



*Handbook*

*Of*

*Policies, Guidelines*

*And Standards*

*Revised November 2021*



# Victoria Palms Resort

On behalf of Management and Staff, we welcome you to Victoria Palms, an Encore resort. Our mission is to make your stay a pleasant, safe, and enjoyable experience.

This handbook has been prepared by Management, with input from Staff and the Resort Advisory Council. It contains policies, procedures, and standards to meet property, municipal, state and federal laws. Also, we have included information on the multitude of activities, entertainment, and recreational facilities available throughout the resort.

We wish to emphasize that the handbook is designed to promote safety, harmony, organization, consistency and an enjoyable experience for our residents and guests. This goal can only be achieved if everyone respects and adheres to the policies as outlined.

Please take the time to read and familiarize yourself with this handbook and help keep Victoria Palms Resort, “The Premier Resort” of the Rio Grande Valley for all to enjoy.

We look forward to having you enjoy this and many more seasons with us.

Thank you for choosing Victoria Palms Resort

Rocky Ramirez  
Victoria Palms Resort Manager

# VICTORIA PALMS RESORT HANDBOOK

## POLICIES, GUIDELINES and STANDARDS

### Non-Compliance of Resort Policies

1. The following events shall be deemed a non-compliance event of the resorts policies, standards, rules, and guidelines:
  - a. Residents or customers failure to pay rent, site fees, utilities, or any fee due in a timely manner as required.
  - b. Residents or customers failure to comply with the resort policies as set forth herein or the directions of Resort Management and staff when enforcing same.
2. In the event of non-compliance by residents, customers, or guests, Resort Management shall be entitled to all remedies provided in this handbook and/or provided by law without limitation including the right to immediately suspend all privileges of residents, customers, and guests and ultimately demand eviction from the resort.
3. Notification of non-compliance will be attempted using the preferred method on file at the time. This may include postal mail, email, telephone or facsimile.
4. It is the resident's responsibility to obtain a copy of the most up-to-date Handbook. Handbook copies are always available in the Main Office.

### Disclaimer \*

This handbook may be amended or modified as deemed necessary at the sole discretion of Resort Management without advanced notice.

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## EMERGENCY PROCEDURES

*The following options are available in case of an emergency:*

- For any Fire, Police, or Ambulance emergencies: **DIAL 9-1-1.**

**Also contact the Main Gate** to notify courtesy officers you have called for an ambulance, so they can escort them to correct location if requested by Emergency Personnel. Turn-on your outside porch light to help identify your address more easily.

VPR Main Gate: **956-532-5832**

## **SUMMARIES OF POLICIES (A to Z)**

*The following list is a quick reference only. Please be sure to read the complete details in the sections that follow*

**AMBASSADORSHIP** – How to get involved, make new friends and support our community

**ATTIRE** Shoes, shirts or swimsuit cover-ups are required in all buildings

**BIKES** Bicycles are subject to the same rules as all other vehicles

**BILLIARDS** Located in the Activities Building – a code is required for entry

**CAMPFIRES** Only gas campfires are allowed except at the Memory Garden

**CLEANLINESS** All sites are to be maintained in a neat and orderly manner

**CHECKS** All checks must be payable in US funds

**CHILDREN** Persons under 18 are always to be under resident supervision

**CLOTHESLINES** Permanent or temporary clotheslines are not allowed

**COMMUNICATION** See page 38

**COPIES** B/W - up to five (5) pages may be done at the Main Office

**COTTAGES** - (Park Models) currently available for rent.

**COURTESY & CONSIDERATION** No walking/driving through occupied sites

**DISCRIMINATION** Prohibited in any form against anyone

**DISORDERLY CONDUCT** Prohibited anywhere in the resort

**DRIVEWAY RAMPS** No new installs - existing residents only, no carryovers

**EMERGENCY MESSAGES** Delivered immediately during business hours

**FAX** The inbound FAX number in the Main Office is 956-782-3232

**FENCES** No new installs, existing lots only, no carryovers

**FIREARMS** Open Carry or use of any firearm, air or pellet gun is strictly prohibited inside the resort

**FIREWORKS** Fireworks are strictly prohibited inside the resort

**FITNESS CENTER** Open 5 am – 11 pm – access code required

**FOOD** Consuming food from outside kitchens is at your own risk

**FREEZERS AND REFRIGERATORS** Not allowed outside on any lot

**FRUIT** Pick only from your site and approved common areas

**GARBAGE** In plastic bags, curbside by 7:00 am Mon & Thur in season

**GATES** Courtesy Officers are stationed at the Main Gate 24/7 - **956-532-5832**

**GUESTS** Must register at Main Office and wear visitor badge

**HIRED HELP** You assume full responsibility for persons hired by you

**INTERNET** Provided for use at the user's risk and responsibility

**LAUNDRY** Two laundries – Credit and Laundry Cards only

**LEASES** For information about leases please contact the Main Office

**LOST AND FOUND** Located in the Resort Activities Office

**MAIL** Address is 602 N Victoria RD, [Lot #], Donna, TX 78537

**NAME BADGES** Obtained at Main Office and should be worn at all times

**NOTARY PUBLIC** No longer available in the resort

**OUTDOOR FURNITURE** Must be secured when you are away

**PARKING** On your lot only, no street parking, no trailers on lots

**PATIO SALES** Held in winter season only – see activities calendar

**PLANTS** Require approval, resident maintained, remain with lot when vacated

**PROBLEMS** For problems please contact the Main Office **956-464-7801** or Front Gate **956-532-5832**

**PROPANE** Several dealers deliver propane to sites – Not affiliated with resort

**QUIET TIME** From 10pm to 7am daily – No noise, contractors or deliveries

**RAMADAS, TENTS, AND SCREEN TENTS** Must be approved by Main Office

**RC VEHICLES** Operated on track only except per page 24

**REGISTRATION** At the Main Office – All residents and **guests must register**

**RENT** Payable at the Main Office or deposited in the night drop

**RENTING YOUR UNIT** Must be authorized by Resort Management

**RESTROOMS AND SHOWERS** Next to pool and beside the laundry on York

**SAFETY & SECURITY** Be alert and aware – Front Gate 24/7 - **956-532-5832**

**SALES OF HOMES** Must contact Main Office for approval to sell your unit

**SALE / RENT SIGNS** One sign, professionally made, no larger than 18" X 24"

**SEVERE WEATHER** Be prepared – **No resort buildings are safe storm shelters**

**SMOKING** Not allowed (incl. e-cigs) in any building or in pool area, and within 20' of entrances or opening windows by City of Donna ordinance

**SOLICITING** No soliciting, peddling or cold calling is permitted

**SPECIAL NEEDS** Complete form at Main Office for medical or physical needs

**STORAGE** Is available for boats, RVs, campers, trailers, dollies - limited storage on your site or under your RV

**SURVEILLANCE CAMERAS** Placed throughout the resort

**TELEVISION** A list of channels is available in the Main Office

**TRAFFIC** Speed limit is 10-15 MPH as posted throughout the resort

**VEHICLES** Heavy repairs and fluid changes are not permitted in the resort

**WASHING UNIT OR VEHICLE** You may wash vehicles on your site

**WATER & ICE MACHINE** Located next to the Computer Room

**WINDOW STICKERS AND HANG TAGS** Required for resort entry

# GENERAL POLICIES (A to Z – Complete Text)

## AMBASSADORSHIP

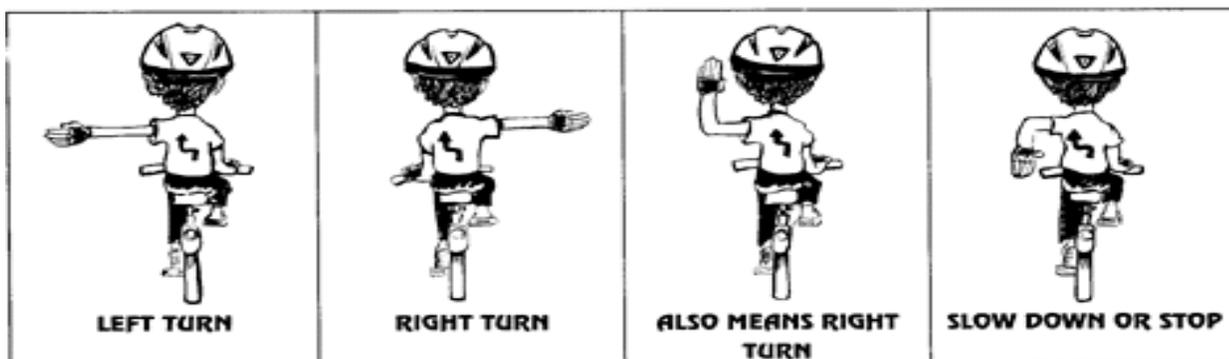
Ambassadorship is a great way to get involved and make new friends while helping support your resort community. There is always a need for additional support for resort events, site tours and other activities throughout the season, so check with the Activity Office for these opportunities. Ambassadors get extra benefits like free admission to certain events, special privileges at events and, with a qualifying number of hours, can attend the end of season Ambassador Appreciation Luncheon where they will enjoy a nice meal and great door prizes.

## ATTIRE

Shoes, shirts and/or swimsuit cover-ups are required inside all buildings. No bare feet or uncovered swimsuits are allowed inside any building. No wet swimsuits inside buildings.

## BIKES

For your safety bicycles are subject to the same rules and regulations as all other vehicles. They must obey all posted traffic controls and ride with the flow of traffic. Bicycles may not be parked/stored on sidewalks or grass areas. Bicycles, golf carts, scooters and mopeds are not permitted on the sidewalks or areas around tennis/pickle ball courts. You must use a light on all moving vehicles after dusk. Speed limit is 10 mph in some areas and 15 mph in others and applies to ALL vehicles including bicycles, golf carts, scooters and mopeds. For your safety it is recommended that you learn and use hand signals (shown below) for turning and stopping.



## **BILLIARDS**

The billiards room is at the end of the north hallway in the Activities Lobby. It is for adults only and requires a security code for entry. **Absolutely no food or beverages are allowed at any time.** You must have your resident ID while in the room. See Activities Section for more details.

## **CAMPFIRES**

- Only gas campfires are allowed. No wood burning fires of any kind are permitted except at the Memory Garden, and then only with valid permit from Resort Manager.
- Enclosed BBQ grills and smokers may be used for cooking.
- All **cold** ashes must be bagged and disposed of properly.

## **CLEANLINESS**

We want to assure everyone's view at Victoria Palms is beautiful. Thus all sites are to be maintained in a neat and orderly manner.

- Visible storage of items under your RV is prohibited.
- Excessive debris/items around the site are not allowed.
- Any damage because of storms or wind must be repaired promptly.
- Excessive dirt or mold on your home, RV or storage shed must be cleaned.

Management reserves the right to require you to clean your lot and/or your home, RV or storage shed if deemed necessary.

## **CHECKS**

While the Main Office accepts personal checks for payment, we unfortunately cannot cash checks for you.

- All checks must be payable to Victoria Palms, in US funds and clearly indicated as such by the bank on the check. We cannot accept 3<sup>rd</sup> party

check or checks from outside the US where it is hand-written that it is to be paid in US funds.

- There will be an automatic charge for any returned checks regardless of cause. See Fees & Penalty Schedule.

