and expensive cleaning.

Please do not incur extra cleaning charges (\$250.)

- 6) **TENTS**
  - a) One small sleeping tent may be placed immediately next to your rental unit as described below:
    - i) **At Canyon Creek:**
      - (1) *Rental Cabins may have one small sleeping tent placed either on the side of the front deck (opposite side to the steps,) or on the left side of the cabin next to the cabin wall.*
      - (2) *The Creekside cottages may have one small sleeping tent just behind the steps to the deck, or on the right-front side next to the cottage wall.*
    - ii) **At Delta Shores:**
      - (1) *Check with the office*
- 7) **SMOKING**
  - a) **NO SMOKING AT ANY TIME** inside rental units, Pools/Hot-Tub enclosures or any other building in the park. (California state law.)
- 8) **FURNISHINGS IN RENTAL UNITS**
  - a) Rentals are fully furnished except for bed linens, pillows, towels, dish washing supplies and personal items such as soap, shampoo, etc.
- 9) **DAMAGES TO RENTAL UNITS**
  - a) Damaged and missing items will be repaired and replaced, at the expense of the camper, to be paid in full upon demand, and prior to their next visit.
- 10) **RENTAL USE FOR GUESTS**
  - a) Members may reserve one rental unit for guests, except on holiday weekends.
  - b) Guests must pay the rental security deposit plus the nightly guest fee. The guest fee is \$10.00 above the member’s rate.



POLICY VIOLATION	FIRST	SECOND	THIRD
Bicycles: Any	Verbal Warning	Write-Up + No riding	Write-Up + Bike Banned 1 Year
Boat Parking	Verbal Warning + Fees	Write-Up + fees	Write-Up + Boat banned 1 Year
Campfires	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year
Conduct: Alcohol, D&D	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year
Conduct: Alcohol, served to minors	Write-Up	Write-Up + 6 Months + Report to authorities	Write-Up + 1 Year + Report to authorities
Conduct: Commission of Felonies / Illegal Drugs	Indefinite suspension during investigation; Termination if convicted in court of law		
Conduct: Sexual Harassment	Write-Up	Write-Up + 1 Year	Termination
Cruising	Verbal Warning	Write-Up	Write-Up + 3 Months
Curfew	Verbal Warning	Write-Up	Write-Up + 3 Months
Damage to Rentals	Write-Up + costs	Write-Up + 3 Months + Costs	Write-Up + Banned from Rentals + Costs
Damage to Resort Property	Write-Up + Costs	Write-Up + 6 Months + Costs	Termination of Membership + Costs
Extra Vehicle: Any violations	Verbal Warning + Fees	Write-Up + Fees	Write-Up + 6 Months + Fees
Failure to Register before taking site	Write-Up	Write-Up + 3 Months	Write-Up + 6 Months
Firearms on property	Write-Up + 6 Months	Write-Up + 1 Year	Termination
Garbage: Ashes	Verbal Warning	Write-Up	Write-Up + 3 Months
Garbage: Litter	Verbal Warning	Write-Up + PU Patrol	Write-Up + 3 Months
Gate Code	Write-Up	Write-Up + 3 Months	Write-Up + 6 Months
Graffiti / Vandalism	Write-Up + Costs	Write-Up + 1 Year + Costs	Termination
Guests: Over limit (6)	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year
Improper Family Use	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year

Improper Parking	Verbal Warning	Write-Up	Write-Up + 6 Months
Improper Use of Handicapped Facilities	Verbal Warning	Write-Up	Write-Up + 6 Months
MiscVeh: ATVs in park	Write-Up	Write-Up + Veh. banned	
MiscVeh: Golf Cart, Uninsured	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year
Misuse of Membership	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year
Parking / Driving on Grass	Verbal Warning	Write-Up	Write-Up + 6 Months
Pets, Damage	Write-Up + Costs	Write-Up + 6 Months ban on pet + costs	Write-Up + 1 Year ban on pet + Costs
Pets, Unauthorized	Write-Up	Write-Up + 6 Months	Write-Up + 1 Year
Pets, Vicious	Pet banned		
Pets in Rentals	\$250 Cleaning Fee	\$250 Cleaning Fee + 6 months	\$250 Cleaning Fee + 1 Year
Pool Rules	Verbal Warning	Write-Up + Banned from pools remainder of visit	Write-Up + 3 Months no pool use
Quite Hours	Verbal Warning	Write-Up + 3 Months	Write-Up + 6 Months
Saving of Sites	Verbal Warning	Write-Up + 3 Months	Write-Up + 6 Months
Sewage: Spills	Write-Up + \$50 Cleanup	Write-Up + \$100 Cleanup	6 Months + \$100 Cleanup
Smoking in Rentals	Write-Up + 6 Months ban on rentals + costs	Termination of rental privileges + costs	
Soliciting	Write-Up	Write-Up + 3 Months	Write-Up + 6 Months
Speeding	Write-Up	Write-Up + 3 Months	Write-Up + 6 Months
Theft: By adult	Write-Up + 3 Months	Write-Up + 6 Months	Termination
Theft: Major, by minor child	Write-Up + 3 Months	Write-Up + 6 Months	Write-Up + Child banned
Theft: Minor, By minor child	Write-Up	Write-Up + 3 Months ban for child	Write-Up + 6 Months ban for child
Unattended Site	Write-Up	Write-Up + 3 Months	Write-Up + 6 Months

Unkempt Site / Rental	Write-Up + Costs	Write-Up + 3 Months + Costs	Write-Up + 6 Months + Costs
Verbal Abuse / Intimidation of Staff	Write-Up to Termination	Write-Up + 3 Months or Termination	Write-Up + 6 Months or Termination
Violations, Misc:	Management discretion based on similar policy violations		

KEY: "+Costs" = pay for damages, cleanup costs, etc.; "+Fees" = pay any back fees due; "+nMonths" = n months suspension; "+1 Year" = 1 year suspension; "Termination" = Termination of Membership

On 2<sup>nd</sup> or 3<sup>rd</sup> Write-up, management may require that you meet with a management committee to show cause for your membership not being terminated.

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**Canyon Creek Resort**

**(530) 795-4133**

**Delta Shores Resort & Marina**

**(916) 777-5577**