## **CHILDREN**

Victoria Palms Resort is an Age-Qualified resort, legally registered as such in the state of Texas. Children as guests of residents are welcome, but their visit must be limited to a total of two (2) weeks in duration, no more than 2 times per year.

- All persons under the age of 18 are always to be under adult resident supervision. Visiting children cannot play in the streets or in other resident's yards.
- Absolutely no bikes, skates or skateboards are allowed around the swimming pools, shuffleboard courts, or tennis/pickle ball courts.
- No one under 18 years of age may use the hot tubs, even with adult accompaniment.
- Children 18 years of age or younger must be accompanied by a Victoria Palms Resort resident to swim in the pool, play shuffleboard or horseshoes.
- Children under 18 are allowed in the billiards room only when accompanied by an adult resident and are **not** allowed to shoot/play on any table at any time.
- Children are not allowed to drive golf carts. In order to drive a golf cart on Victoria Palms Resort streets you must possess a valid driver license.

## **CLOTHES LINES**

Permanent or temporary clotheslines are not allowed in the resort at any time. If you have an RV mounted drying rack on the rear of your unit you may use it to dry swimming attire and pool towels only. These must be removed as soon as dry and cannot be left hanging overnight.

## **COMMUNICATION**

Victoria Palms communicates in multiple ways to assure everyone has an acceptable way to receive news and information. The methods of communication within the resort are detailed in the section titled Communications. Please review this section for additional details. If you have a special communication need, be sure to register that with the Main Office.

## **COPIES**

As a convenience for our residents, black and white copies and fax transmissions up to five (5) pages may be done at the Main Office at no charge. A fee of \$0.25 per page will apply for any pages in excess of the first five (5).

## **COTTAGES**

Victoria Palms Resort has cottages available for rental or for purchase. See Winter Texan Home Sales for more details.

## **COURTESY & CONSIDERATION**

We want to provide everyone the privacy they are entitled to. While it may seem harmless, walking through occupied sites is strictly prohibited. We also want everyone to be safe, so driving across unoccupied sites or grassy areas for any reason is also prohibited. **Also note that if you are on/in any type of vehicle, motorized or pedal powered, you are required to yield to any pedestrian in a cross walk. Pedestrians ALWAYS have the right of way.**

## **DISCRIMINATION AND/OR HARASSMENT**

Victoria Palms has a strict policy against discrimination and harassment in any form. This applies to any resident, renter, guest, visitor, hotel guest or employee. Harassment by a resident or guest to any other resident, guest, visitor, hotel guest, or employee can be grounds for eviction. Any evidence of such should be immediately reported to the Resort Manager and/or the local police.

## **DISORDERLY CONDUCT**

Loud music, abusive language in public, public intoxication, domestic disturbances, and threats of any nature against any resident, renter, guest,

visitor, hotel guest or employee will not be tolerated and can be grounds for eviction.

Speeding and/or disobeying traffic signs and refusal to adhere to the rules and regulations will not be allowed.

Remember that your family, guests and visitors are subject to the same rules as residents.

Failure to cease a disturbance when requested to do so by Resort Management or Courtesy Officers can result in your being evicted from the property.

### **DOMESTIC HELP, YARD MEN, REPAIR PEOPLE, ETC**

It is important that we keep our resort safe. You are required to verify any contractor you bring into the resort is properly licensed and insured. That is the best way to assure they are legitimate.

- You assume full responsibility for the safety and integrity of any person(s) or contractor(s) working on your home, lot or RV including falls and/or injuries.
- It is your responsibility to make sure persons you have hired have proof of liability insurance or a signed statement on file with the Main Office relieving Victoria Palms Resort and EQUITY LIFESTYLE of all responsibility regarding injuries or damages caused while working in the resort. Contractors known to have failed to meet this requirement will not be permitted to enter the resort.
- Contractors/workers are responsible for obtaining permits and inspections where required, performing all work to current code safety standards, and for removing all debris related to their work. This debris is NOT eligible for regular trash pickup. It is the contractor's responsibility to remove it.

### **DRIVEWAY RAMPS**

Driveway ramps placed over the curb/gutter area MUST be made of heavy steel. No wooden ramps are allowed. Ramps must be hinged and flipped open before leaving for the summer. This is critical for our summer street cleaning and repair

work. Ramps that do not have hinges and/or are not removed at the end of the season may be removed by resort staff. Replacement of existing ramps is allowed as long as the current owner stays on the site - they must be removed once the current owner moves out of the resort. No new installs or carryover driveway ramps will be allowed.

### **EMERGENCY MESSAGES**

**Emergency** messages received during business hours by the Main Office will be delivered to your site immediately. Please note our office hours and understand there is no forwarding of messages when the office is closed

### **FAX**

**For US numbers** we will happily receive unlimited pages and send up to five (5) for you at no cost. Each page over five (5) sent will incur a cost of \$0.25 per page. **For Canadian numbers** we will receive unlimited pages and send up to two (2) pages free. Each page over two (2) sent will be charged \$0.50 per page. The Fax number in the Main Office is 956-782-3232.

### **FIREARMS**

The use of any firearm, CO2, air, pellet or BB gun is strictly prohibited inside the resort, except for defense of life or property as allowed by law. Carrying of a weapon is governed by Texas and local laws and **“Open Carry” is prohibited** everywhere inside the resort.

### **FIREWORKS**

Lighting or setting off fireworks of any type or kind except sparklers is strictly prohibited inside the resort.

### **FITNESS CENTER**

The fitness center is open from 5:00 am to 11:00 pm daily. A numeric code is required for access. Note that most areas of the fitness center has surveillance cameras. See Activities Section for more details.

## **FOOD**

Often at communities like Victoria Palms there are events or activities where residents bring foods from outside sources and/or prepare them in our community kitchens. These can range from homemade cookies at a meeting to dishes at a potluck supper or concession at a resort event.

Due to the risks of food borne illness and allergic reactions from foods prepared in non-licensed kitchens, Victoria Palms Resort is obligated to provide this reminder: **FOODS PREPARED OUTSIDE OF VICTORIA PALMS RESTAURANT AND/OR CATERING CANNOT BE ASSUMED SAFE FOR ALL CONSUMERS, AND VICTORIA PALMS RESORT WILL ACCEPT NO RESPONSIBILITY FOR ANY ILLNESS OR ALLERGIC REACTION AS A RESULT OF THEIR CONSUMPTION.**

The risks for contamination incurred during procurement of ingredients, preparation, transportation and serving are high, and that is exacerbated when a dish is allowed to stand at room temperature for any length of time. The risk of the reaction being severe is especially high for seniors and people with existing heart, liver and kidney problems.

For people with allergies, which may be unknown to them, there is a risk of allergic reactions from food items. This is true where the consumer is not aware of all the ingredients used in the preparation, or where other ingredients might have contaminated the dish through inadvertent contact. Most restaurants now have signs to notify patrons when they have peanuts in their food preparation areas. This is because some allergic reactions can be triggered by very minimal cross contamination.

**IT IS THE STATED POLICY OF VICTORIA PALMS RESORT THAT ANY FOOD PREPARED OUTSIDE OF OUR RESTAURANT AND CATERING KITCHENS IS CONSUMED AT YOUR OWN RISK.**

We will do everything we can to promote safe food handling. Unfortunately, we cannot take responsibility for any illness or allergic reaction suffered from consuming food from outside preparers.

**IF YOU ARE NOT SURE OF THE FOOD'S ORIGIN, THE COMPLETE LIST OF INGREDIENTS, OR THE ENVIRONMENT IN WHICH IT WAS PREPARED, WE SUGGEST YOU CAREFULLY CONSIDER YOUR CONSUMPTION OF THE FOOD.**

## **FREEZERS AND REFRIGERATORS**

You are not allowed to place any refrigerator or freezer outside your home/unit unless they are inside a storage building or in some way hidden from view. RVs only, may use no more than one mini-fridge or freezer of a size limited to that of a large ice chest (25 x 15) outside their unit. This must be placed in an inconspicuous location minimizing visibility from the street.

## **FRUIT**

There are many varieties of fruit trees scattered throughout the resort. You may pick fruit from your site and common areas ONLY. Please pick no more fruit than you can eat in one day. PLEASE DO NOT PICK FRUIT on other occupied or non-occupied sites without prior approval. Contact the office if you are unsure.

Note that there are several citrus diseases which can affect trees here in the RIO Grande Valley. If a tree is found to be infected by a disease which might be spread to other trees, the tree may be removed. Victoria Palms Resort is not obligated to replace any trees removed for any reason.

## **GARBAGE/RECYCLING**

Trash must be put in plastic bags, tied shut and placed at curbside for pick-up. This must be done no later than 7:00 am on trash days. Trash collection is on Mondays and Thursdays from November thru April; all other months on Mondays only. Do not place trash outside overnight. Residents are responsible for cleanup if animals scatter trash. If you have trash between pick-ups you can take it to the trash compactor behind the restaurant.

Recycling of **large cardboard** boxes is available behind the restaurant on the hotel side of the property. Small cardboard packaging goes in Redfish recycling bins

Recycling of large **WHITE Styrofoam** is available behind the restaurant on the hotel side of the property.

Recycling of **#1 and #2 plastics, aluminum cans, tin cans, all types of paper, and small cardboard** must be delivered to the Redfish recycling bins.

Recycling of light **bulbs, batteries and printer cartridges** is available in the mail center in the blue buckets.

## GATES AND CLICKERS

Courtesy Officers are stationed at the Main Gate 24/7 except when patrolling the resort. There is a numeric key pad for after hours entry and Clickers are available for rent to residents staying with us at least 30 days. These may be rented at the Main Office. All rented clickers must be returned to the Main Office prior to final departure from the resort. Failure to return your clicker will result in forfeiture of your deposit and the clicker will be deactivated.

Annual residents may purchase clickers and the clicker transfers to the new owner in the event the home is sold. **Once purchased they cannot be refunded or exchanged after 30 days. Battery replacement is the responsibility of the owner.**

## GUESTS & VISITORS

- a) **GUESTS** are people from outside of the resort who are temporarily staying with a resident. Guests are authorized for a maximum of a single consecutive two (2) week period. When guests arrive, the resident must register them at the Main Office. Fees may apply. Registered guests may use the recreational facilities. ALL GUESTS MUST WEAR A GUEST NAME BADGE AND BE ACCOMPANIED BY A VICTORIA PALMS RESIDENT AT ALL TIMES.
  
- b) **VISITORS** are people who live outside the resort and are visiting you for the day. Visitors may NOT use the recreational facilities. They must register at the Main Gate or Main Office to obtain a Day Pass. Visitors must supply the resident's name and/or lot number to receive a Day Pass. Visitors must always be accompanied by a resident within the resort.

In either case the resident is personally responsible for the actions and conduct of his/her guests/visitors and is required to acquaint guests/visitors with the Victoria Palms Resort Handbook. Also see sections "Occupancy" & "Name Badges".

## INTERNET

VICTORIA PALMS RESORT INTERNET (CABLE INTERNET AND HOTSPOTS) ARE PROVIDED FOR USE SOLELY AT THE USER'S RISK AND RESPONSIBILITY. THE VICTORIA PALMS RESORT AND EQUITY LIFESTYLE MAKE NO GUARANTEE OF SERVICE, AVAILABILITY OR SECURITY, AS THIS IS MAINTAINED BY A 3<sup>RD</sup> PARTY.

- Limited bandwidth cable internet (wired with modem) is provided at every site and hot spots in public buildings. This service is made available to residents and renters by the resort for recreational purposes only and is not intended for business use.
- Each user is required to agree to the "Acceptable Use Policy" before access to the internet is granted. You are encouraged to read the complete policy before agreeing.
- Bandwidth, throughput, availability, or security are not guaranteed
- By using the system, the resident acknowledges and agrees that the resort has no responsibility for financial losses incurred by the resident with respect to interruptions of service. The resort accepts no responsibility for anyone conducting business from their home or day trading and any losses incurred because of interruption of services.
- It is also acknowledged and agreed that the resort accepts no responsibility for security breaches into the network which might impact service availability or result in data loss, theft of personal information, or damage to a user's computer.

## LAUNDRY

There are two laundry rooms available. One is to the east of the restaurant next to the computer center and the larger one is on the west end of the resort, next to the showers on York Street.

- **You MUST use “HE” detergents in all of our washers.** These are “smart” machines with sensors which dynamically adjust water levels and agitation to perform optimally with these detergents. You are likely to experience less than satisfactory cleaning, including leaving soap in/on clothes with standard detergents, and you may cause damage to machines.
- Laundry cards and credit cards are accepted by machines. You may purchase Laundry Cards from the machine using US cash or credit cards. **THESE MACHINES DO NOT ACCEPT CANADIAN MONEY.**
- Please do not use dye or wash greasy clothes or rags in our machines. Carpets and area rugs cannot be laundered in the resort machines.
- There is a designated machine in each laundry for washing your pet’s clothing or bedding.
- If you have a problem with a machine or need a refund, record the machine number, time and date, and amount lost and call 877-264-6622, or download the CSC app from the Google Play Store or the Apple App Store to report the issues directly. Then you simply scan the machine bar code and submit. You will receive a confirmation that your service request has been received, and you will receive a second note when the machine has been repaired.

## **LEASES**

Leases and/or background checks are required for all residents of Victoria Palms Resort staying for 6 months or longer. This includes people who rent your home from you and stay longer than 6 months; management approval must be requested in advance. For information about leases and background checks please contact the Main Office.

## **LOST AND FOUND**

Lost and found is located in the Activity Office. If you find something, or are looking for something you lost, please check there.

## MAIL

Mailboxes are located at the Mail Center. THE MAIL CENTER IS A COURTESY SERVICE AND IS NOT AFFILIATED WITH, OR PART OF, THE UNITED STATES POSTAL SERVICE. If you are uncomfortable with the operation, rules or regulations, you should secure your own post office box at the local post office or other mail handling facility.

- **CRITICAL ADDRESSING:** You must include your lot number in your address. All mail is sorted by lot number. Mail received with no lot number will be placed in a secondary sort bin and sorted by name as time allows. **THIS WILL DELAY RECEIPT OF YOUR MAIL.**

To expedite mail sorting, your correct postal address is:

- Your Name (*example: Mr. Jack Brown*)
  - 602 N. Victoria RD, lot # (*example: 602 N Victoria RD, #0000*)
  - Donna, Texas 78537
- **Residents must notify the Mailroom upon arrival and departure, and request holding or forwarding of mail.**
  - Forwarding of mail is a service provided for annual residents only, and for a period not to exceed 6 months. If you are a seasonal guest, you must handle your mail forwarding through the US Post Office.
  - For forwarding of mail, residents must furnish address labels (Check with Mailroom personnel for correct size of the labels). The Mailroom **WILL NOT** forward mail if forwarding labels are not on file. Without forwarding labels mail will be marked "Return to Sender" and returned to the Post Office.
  - Residents are requested to open a mailbox even if not expected to receive mail as important Memos/Notices to the residents will be placed in mailboxes.
  - For seasonal renters there is a \$50 refundable deposit on each mailbox key(s). This is payable at time of arrival in the Main Office and refundable

upon return of key to Main Office. **Note:** *Your refund may be applied toward any outstanding balance or returned to your credit card. If a refund is requested, and the deposit was paid by cash or check, and the guest has no outstanding balance, the refund can be held on account or will be paid by check from the corporate office and may take up to 6 weeks to process. We cannot refund in cash.*

- Annual residents have a mailbox permanently assigned to their unit. They must purchase their mailbox key(s) for \$20 each. The key transfers to the new owner if the unit is sold. There are no refunds on these keys.

## **NAME BADGES**

Apart from helping residents get to know each other, name badges are safety and security items. Name badges help quickly identify legitimate residents.

- **NAME BADGES SHOULD BE WORN AT ALL TIMES.** Name badges may also be worn while attending out-of-resort activities.
- Annual lease holders will be issued a picture badge. These will be made for you at the Main Office upon signature of lease.
- For all other residents, a temporary badge will be provided.
- If you see someone who looks suspicious and is not displaying one of the two types of badges, please call our front gate, courtesy officers or the main office. *Do not confront them yourself.*

## **NEWSPAPERS**

Local event magazines, flyers and newspapers are available inside the Mailroom.

## **NOTARY PUBLIC**

Notary services are not available in the resort. Most banks, title companies and car dealers have notaries who are willing to help you.

## OUTDOOR FURNITURE

Outdoor furniture can help make your lot feel more like home and provide a unique outdoor entertainment space. **If you leave anything outdoors while you are away, you must make sure it is securely tied down to prevent it from causing harm in the event of a severe storm.** Remember that you are liable for anything that might blow away and either do damage to another unit or cause injury. This includes furniture, storage devices, bicycles, canopies or anything which could potentially become a flying object in a severe storm.

## PARKING

All vehicles must be parked completely on the concrete of your lot. This means no part of your vehicle should extend over the street gutter or onto the grass/rocks. Victoria Palms operates a commercial street sweeper on a weekly basis to clean the streets and gutters. On-street parking is generally prohibited except as noted below.

- On-street parking is allowed temporarily while attending a party or function at an individual site. No non-event, long term or overnight on-street parking is allowed. This is necessary to allow emergency vehicles free access to all sites and provide routine street cleaner access.
- Parking an RV on the street is allowed **ONLY** while you are on site and only for loading/unloading and cleaning. **You may not occupy or sleep** in the RV while parked in the street and **you must not lower leveling jacks** as they can do damage to the streets, especially in hot weather. This special parking allowance is limited to **THREE (3) DAYS ONLY**. If you need more time, contact the main office to request a special exception.

AT NO TIME IS PARKING A VEHICLE WITH ANY PORTION ON THE GRASS ALLOWED.

YOU MAY NOT PARK ON A VACANT LOT. We perform a nightly site audit and vehicles parked on lots without permission will be charged a non-compliance charge for each instance.

- You may park a vehicle tow dolly (2 wheeled trailer that supports the front wheels of your towed vehicle) on your lot only if it can be placed

tongue first under the rear of your RV and does not extend on to the grass. If it will not fit as described, or you don't wish to keep it on your lot, we have free storage available at the rear of the resort.

- No trailer, except the primary RV, may be parked on any lot except a pre-approved storage lot. This includes box trailers, car trailers, and cargo trailers of any type or size. We storage sites available for rent.

## **PATIO SALES**

Patio Sales are a resort event which is scheduled by the Activity Office. Typically we hold one in December for residents only, and one in each Jan and Feb which we open to the public. Since we are a gated community, no other patio/garage sales are allowed except for these scheduled events. See Activities Section for more information.

## **PLANTS, FLOWER BEDS, STONE AND CONCRETE**

All plants, shrubs, trees, walks, etc., added to individual sites must be approved by Resort Management **prior to installing**. You must submit a drawn, measured plan and have it signed by management. A copy of your approved plan will be kept in your file at the office. **Any damage resulting from not obtaining plan preapproval is the responsibility of the resident as well as all costs associated with removal**

Once these modifications are installed, they are considered part of the site. While you occupy the site, you are responsible for maintaining them and they cannot be removed without prior approval of Resort Management. This is primarily to ensure no damage occurs.

## **PROBLEMS**

If a problem arises, please contact the Main Office or Front Gate. We are here to insure you have a wonderful experience at Victoria Palms Resort. We have staff available and ready to assist, but we cannot correct problems we are not aware of. If you have an urgent need after hours, contact the Main Gate for escalation to the appropriate person to help. Social media is no monitored 24/7 and is not the appropriate method of reporting issues. Residents can and will be held responsible for their actions on Victoria Palms social media.

## **PROPANE**

There are several companies who deliver propane right to the sites in the resort. You may contact a distributor directly. The display sign is placed at the front of your home, RV or on your propane bottle to signal the chosen propane truck driver to stop. Please remember that Victoria Palms Resort is not affiliated with any of the local propane companies. Any comments or complaints need to be filed directly with the company or the Better Business Bureau.

## **QUIET TIME**

Please have respect for your neighbors by observing quiet time from 10pm to 7am daily. All residents and guests are asked to restrict noise levels during these times. This includes outdoor gatherings and music or loud conversation. Do not schedule deliveries during this time, refrain from mowing or trimming, and do not allow anyone performing repairs on your property to work during the quiet hours.

In addition, you must use common sense about having contractors work after normal business hours. Remember that we live in a community where people come to enjoy their private and social time. It is not acceptable to have a noisy construction project (saws, hammering, air compressor, radio) operating past regular resort business hours. It is understandable if you have need for an emergency repair to a critical service, but this does not include standard construction.

## **RAMADAS, TENTS, AND SCREEN (DINING) TENTS**

Free standing structures may be permitted but must be approved in advance by resort management. If installed, they must be secured in such a way as to prevent them from becoming a hazard in a storm and must be completely taken down before you leave. **They may only be erected on your concrete pad**, not in the grass.

You may not create an obstruction for the lawn care teams, nor can you create a trip hazard for pedestrians. You accept full responsibility for any damage or injuries which occur because of your installation of a tent or cover of any kind. If at the discretion of resort management, it is deemed your installation could

create a hazard, you will be required to correct the issue or remove the obstruction.

## **REMOTE CONTROL VEHICLES**

Operation of these vehicles should be limited to the RC Tracks on property.

The only exception to this is when walking and driving an RC vehicle at a slow rate of speed no greater than a person walking. The vehicle must remain at the outside of the street, must not interfere with standard automobile or bicycle flow, not be driven near animals who might be frightened. You may not operate a remote-control vehicle in any way operated so as to create a nuisance, including by virtue of noise.

In all cases the track will provide better visibility for the driver and some safeguards for vehicles themselves. We want everyone to enjoy our new amenity. These simple rules will help assure it is a positive addition to the resort and can be enjoyed by all.

Similarly, there are many people with **drones** (flying cameras), **helicopters** and **airplanes**. We need to assure safety and privacy for all residents. With that in mind we are restricting the flying of these vehicles from any areas where there are residents or resident vehicles. They may be launched from the RC track and flown outside the resort, but not over or around residences unless preapproved beforehand by Resort Management.

That being said, it is critical our residents understand that we have virtually no ability to identify where the drone is being flown from and have no authority to capture them or disable them from flying. It is entirely possible that a drone could be in the resort that is being flown from somewhere outside. Most of them have significant range capabilities and could be piloted from a quarter mile or more away.

If you have an issue with a drone flying inside the resort, you should contact the Donna Police Department for assistance. Should you see one being piloted from inside the resort, and only if you can see both the drone and the pilot, you should call Victoria Palms Front Gate.

## **REGISTRATION**

Registration for arrivals is handled in the Main Office. This is a critical step to assure we know you are here, have read your meters, and have corrected any known issues which could affect your site or your stay.

All Mobile and Annual RV residents are requested to check in at both the Main Office and Mailroom upon arrival to the resort.

On very busy arrivals days, you may be instructed by the on-duty Courtesy Officer to get settled in and check in later. This is done simply to minimize waiting times.

If you arrive after Main Office hours, please come back to the main office to check in the following morning. Also see Short Term Rental and Cottage sections

## **RENT**

Rent is payable at the Main Office during posted business hours or deposited in the night drop in the door to the Main Office.

- Please note that Credit cards may be used for payments of seasonal rental only. It is expected that you will pay for your entire stay upon arrival unless you have made other arrangements beforehand.
- Due to a difference in the way our billing and reservations system handles annuals, we cannot accept credit card payments for annual accounts at this time.
- **Annual Monthly rent is due and payable in advance on the 1<sup>st</sup> of each month.** Regardless of whether you have received your bill, you **MUST** have your rent in the Resort Main Office by the 10<sup>th</sup> of every month otherwise our billing system will automatically assess a late fee.
- Failure to pay rent or any other charges due after 30 days will result in penalties. Rent in arrears for 90 days will subject the resident to legal action, up to and including payment of amounts in arrears, court costs and legal fees, as well as eviction from the resort.

- Rent checks may be delivered to the Main Office during posted business hours or deposited in the night drop at the Main Office. **NOTE: Payments deposited after hours on the 10<sup>th</sup> of the month cannot be posted until the 11<sup>th</sup> and will still incur an automatically assessed late fee.** You must have your payment posted prior to close of business on the 10<sup>th</sup> of the month

### **RENTING YOUR HOME TO A THIRD PARTY**

Owners of Mobile Homes, Park Models, or RV's may rent their unit **with the approval of the Resort Manager PRIOR TO RENTING OUT THE UNIT.**

Notify the Main Office (956) 464-7801 of your intentions to rent your unit.

- Prior to renting your unit, you must complete a Third-Party rental agreement.
- For each instance of rental, you must complete a Renters Information Form. Management reserves the right to deny rentals based on evaluation of this form and are approved on a case-by-case basis.
- You may place only a single rental sign, professionally made, which is securely attached to your unit (no yard signs) and can be no larger than 18" X 24".
- Renters must meet the age qualification requirements and are subject to the same Resort Policies and Procedures that apply to all owners. This includes a background check if they are staying for 6 months or longer. Failure to meet the minimum requirements can result in penalties as described in your lease.
- All renters must register at the Main Office to receive a copy of the Victoria Palms Resort Handbook and appropriate identification for access to facilities and functions.
- A bulletin board for posting rental notices is available in the Mailroom. These can also be published in the Victoria's Voice.
- Owners are responsible for all expenses associated with the rental of their property.

- Modems, Clickers and Mailbox Keys provided for the renter are at the expense of the owner. **We cannot sell or distribute these items directly to your renter.** Only you (the owner) can purchase them unless special arrangements are made in advance.
- Owners must make their own lease arrangements with renters unless using a rental management agent and collect rent payments from them directly.
- Victoria Palms Resort will not accept payment from your renters. Having your property rented does not release your personal obligation to make all payments on a timely basis.

### **RESTROOMS AND SHOWERS**

There are restrooms and shower areas located next to the swimming pool and at the large laundry on York ST at the southwest end of the resort.

- Hair cutting, and dyeing are **NOT** permitted in these areas.
- Bathing your pet in the showers is **NOT** permitted.

If the restrooms or showers need attention or repairs, please contact the Main Office to get a service ticket opened.

### **SAFETY & SECURITY**

The safety and security of our residents is of the utmost importance to everyone at Victoria Palms Resort. Policies are in place to help reach that objective. The resort sponsors special safety and security initiatives throughout the year reminding everyone of “safety first”. This is particularly important through our peak occupancy periods. During this time, we must all be more alert to safety and exercise caution in all activities.

To all residents and guests, remember:

- Please notify the front gate in advance for guests and visitors
- Please notify the front gate in advance for special deliveries such as furniture, pizza or repairmen
- Be always alert and aware of resort policies

- While driving a motorized vehicle, golf cart or bicycle, please exercise caution and obey all traffic signs and controls
- Obey the rules at the pool or any other activity
- Ensure children are always accompanied
- Wear your name badge for identification at all times

## **SALES OF MANUFACTURED HOMES OR PARK MODELS**

It is an important requirement of your residency at Victoria Palms that **you must contact the Main Office for approval to sell your unit.**

- You may sell your unit yourself (For Sale by Owner) or use any appropriately licensed professional. If you decide to hire someone to represent your property, be sure they meet the following requirements.
  - They must be licensed by the Texas Department of Housing and Community Affairs – Manufactured Housing Division. They must hold a Retailer, Broker or Salesperson license. If they hold only a Salesperson license, they must be employed by and working under the guidance of a licensed Broker.
  - They must have a minimum of \$1,000,000 liability insurance. This is to protect both you and the resort.
  - They must have automobile liability insurance with coverage at least to the state minimums.
  - They must register at the Main Office to be authorized for repeat entries into the resort, so they can show your home, and must check in at the main gate each time they do so.
  - They must obtain a copy of the Victoria Palms Resort Handbook from the Main Office to make sure they understand the resorts rules and restrictions and properly represent the resort in all dealings.
- You may place a single (1) For Sale sign, professionally made, which is securely attached to your unit (no yard signs) and can be no larger than 18" X 24".

- If you receive an offer and your purchaser plans to move your unit out of the resort, Victoria Palms Resort management has first right of refusal to purchase your unit at the contracted price. To do this you must present a legal, binding contract for sale of your unit to the Resort Manager. He will initiate a value appraisal of the unit and make a determination to purchase or allow the unit to be removed from the resort. Upon the resort's agreement to purchase, and the resident vacating the unit, the rent on the lot will be terminated.
- If you sell your unit and the buyers will reside in Victoria Palms Resort, management must approve your buyers before the sale is final. This approval will include background and credit checks.
- To maintain the property values within the resort, management also retains the exclusive right to determine if a unit being sold must be upgraded or removed from the resort.

### **SALE/RENT SIGNS**

- You may place a single (1) sign, professionally made, which is securely attached to your unit (no yard signs) and can be no larger than 18" X 24", regardless if the unit is being brokered or sold by the owner.
- You may post a yard stationed "Open House" sign a maximum of 2 days prior to the actual event, and it must be removed immediately following.
- Homeowners (no agencies/brokers) may post a photo and description of the home on the bulletin board in the Mailroom. You may also include the name and telephone number of an individual (non-professional) representing you in your absence.
- Winter Texan Home Sales maintains a bulletin board in the activities lobby which is paid for by, and for the sole display of their listings. Pictures and listing of units for sale through WTHS are also available at their office located at the main gate.

- These rules do not apply to homes owned by the property or ELS. While every effort will be made not to detract from the harmony of the resort, in some instances resort owned homes may display additional signage.

## **SEVERE WEATHER**

While rare, this area can be subject to hurricanes and tornadoes. It is important that you be prepared in the event of a weather emergency.

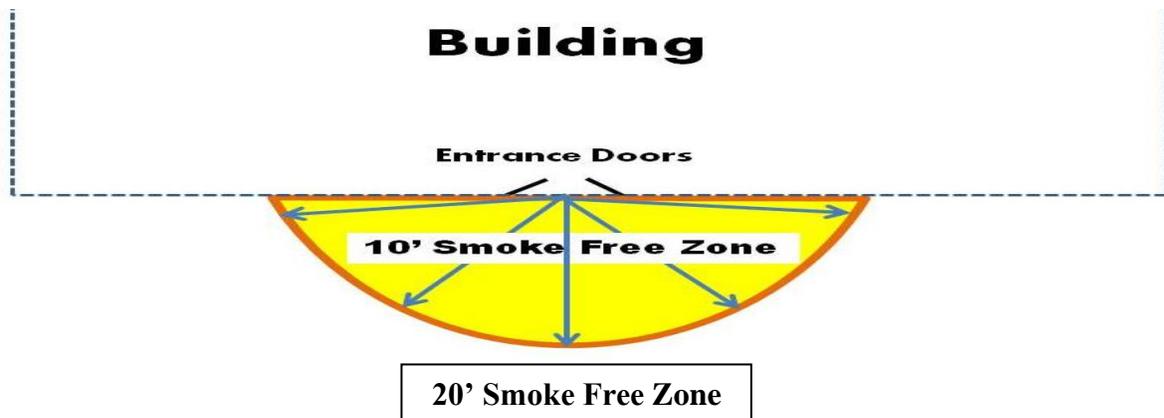
The Victoria Palms Emergency Notification System is connected to the National Weather Service to automatically generate alerts for severe weather warnings. These are not configured to announcing watches, which imply conditions are favorable. Rather they only report warnings, which means a threat **HAS** developed and may be headed our way. If you are not subscribed to the Emergency Notification Service, please see the main office for instructions on how to get registered.

- **There are NO resort buildings which are qualified storm shelters.** If you need to evacuate your home, you should seek shelter in one of approved local shelters. See the Victoria Palms Disaster Plan for details.
- If a resort building has been sandbagged to protect it from water intrusion, residents are not allowed to move the sandbags under any circumstances.
- Be sure to monitor the local forecasts on TV and radio and be prepared if a Mandatory Evacuation is declared. You should have a plan in place of where to go and how to get there. As time and conditions permit, we will attempt to post updates through the emergency notification system. But you should rely on local and national weather sources for critical information.
- If you cannot evacuate on your own, you must register with "211"(dialed from your local telephone). The resort cannot be responsible for the evacuation of its residents. Contact the Resort Management Office if you have questions or need help registering.

## SMOKING

There is absolutely NO SMOKING ALLOWED in any building within Victoria Palms Resort. There is also no smoking allowed in the pool or in fenced pool area at any time. **This includes the use of electronic cigarettes and Vape devices.**

As well, there is a twenty (20) foot radial smoke free zone (No Smoking) at the entrance to all buildings per Donna city ordinance.



There is a provided and marked smoking area outside the smoke free zone of every entrance. These can be identified by the placement of ashtrays and signs indicating that it is a smoking zone.

## SOLICITING

Absolutely no soliciting, peddling or cold calling is permitted in the resort. Please report any uninvited solicitation to Main Office or Front Gate immediately.

- If you have a meeting set with a salesperson, please make sure they know your name and lot number. To expedite the salespersons entry, you should also notify the main gate. Sales people who do not know your name and lot number will not be admitted to the resort.
- We also do not allow any advertising signs for outside businesses to be placed in the resort except for a sign stating who is performing work on your property. This type of sign is allowed only while the work is underway and must be removed immediately upon completion.

- No business is permitted to operate in Victoria Palms without Resort Manager's approval. A business is considered any operation which solicits customers from inside or outside the resort and presents a place to provide goods or services to those customers.

## **SPECIAL NEEDS**

We know there are residents and guests who may have special medical and/or physical needs. Some examples are wheelchair mobility or an oxygen machine that requires electricity.

It is important that the Main Office be made aware of these needs and/or restrictions. In the event of an emergency or a natural disaster, we need to know what special provisions are required for your safety.

Please make sure any special needs you might have are recorded at the Main Office on a SPECIAL NEEDS FORM.

## **STORAGE**

Boats, secondary RVs and campers, and trailers (of any description) cannot be stored on your site.

**EXCEPTIONS:** A cargo trailer transporting medical equipment may be approved on a case by case basis by Management. Contact the Main Office for information about storage of items.

Also, you may park a vehicle tow dolly (2 wheeled trailer that supports the front wheels of your towed vehicle) on your lot only if it can be placed tongue first under the rear of your RV and does not extend on to the grass.

Finally, you may park a small enclosed trailer or a boat trailer (and boat) on your Manufactured Home lot during the summer months (April – September) in your driveway close to your home. You may not store anything on or under it.

## **SURVEILLANCE CAMERAS**

Cameras are placed in numerous locations throughout the resort for security purposes. Victoria Palms reserves the right to limit what camera views are distributed through the resort.

- Residents acknowledge through acceptance of this handbook that they hereby agree to hold Victoria Palms Resort and EQUITY LIFESTYLE PROPERTIES harmless for any action which may result from the footage.
- Residents are not allowed to tamper with cameras.
- Camera feeds are distributed via the television channel system (see below)

## **TELEVISION**

Free Cable TV service is provided by the resort. A list of channels is available in the Main Office.

- While we do our best to deliver a quality service, please remember that this is a free service and is not guaranteed as to channels, content or picture clarity. While we do everything we can to provide uninterrupted service, there will be times for various reasons when the cable may be down for maintenance or repairs.

**IMPORTANT: Cable TV and / or internet service may be down in the event of severe weather and should not be your only means of monitoring a potential storm.** We highly recommend you have a weather alert radio or alternate method of determining the presence of dangerous weather activity.

## **TRAFFIC**

The speed limit throughout the resort is a maximum of 15 MPH and in certain areas reduced to 10 MPH.

- **Pedestrians always have the right-of-way but should walk facing traffic and near the curb.**

- Bicycles, motorcycles, mopeds and golf carts should flow with the traffic, obey all posted traffic signs and directions, and **must be lighted** from sundown to sun up.

## **VEHICLES**

- 1) You are allowed a specific number of vehicles on your lot. Any variance to this policy requires written approval from resort management. On your lot you may have the total of item numbers A - E as defined below, BUT The maximum total of all cannot exceed four (4).
  - a. One (1) RV, Manufactured Home or Park Model. No RV may be parked on a manufactured home lot unless it is in regular use as a **primary means of transportation**. In the event this exception applies, it counts as a vehicle in number 2 below and subject to those rules.
    - i. No Manufactured Home or Park Model may be covered with a temporary or permanent cover made of any material. This includes commercially available fabric covers.
  - b. No more cars or trucks than can be parked completely off the street without any part being on the grass or impeding the ability for maintenance to mow, trim or edge as required. The maximum in any case is two (2).
  - c. No more golf carts than can be parked completely off the street without any part being on the grass or impeding the ability for maintenance to mow, trim or edge as required. The maximum in any case is two (2).
  - d. No more motorcycles than can be parked completely off the street without any part being on the grass or impeding the ability for maintenance to mow, trim or edge as required. The maximum in any case is two (2).
  - e. One fully enclosed trailer which can be parked completely off the street without any part being on the grass or impeding the ability for

maintenance to mow, trim or edge as required. **NOTE this is only allowed in the summer months of April – September.**

- f. One fully boat and trailer which can be parked completely off the street without any part being on the grass or impeding the ability for maintenance to mow, trim or edge as required. **NOTE this is only allowed in the summer months of April – September.**

All motor vehicles must be licensed, display current tags and be maintained operable. No vehicle of any type may be placed on blocks, shown to be missing any major part including tires, and must be of reasonable condition such that it is not an eye sore. Covers may be used, but only actual car, truck, golf cart or motorcycle covers, and only when used on the appropriate vehicle. Tarps to cover vehicles are not allowed.

General vehicle repairs and especially fluid changes are not permitted in the resort.

- A service repairman may come to your site to repair or service an RV but is prohibited from working on any system where fluid leaks are at risk. In the event of any leak of a toxic substance (motor oil, hydraulic oil, antifreeze, transmission fluid, etc) the law requires that it must be immediately reported to the Main Office. The owner of the vehicle will be responsible for any clean up required.
- Never clean your batteries on your site as the run off can be hazardous and will cause stains to the concrete. You are responsible for any damage or staining of the concrete on your site.

### **WASHING UNIT OR VEHICLE**

We allow you, or a contractor you hire, to wash vehicles on your site.

- All approved vehicle wash contractors must either bring their own water or pay the office a \$2 water fee for their usage per vehicle. The only exception to this is if you are on a water metered site (annuals in the MH section) where you pay for the water. Then they may use your water as required and will not owe a payment to the resort.

- At no time can you wash any vehicle on an empty site or use the water from an empty site. This restriction also applies to any contractor you might hire. Do not allow a contractor to connect their equipment to an unoccupied site's utilities, including water. Please shut off the hose when not being used to prevent excessive water from running into the street.

## **WATER & ICE MACHINE**

We have an on-site reverse osmosis, filtered and infrared purified, water and ice machine located next to the Computer Room. Its primary purpose is to provide clean, clear, fresh tasting water for the restaurant, but we also make it available to our residents for a very small fee.

- Our low cost filtered water service provides a drinking water similar to bottled water. Please bring your own container which will hold at least 1 gallon. It uses the same filtered water to produce clean, clear ice.

Our standard water at the tap in the resort is provided by the City of Donna Texas as managed by CH2M Hill. It is relatively hard water but is monitored by the contractor and is registered as safe to drink.

## **WINDOW STICKERS AND HANG TAGS**

Vehicle window stickers and hang tags are issued for security.

- Annual stickers are issued to all residents who have signed a lease and are valid for the calendar year. These should be affixed on the driver side lower left corner at the time the sticker is issued. These change colors annually and new stickers will be provided
- Vehicle hang tags are issued for all other residents of the resort, including daily visitors. These should be displayed clearly on the front windshield.
- All vehicles are required to have either a sticker or hang tag on their windshield to enter, and during the time while in the resort. All vehicles who do not clearly display their stickers or hang tags may be stopped by gate staff for identity verification.
- Please remember to remove your Victoria Palms sticker from the windshield before selling, trading or having the windshield replaced on your vehicle.

# COMMUNICATION

Victoria Palms Resort communicates information to its residents through various means:

- **Victoria Palms Emergency Notification System** is a free service where notifications are distributed of pending outages, storm events or other emergencies. This information can be received text only. To register see the main office for detailed instructions.
- [www.VPRactivities.com](http://www.VPRactivities.com) is a Resort managed web site where events, activities and announcements are posted. This is the primary method of communication for the Resort.
- **Activities Bulletin Board** in the Activities Lounge is a place to see all recurring and most onetime events at a glance.
- **Mailbox** – On occasion important information is distributed through your mailbox. Make sure you visit the Mailroom regularly even if you are not receiving your postal mail here.
- **Victoria’s Voice** is an online newsletter, published by a volunteer and distributed by e-mail. It is a quick way to keep up to date on the latest “happenings” and upcoming events in the resort. If you don’t already receive it, go to <http://eepurl.com/pNN4L> to subscribe.
- **Meetings** - There are a series of regular meetings sponsored by the resort Staff to connect directly with the residents on operations matters, new initiatives and other relevant information including upcoming activities and events.
- **Emails** – Used to notify of property issues and / or emergency notifications. Please make sure we have your current email address in our files.
- **US Mail** – Used to deliver invoices, notifications of compliance issues, and emergency notifications such as a damage report.

- **Telephone** – Used to notify of anything requiring immediate action or of pending issues or charges. Please make sure we have your current telephone numbers in our files.
- **Advisory Council** - Victoria Palms Resort management liaises with an Advisory Council made up of ten volunteer resort residents. The function of the Council is to receive suggestions from the residents on matters of concern, ideas for improvement and of course, positive feedback. Suggestion Forms and deposit boxes are in the Mail Room and on the Ticket Counter in the Activity Center. Suggestion forms may also be submitted electronically from [www.vpractivities.com](http://www.vpractivities.com). The Advisory Council's mission statement is: *"The Advisory Council will facilitate the transfer of information about issues between management and residents to lead to a positive result."*

## ACTIVITIES

Victoria Palms Resort provides an incredibly broad and diverse selection of entertainment, recreational and physical fitness opportunities for your enjoyment and health.

Located in the **Activity Center** at the corner of Victoria Palms Boulevard and Victoria Palms Drive are the Activity Office, Billiards Room, Library, Fitness Room, Card Rooms, Lounge Area, and access to the Restaurant and Ballroom.

Located at the south end of the resort at the corner of Victoria Palms Drive and Winston Drive is the **Craft Center Building** which houses the Wood Shop, Wood Carving Room, Ceramics Room, 1<sup>st</sup> floor Multi-Use room, Training Center, Stained Glass Room, Sewing-Quilting Room, and the 2<sup>nd</sup> floor Reception Area.

Located at the corner of Donna Drive and Plymouth Street is the **White House** which is primarily meetings space but occasionally houses parties, potlucks and some craft sessions.

Please refer to the Victoria Palms Resort Map to locate other places in the resort where activities may take place. Also refer to the Victoria's Voice and [www.VPRactivities.com](http://www.VPRactivities.com) for schedules of activities. The Activities Bulletin Board is located in the Activity Center and provides each day's selections of activities at various times and locations.

### ARTS AND CRAFTS SHOWS

Arts & Crafts Shows are held monthly in the ballroom during the winter season. The Activity Office maintains scheduling and books participants. If you would like to participate as a vendor, please see the Activity Director for details.

### BILLIARDS

Pool tables are in the billiards room in the Activity Center. A pass code is required to enter, and residents are required to wear their badge. The Billiards Room is not open to regular hotel guests. Only guests of 30 days or longer will be granted access.

In the winter season there are many players and sometimes playing time can be restricted. Check the Activities Bulletin Board for scheduled events when the room is closed except to event participants.

Rules for the Billiard Room/Pool Room are posted and must be observed. Children under the age of 18 must always be accompanied by an adult and are not allowed to shoot/play on any table. **No food, drinks, or smoking are allowed at any time.**

### BICYCLE CLUB

The Bicycle Club meets on a regular basis. They do both local and remote rides where they ferry bicycles via a club owned trailer. See the Activities Bulletin Board times and location. A rider's liability waiver is required.

### BOWLING

Bowling is offered by an informal group that gathers each week for bowling off site. Check Activities Bulletin Board for contact information and times and location.

## BOCCE BALL

Bocce Ball Court is located at the intersection of Sheffield and London (see resort map). Game times may vary. See Activities Bulletin Board for times.

## CARD GAMES

A variety of scheduled card and table games are played at various locations throughout the resort. Check the Activities Bulletin Board for specifics.

## CRAFT CENTER

The Craft Center is located at the corner of Victoria Palms Drive and Winston Drive. (See map) Activities include Sewing Room, Stained Glass, Cards, Table Tennis, Computer Training Room, Ceramics, Darts, Wood Carving, Wood Shop and a Reception Area on the 2<sup>nd</sup> floor..

## CHURCH

A Non-Denominational Church service is held in the Ballroom each Sunday during the winter season and in the Craft Center during the summer. Bible Study is also available during the week.

## COMPUTER CENTER

Computer Room is located next to the small laundry in the restaurant parking lot. The computer room is funded by the resort and operated by the Victoria Palms Computer Club. The staff can help a resident retrieve emails and assist in other computer needs.

During the winter season there are classes offered on various topics ranging from computer basics to smart phone use. The Activities Bulletin Board for further information. No one under 18 can use these computers.

## DARTS

The darts teams meet weekly in season in the ballroom. Everyone is welcome to watch and/or play. There are also practice boards available in the downstairs multipurpose room of the craft center building when the space is not being used by other groups.

## DANCES

Dances are held in the Ballroom and Craft Center featuring a variety of live music including country western, variety bands, 50's bands, etc. Dances are usually open to the public and require an inexpensive ticket which can be purchased at the Ticket Counter in the Activity Building.

## ENTERTAINMENT

Entertainment shows are regularly held in season, in the Ballroom and a ticket is required. The tickets can be purchased at the Ticket Counter in the Activity Center. Check the resort announcements on the Activities Bulletin Board for details or at the Activity Office. These shows are typically concert style seating with assigned seats, assigned at the time of ticket purchase.

## FITNESS CENTER

The Fitness Center is in the Activity Center and offers a variety of exercise equipment. An access code is required to enter from either the activities lounge or the restaurant parking lot. No one under the age of 12 may use the equipment and any guest must be accompanied by the hosting resident. Note that this is a shared amenity with hotel guests.

## VISITORS

Victoria Palms Resort exists to be a year-round residence for some and winter vacation home for others. The resort provides a wealth of amenities and activities for everyone's enjoyment. These are a very important part of why our residents came here in the first place.

We understand that many of our residents have friends and/or relatives who are residents elsewhere. Often our residents would like to invite their outside friends and relatives to enjoy our facilities and activities. Our stance on this is quite simple. We exist for the benefit of our residents and insist they must always come first. This does not necessarily exclude the ability to have outside participants; it simply means that at no time can we have an outsider as a participant when there is a resident who wanted that position.

There are events where we will always have space for visitors. These are typically concerts, dances, craft fairs and patio sales. But even in these, our goal is to assure that our residents always get preferential opportunity to choose seats and buy tickets. We simply ask that our residents respond in a timely manner when these events are announced. We will always provide a period where tickets are available only to residents before offering them to outside visitors. There will be other events where visitors may never be allowed to participate because we simply don't have the space. We apologize for these shortfalls and request your understanding of the situation.

There are some events where we have traditionally not allowed visitors but may have the room. Admitting visitors to these will be on a case by case basis, and only if the sponsoring/hosting group decides they would like to include visitor participation. It is not required, nor is it prohibited. Opening to visitors must be agreed to by the residents who regularly participate in the specific event or activity. An example would be card games where visitors are allowed only if the participating residents unanimously agree to do so.

Finally, there are events and activities which may be different seasonally. Many are smaller in the summer months, and while they may not be able to handle visitors in the winter, there is lots of room in the summer. Again, admitting visitors to these will be on a case by case basis, and only if the sponsoring/hosting group unanimously agrees they would like to include visitor participation.

Opening to visitors must be unanimously agreed to by the residents who regularly participate in the specific event or activity.

For any event or activity where visitors will be allowed, it is critical that any outside advertising or promotion be managed through the Activities Department. No one is authorized to advertise or promote any activity or event at Victoria Palms Resort without the approval of the Activities Department.

## LIBRARY

The Library is in the Activity Center and is reserved for reading and a place of quiet time. There are many books, newspapers, digital books, and DVDs to be checked out. There are also magazines, puzzles and games.

## PETANQUE

Petanque Courts are located at the east end of Victoria Palms Blvd. Check Activities Bulletin Board for available times.

## PATIO SALES

Patio Sales are scheduled by the Activity Office. There is usually 1 during the winter season which is only for residents. Then there are 2 more which are advertised in local papers and are open to the public. No other patio/garage sales are allowed except for these scheduled events.

## SOCIAL CLUBS

Resort social clubs are resident volunteer led and the committees assume responsibility for their respective events. Management cooperates with these organizations to the extent that the resort rules permit.

- Use of any resort facilities must be scheduled through the Activity Office. This prevents double booking a space and assures it is recorded in the correct calendars and public sources.
- Appropriate use of a resort venue is the responsibility of the designated point of contact sponsoring the event. The designated point of contact shall be held to properly conduct the activity, clean up afterwards, close and lock all doors, turn off all lights and dispose of garbage, etc.
- The Resort Activity Director and Resort Manager must be notified if there will be non-residents of the resort participating in an activity. In turn, the gate attendant will be notified to assure the guests will be allowed in the resort.
- Appropriate dress is always expected in the resort and in its facilities. Resort name badges must be worn during all functions.
- Private parties by non-residents utilizing the resort facilities must seek permission of the Resort Management and the Resort Activity Director. Scheduled Resort or Club activities will typically take precedence.

Appropriate fees will be determined and if levied will be collected in advance of the function.

- Disorderly conduct, abusive language, unnecessary noise, domestic disturbances, threats of any kind or disregard for resort rules and procedures shall be grounds for immediate removal from the premises.

### SHUFFLEBOARD/HORSESHOES

Shuffleboard Courts and Horseshoe Pits are located to the North of the Mail Room. Shuffleboard equipment is in the small building adjacent to the Shuffleboard courts. Please do not walk on the shuffleboard courts.

Horseshoes are kept in the Horseshoe Storage container along with pit grooming tools. Please make sure to return anything used to the container. No one under the age of 18 may play at any time. Equipment is not to be taken from the area.

### SWIMMING POOLS/HOT TUBS

Swimming Pools/Hot Tubs are located behind the Activity Center. Everyone must shower before entering the pools. No diving is allowed. Please read and abide by the included swimming pool rules under the heading of SWIMMING POOL RULES.

### TENNIS/PICKLE BALL

Lighted Tennis Courts / Pickle Ball Courts are available for resort residents. Players must wear proper footwear. Rackets and balls must be provided by the resident. To comply with quiet hours all play must be discontinued by 10:00 PM.

## **PET POLICY**

Victoria Palms Resort welcomes typical household pets including dogs, cats and birds. Animals typically considered farm animals and/or exotic pets are not allowed in the resort.

### PET ATTACKS

Any pet that attacks or inflicts injury on another pet or resort resident may be EVICTED from the resort. The pet owner will be responsible for any medical

bills resulting from the altercation. As required by law, all incidents will be reported to the Donna Police Department.

### PET CONTROL

In the event a pet owner is deemed unable to control their pet, they may be asked to have the dog muzzled, remove the pet from the resort and/or the local animal control authorities may be notified. No vicious or trained attack dogs are allowed.

### CRUELTY TO ANIMALS

**Absolutely no cruelty to any animal will be tolerated.**

### DISTURBANCES

Frequent barking will not be tolerated as it is a disturbance to those around you. Owners of any pets that cause a disturbance to other residents will be warned. If the problem persists the resident may be required to remove the animal or to leave the resort.

### FAILURE TO COMPLY

Failure to comply with these rules will result in one warning before removal of the offending pet is requested or eviction from the resort is required.

### PET LEASH CONTROL

Pets are to be kept under the owner's direct control. Except in special circumstances this means keeping your pet on a leash no longer than 6 feet except within the off-leash dog parks. Pets must always be under the control of owners or handlers. Failure to do so may result in action being taken by Resort Management.

### NUMBER/SIZE OF PETS

We understand that not all dogs have similar energy levels or dispositions. Thus, we try to minimize limits on the number of pets you can have and/or their size. However, limits may be placed on either at Resort Management's discretion if complaints are received or management believes there is an issue.

PET PENS Collapsible pens, such as Exercise Playpens, are allowed only on the concrete pad of your site. Other larger containment pens or dog runs are not allowed. **Owner must be outside with pet anytime pet is outside.**

## PETS OUTDOORS

Dogs may not be penned or tied up outdoors unless there is a person outdoors with them. No dog should be tied to a tree, bush or utility device. No dog should be allowed to bark at and/or lunge at people passing by. No dog should be tied up in the same place repeatedly where it destroys the grass or flower beds.

## SERVICE DOGS

Service dogs are allowed and welcomed in all areas of the resort. Credentials or certifications should be filed with the Main Office.

## STRAY ANIMALS

Feeding of stray animals is forbidden. Once you engage in this practice, the animal becomes your pet and is subject to all the rules laid out in this Handbook. The Main Office can contact the local shelter for removal of the stray animal.

## PET VACCINATIONS

Pet owners must have proof of current vaccination records for their pets.

## WHERE TO WALK PETS

Please **WALK PETS ONLY ON THE STREET OR IN THE PET AREAS, NOT ON OTHER RESIDENTS' SITES OR EMPTY LOTS.** Always walk pets facing traffic and near the curb. **ALL DROPPINGS MUST BE PICKED UP AND PROPERLY DISPOSED OF.**

- Pets are not permitted on the median of Victoria Palms Blvd. or the area north of Victoria Palms Blvd. This is the “No Pet Zone”.
- There are two designated “Doggie Parks” in the resort. One is located at the southeast end of the resort behind the Craft Center and the other is on the east end of Victoria Palms Boulevard by the Petanque courts. These are for the benefit of all pet owners. **ALL DROPPINGS MUST BE PICKED UP AND PROPERLY DISPOSED OF.**
- **If your dog does not play well with other dogs or humans, it may not be allowed off leash in the dog parks.**

# RV RESIDENTS (includes Park Model (PM) Homes)

## RV/PM CHECK-OUT PROCEDURE

Standard check-out time is 11am. The most expeditious way to handle check out is to notify the Main Office prior to the day of departure. At that time, we can process any remaining balance and make arrangements for processing your final electric bill and/or refunding any unused deposits. Then you are ready to go the day of departure.

If we have your email on file you will receive a link to a survey about your stay. We hope you will take a few moments to tell us about how wonderful your stay was. If it was less than wonderful, we hope you tell us while you are still here so we can address the situation. Remember, we can't fix what we don't know about, and even though you might think we know, we may not.

## RV/PM DEPARTURE

If you are departing on your scheduled date, see CHECK OUT PROCEDURE for what you need to do. If you are planning to depart early, it is critical you notify the Main Office. **Note that we do not provide refunds for early departure.**

## RV/PM ELECTRICITY

If you rent for less than 1 month, your electricity is including in your rate. If you rent for 1 month or more, your rate is reduced and does not include electricity. Thus, all rentals of one month or longer will have an electric bill in addition to site rent. Your site meter will be read upon your arrival and read again at the beginning of each month. You can expect to receive your electric bill around the 10<sup>th</sup> of the month.

You will be charged a \$50 deposit against your electric usage upon check-in. This will be applied toward your final electric bill.

Victoria Palms Resort utilizes standard 30/50-amp connections. Your connection will be tested upon arrival by your Courtesy Officer to verify that everything is working appropriately. Events outside the control of the resort can and do happen. Victoria Palms Resort is not responsible or liable for any damage which might occur to your unit because of drop-outs, surges or frequency variances.

While we do everything possible to maintain clean service delivery, these occurrences are outside of our control.

Some suggestions to help assure you have a trouble-free stay:

- 1) Always use an appropriate surge protector. This can help avoid issues resulting from unexpected power drops or surges. The better ones include a delay after a power drop to protect items like your A/C units and residential refrigerators.
- 2) Use dielectric grease on the prongs of your power cord. Moisture and changing temperatures can cause the prongs to corrode. This corrosion creates resistance which generates heat. In the best of cases you get a warm plug and reduced amperage. In the worst of cases it can melt your plug and even cause a fire.
- 3) Avoid wrapping your TV cable around your power cable. Over time the shielding on the TV cable can break down and can allow induction interference that can cause TV picture and internet disturbances. While this is not likely to be dangerous, it can be an annoyance.

#### EXTENDING RV/PM OCCUPANCY

We are happy to extend your reservation and will do so at the prevailing rate or your existing rate, whichever is lower except where your current rate has stay limits. But it is important to notify the Main Office as soon as you determine you want to stay. Only then can we tell you if your site is already rented to someone else upon your departure. If it is rented, we will happily extend your reservation subject to moving your reservation to an available site.

Failure to notify the Main Office of your intent to extend, and not leaving on your scheduled departure date may result in additional fees and a penalty charge. See Fee & Penalty Schedule.

#### RV/PM NEIGHBORS

Please be courteous to your neighbors. On lots where you have a rear neighbor please refrain from parking too close to the rear lot line so as to insure privacy for those behind you. For units with slide-outs, please park your rig to maintain adequate distance and privacy between your slide out and your neighbor.

Also remember that we mow the grass weekly. Parking too close to the grass, especially with slides overhanging the grass force the lawn crew to operate very close to your unit. **We are not responsible for damage caused by mowers as a result of parking with portions of your unit over the grass.**

If you believe your site is not adequate for your RV, please notify the Main Office so that we can attempt to find a more suitable site.

### SITE OCCUPANCY

Each RV site is allowed one RV unit, two (2) persons and one (1) additional vehicle. Any exceptions to this must have prior approval from the Main Office and be documented as such in your reservation record. No cargo trailers or car trailers are allowed on any site. See Main Office for a storage site. Extra persons will be charged a fee per person, per day.

### RV/PM RATES AND RESERVATIONS

Reserving a site in advance of your stay requires a security deposit. There may also be additional rules that cover which sites are available to be reserved. In general, we attempt to provide repeat guests with their choice of sites first and then open remaining sites up to new reservations. We also offer early reservation discounts for those reserving their site for the following season while still here during the current season. This process, the times and the discounts offered may be different from year to year so be sure to check with the Main Office for the current offers and timelines.

Rate sheets are available in the Main Office. All rates are based on two (2) people per unit.

### REFUNDS

When you place a reservation, we remove your chosen lot from our available inventory. If you cancel, we may have lost our opportunity to fill your vacancy because we have held it off the market for you.

Thus, deposits will be refunded, less an administration fee, only if written notification is received. Under certain special offers the administration fee may be waived. Be sure to verify if your offer includes a waiver prior to making your reservation.

The only exception to be given consideration for a late refund is a doctor certified health emergency or death in the immediate family. Proof is required.

***NO REFUNDS ARE GIVEN AFTER ARRIVAL.***

### RV/PM REGISTRATION

All RV guests must register at the Main Office upon arrival. The Main Office hours change seasonally.

If you arrive after office hours, the Gate Attendant will provide directions to your site, and you will be asked to report to the Main Office the next morning for registration and payment.

Owners of Park Models and Annual RVs must also check in at the Resort Main Office as well as the Mailroom upon arrival. After hours arrivals should check in during business hours the following business day.

### RV/PM RENT

Seasonal and transient RV site rent is due upon arrival for stated length of stay. For seasonal and transient renters, we accept cash, checks in **US funds as stated on the check**, and all major credit cards.

Unfortunately, our annual payment system runs on a different software application which does not have credit card capabilities. Thus, annual renters must pay in cash or check in **US funds as stated on check**.

### RIGHT TO REFUSE OCCUPANCY

Victoria Palms Resort Management reserves the right to approve or reject the type, size and appearance of all trailers, motor homes and/or live-in units. This is a condition and appearance bound policy rather than one bound by age.

ALL RV UNITS MUST BE FULLY SELF CONTAINED WITH GREY AND BLACK WATER HOLDING TANKS, PROPER SEWER HOSE, THREADED SEWER ADAPTER OR DONUT TO PREVENT LEAKS AND ESCAPING SEWER GASSES.

Units are not allowed to run generators except in the event of a power outage and/or monthly exercising which is not to exceed 30 minutes.

### RV SEWER HOSES

A threaded sewer hose adapter is the preferred method of connecting the sewer hose to the resort sewer connection. Where not available a rubber donut must be used. This is Texas law. In either case the connection must not leak or allow the escape of sewer gases.

## **MANUFACTURED HOMES/PARK MODELS**

### ADD ONS

Patios, awnings, sidewalks, driveway extensions, porches, landscaping color changes to the exterior are required to be approved by Resort Management **prior** to installation. You must provide a measured drawing of the proposed changes, and/or color chips of the proposed color to the Main Office. These will be reviewed, and a decision provided. A copy of this will be kept in your resident file for future reference. You will have 6 months from the date of the approval to complete project unless specifically granted an exception in writing.

### BUSINESSES

No businesses, soliciting, peddling, signs or advertising will be allowed in the resort without the consent of Resort Management. If you receive an unrequested solicitation or cold call, please notify the Main Office or Front Gate immediately.

### CHILDREN

Victoria Palms Resort is an ALL ADULT age 55+ resort. Still we do frequently have children staying in our resort with some of our residents. During these times we hope that our residents will not be inconvenienced. Children must be escorted/supervised while in the resort. Disturbances and annoyances caused by children will not be tolerated. The maximum duration of visits is limited to two (2) consecutive weeks.

Visiting children under the age of eighteen (18) may use the pool ONLY with resident adult supervision. Children under the age of eighteen (18) are NOT permitted use of the horseshoe pits or billiards tables. No one under the age of 12

may use any equipment in the fitness center and must always be accompanied by a resident adult.

Children under the age of eighteen (18) are NOT permitted to use the hot tubs AT ANY TIME due to potential health risks. Diapers and Swim Diapers are always prohibited from the pool. **Thus, children who are not toilet trained are NOT permitted to use the pool.**

### CLOTHESLINES

No clotheslines are permitted at Victoria Palms Resort homes. The hanging of swimsuits and towels is acceptable but only until dry. No other hanging is allowed.

### UNIT CONDITION

All homes are to be kept in good physical condition and must have their appearance maintained through cleaning and/or painting as necessary. Any deficiencies must be corrected within a reasonable time after written notice from Resort Management. (BUT NOT TO EXCEED 90 DAYS)

**If you are planning to paint your unit and in doing so perform a color change, you are required to get written approval from Resort Management.**

### CONDUCT

Disorderly conduct, abusive language, domestic disturbances, threats to other guests, noisy parties or disregard of resort rules will not be tolerated.

If you are planning a party which you suspect might be noisy you should contact your neighbors and get their approval. A noise complaint will result in your event being warned and potentially shut down. Repeat offenses or extreme disturbances shall be grounds for eviction of resident from the resort.

### ELECTRIC METER

Most MH Residents are responsible for contracting their own electric service, dealing directly with the electric company of their choice. The electric boxes have been inspected, therefore any change or alteration of the above must be approved by Resort Management and all work must be done by a licensed electrician at the resident's expense. Some MH/Annual sites are limited to

Victoria Palms electricity only. In these cases, the distance to the nearest AEP drop is too far to make independent service available.

### FENCES

Individual sites are not permitted to have fences. Sites that were “grandfathered” with fences owned by park will not be replaced once they are no longer deemed in good condition.

### GARBAGE

Trash must be put in trash cans or plastic bags, tied shut and placed at curbside by 7:00 am on pickup day. No trash should be left outside the home other than on trash pickup day, except in proper container with lids. Residents are responsible for any trash scattered by animals.

Trash pickup will occur twice weekly during the season and once weekly in the off season (see [VPRActivities.com](http://VPRActivities.com) for pickup schedule). If trash pickup day is a holiday, trash will be picked up on the following working day. See “Garbage/Recycling” for info on recycling.

### MH LANDSCAPE MAINTENANCE

On any lot with a manufactured home (not including park models - for a definition see <http://www.rvia.org/UniPop.cfm?v=2&OID=3465&CC=7616>), residents are responsible for maintaining the landscaping within the property lines of their lot. This includes mowing, weeding, trimming of shrubs and bushes, maintaining of rock yards and edging along the street. In an effort to preserve the ambiance of the resort and protect the condition of the site, residents are not permitted to trim or remove trees without authorization.

In the event a lot is deemed in need of attention, either by general observation or validated complaints from other residents, the resident will receive a courtesy phone call (or email) notifying the resident of the policy violation. This call (or email) is intended to provide notice of the violation and provides six (6) days from the date of the notice to correct the issue. If the issue is not addressed, or the Main Office is not notified of the intent to address within the six (6) day grace period, the resort will place the a secondary phone call (or email) to correct the issue. If the issue is still not addressed in the next two (2) days from notification, the resort will automatically correct the violation at the owner’s expense. A fee

will be assessed. (see Fees and Penalties). In any of the above cases, pictures will be taken of the issue and provided at the resident's request.

Victoria Palms Management reserves the right to suspend this policy enforcement temporarily in the event of extreme weather or other factors that would impede the ability for property lawn maintenance to be completed.

It is the sole responsibility of the resident to schedule the appropriate amount of lawn service on their sites.

### MATERIALS

It is required that all improvements, such as patio awning, porch, storage building, etc. be built from materials having the same quality, coloring and style as the existing home unit.

### METAL SIDING

Move-in of homes with metal siding or raised or double metal roofs are not permitted. The addition of a double metal overlay roof to an existing unit is not allowed.

### PARKING

Residents are required to provide concrete drive and patio for off-street parking of all vehicles. Vehicles, including golf carts and motorcycles, are prohibited from being parked in yards or on grassy areas.

Residents having large trucks, boats and trailers should make parking arrangements elsewhere. Check with Main Office for availability of storage space.

**NO RV OF ANY TYPE OR SIZE MAY BE KEPT ON A RESIDENT'S MANUFACTURED HOME OR PARK MODEL LOT** unless it is the primary means of transportation. Claiming this would preclude another vehicle from the allowable parking.

### PETS

See Pet Policy

## PLACEMENT

Placement of homes must be approved by Resort Management. There is a required easement on front, side and rear setbacks, which will be determined by Resort Management. **No building or structure is allowed without prior Resort Management approval to ensure setback/easement limits are adhered to.** We understand that there have been violations of this in the past, but they do not provide justification to waive the rules. Violators will be penalized and/or required to remove the offending structure. See CONSTRUCTION & MAINTENANCE for additional details.

## PLANTING

**We require an approved planting plan signed off by Resort Management** prior to any digging or planting. **You will be held responsible for any damage to utilities caused by not acquiring preapproval.**

Each resident is responsible for the care of the lawn including trimming, edging, trimming of shrubs and picking up fruit that falls to the ground. If proper landscape care is not maintained, the resort will arrange for such and charge the resident. Any plants, shrubs, trees, etc. added to sites must be maintained by the resident and become the property of Victoria Palms Resort if you sell your home. These cannot be removed without permission.

## PORCHES/PATIOS

Only patio furniture and similar objects will be placed on patios. Do not use your patio or porch for storage. Appliances such as refrigerators, washing machines, deep freezers, etc. and furniture intended for indoor use are specifically forbidden.

## QUIET TIME

Please have respect for your neighbors by observing quiet time from 10pm to 7am daily. All residents and guests are asked to restrict noise levels during these times. This includes outdoor gatherings and music or loud conversation. Do not schedule deliveries during this time, refrain from mowing or trimming, and do not allow anyone performing repairs on your property to work during the quiet hours.

In addition, you must use common sense about having contractors work after normal business hours. Remember that we live in a community where people come to enjoy their private and social time. It is not acceptable to have a noisy construction project (saws, hammering, air compressor, radio) operating past regular resort business hours. It is understandable if you have need for an emergency repair to a critical service, but this does not include standard construction.

### RENT PAYMENT

All rents are payable to Victoria Palms Resort and shall be due on the 1st of the month. A late fee will automatically be assessed on the 11<sup>th</sup> of the month. Checks may be deposited in the night drop at the Main Office up until the 10<sup>th</sup> of the month before close of business. Checks deposited after close of business on the 10<sup>th</sup> will still be considered late and automatically assessed a late fee.

### RENTALS/SALES

Notification **MUST** be given to the Resort Management before a home is offered for sale or rent. It is important to remember that all renters of 6 months or longer, and all new residents must pass a background check. Thus, in an effort to protect our residents and guests, renting a home for longer than 6 months will not be permitted without approval of the prospective renter by Resort Management.

If the prospective renter is approved, he/she must register in the office where he/she will be given a copy of the Residents Handbook which contains the rules and regulations of the resort, which he/she will be required to follow. Site rental is not transferable, and the space may not be sublet without approval of management.

It is also important to remember that Victoria Palms Resort does not allow subdividing property or structures to rent space. Each lot is intended for 2 persons, and a special exception is required to exceed that. Please see the Main Office for additional details.

In the event of a sale where the purchaser is intending to move the unit from the property, management has the right to purchase the unit at the price agreed by a

binding, legal contract for purchase. As an owner it is your responsibility to make the purchaser aware of this regulation. Failure to do this could result in legal ramifications for you as the seller. You must present a fully executed offer to purchase including any conditions, which notes the intent to move it out of Victoria Palms. See your lease for more details.

### ROCK GROUND COVER

Only existing rock yards, which are grandfathered from previous regulations, are allowed. No new rock yards will be permitted. **Those with existing rock yards are responsible for keeping them grass and weed free.** Owners are also responsible for clearing rocks from the street gutter and/or other grassy areas.

### SET UP

Homes coming into the resort will be placed by the resident's hauler and properly leveled, blocked and tied down. All homes will be set up uniformly in a line with existing homes and be done under the supervision of Resort Management. It is the responsibility of the tenant to furnish code acceptable and adequate utility lines and connect them in a satisfactory manner. The Resort Manager and/or inspectors have final power of inspection and approval.

### SKIRTING

All homes must be skirted within 30 days of arrival or sale with brick, cement board or vinyl material approved by Resort Management. Horizontal slat-type skirting is NOT permitted. If a unit with horizontal slat skirting is moved to another lot in the resort, the skirting must be replaced with approved skirting.

### SPEED LIMITS

Neither residents nor their guests may drive at a speed exceeding the posted limits. Please observe all speed limits, stop and yield signs. Repeated warnings about speeding may result in warnings, and in extreme cases, eviction from the resort.

Residents are required to inform their guests and visitors of the need to adhere to the posted speed limits and are held responsible for their actions while in the resort.

## STORAGE BUILDINGS

Storage buildings are recommended, but it is necessary to have their quality, type and location approved by Resort Management BEFORE installation. There is a limit of 1 detached storage building per lot unless preapproved by resort management. Note that a storage building cannot be occupied or used as an occupied space.

## MH TELEPHONE/ELECTRIC

Telephone and electric services for manufactured homes are provided by local utilities except on lots which were previously RV lots. Residents are responsible for securing these services.

Our area is unique in how electric services are billed. When looking for a provider be sure to look at the total cost of service including the cost per KWH, the transport fees charged by AEP (mandatory) and the taxes and fees.

Electric service for RV sites is delivered by the resort through individual sub-meters and the rates are regulated by state agency. The rates are subject to change without notice as the price we pay is variable. The rates we charge include cost of KWH, transport fees and all taxes and fees. These are regulated and fully approved by the Texas PUC. You may contact them for questions.

For safety reasons, residents with gas service at their homes must shut off the gas when they leave the resort for the season. Victoria Palms is not permitted by law to connect or turn on natural gas. Contact your provider for connections, turn on or services.

## VEHICLES ON HOME SITES

There shall be no major repairing or changing of fluids for vehicles on the individual lots.

Residents having large trucks, boats and trailers should make parking arrangements elsewhere.

NO RV OF ANY TYPE OR SIZE MAY BE KEPT ON RESIDENT'S HOME LOT. This includes smaller motorized units such as class C's and B's. The only exception is a vehicle which is used as the primary source of transportation. If

Resort Management deems a vehicle is not being held as a primary source of transportation, the resident will be notified and given 10 days to secure alternate parking arrangements for the offending vehicles.

NO RV MAY BE PARKED IN STREET FOR MORE THAN THREE DAYS (72 HOURS), AND THEN ONLY FOR THE PURPOSE OF LOADING, UNLOADING AND CLEANING. No one may occupy the RV while so parked and the leveling jacks shall not be deployed as they can do harm to the streets.

## **CONSTRUCTION & MAINTENANCE**

### CONSTRUCTION

All construction, in every area of the resort, requires approval in writing from Resort Management prior to starting a project. **NO EXCEPTIONS.** Please submit plans to the Main Office for approval. You will receive a copy of your request signed by management and a copy will be kept in your resident file. You will have 6 months from the date of the approval to complete project unless specifically granted an exception in writing. Failure to obtain a permit will result in a \$250 penalty and may result in you being required to remove the new construction if it is found to encroach on neighboring lots, common land, utilities, or negate the ability to park a vehicle on your lot.

Any expansion of your porch or deck which takes away parking space must leave a minimum of 20', or the total length of your vehicle such that there is no part of your vehicle extending beyond the lot to street gutter demarcation. Also note that should you wish to rent your unit and the renter's vehicle will not fit completely on the lot, they will be required to pay for a separate lot for parking their vehicle.

### MAINTENANCE ISSUES

All requests must be processed through the Main Office where a work order request will be written and tracked. All work must be approved and authorized by Management.

Owners are responsible for the maintenance and upkeep of their homes.

Equity Lifestyle corporate policy prohibits resort employees from performing work for residents at all properties nationwide except in an emergency. This is due to corporate liability risks and it taken very seriously. Performing work for residents, even when off duty, is in violation of this policy and could result in termination of the employee. **We ask that you not encourage an employee to risk their employment by asking them to do side work for you.** There are many reputable and inexpensive contractors for all trades in our area which you can use.

### PLANTS

All plants, shrubs, trees, walks, etc., added to individual sites must be approved by Resort Management prior to installing. Once installed these become the property of the resort.

Our trees, shrubs and cacti are very special to the ambiance of Victoria Palms Resort. It is important to remember all trees, shrubs, and cacti are owned by the resort. Under no circumstances can you remove any of these without prior written approve of Resort Management. If you remove a tree, shrub or cacti without permission **you will be billed** for the cost of removing the stump and replanting of a replacement of the unit removed at a similar maturity.

Mobile Home owners are responsible for the maintenance and care of their yards. If your lawn is not mowed the resort will notify you and if not immediately corrected, the resort will mow it and bill you a charge per incident.

### SHEDS/BUILDINGS

All storage sheds/buildings placed on lots **MUST BE APPROVED BY RESORT MANAGEMENT.**

There will be no more than one storage shed per unit permitted. You must have a lease and pay the annual rent to place a shed/building on your site.

Note that a storage building or shed cannot be occupied or used as an occupied space.

### SITE IMPROVEMENTS

Any site improvements such as (but not limited to) a shed, concrete patio, trees, shrubs, parking spaces **MUST** be approved by Resort Management **PRIOR TO**

INSTALLATION. A drawing of the proposed site improvement must be submitted to Resort Management for approval PRIOR to installation.

### SKIRTING

All Mobile Homes and Park Models must be adequately tied down and must have skirting. Only solid vinyl or brick skirting may be used. Lattice or open horizontal skirting is no longer permitted in the resort. It is also prohibited to skirt, enclose or roof over any type of RV.

## SWIMMING POOL RULES

Only Resort Residents currently residing in the resort and their **registered** guests may use the pool and spa. It is the responsibility of each resident to read and abide by the rules set forth below and to see that their guests abide by them also.

Abuse of the rules could result in loss of privileges. **USE OF THE POOL AND SPA IS AT YOUR OWN RISK!** No lifeguard is on duty. Victoria Palms and/or EQUITY LIFESTYLE accept no responsibility for injuries or accidents.

### ATTIRE

Bathing suits or bare feet are prohibited in all buildings. Cover Ups and shoes are required.

You must wear swimming attire – no street clothes in the pool.

No swim fins, oversized floatation mats or other large floatation devices are allowed in pool. This is because of the amount of space they take up in the pool. This restriction may be waived in the off season if occupancy/space allows, or during special events.

### CHILDREN AT POOLS

- Children must always be with an adult swimmer.
- Children who are not “toilet trained” are not allowed in the pool. No diapers, including “pool diapers” of any kind are allowed in the pool.
- No one under the age of 18 is allowed in Spa.
- You MUST shower before entering pool or spa.

- No running in pool area.
- Diving is prohibited.

### CLEANING OF POOLS

Pool cleaning and maintenance is done daily. Please do not use the pool while employees are performing maintenance chores.

### HOURS

General Pool Hours            7:00 AM – 11:00 PM

Pool Closed for Cleaning   5:00 AM – 7:00 AM Daily

\*Children and Adults - Noon – 3:00 PM and 5:00 PM – 6:00 PM

\*Adult Only Hours 7:00 AM – Noon, 3:00 PM – 5:00 PM and 6:00 PM – 5:00 AM

*\*Note that these stipulations may be waived during low occupancy times or where there is approval from others in the pool.*

### LIFT CHAIR AT POOL

The pool lift chairs are for **disabled residents only** and are not a toy. The weight restriction is 400 pounds.

**NO GLASS CONTAINERS ALLOWED IN THE POOL AREA.** Anyone not following this rule may lose their pool privileges. Any beverage container used in the pool area must be plastic or metal. No containers are allowed in pool or spa.

**No smoking, including e-cigs and vape devices in the pool or spa area.**

The outdoor furniture is for your use (first come, first served) **THE “SAVING” OF CHAIRS, TABLES OR CABANAS IS NOT ALLOWED.**

### SHOWERING BEFORE SWIMMING

Suntan oils or sunscreen **MUST BE SOAPED OFF IN THE SHOWERS EACH TIME BEFORE ENTERING THE POOL OR SPA.** Failure to do this creates difficulties for the pool filtration devices and deteriorates the water quality for everyone.

## POOL MUSIC

There are outside mounted volume controls for the pool music. Each of them (4) controls a zone of the pool deck area. These are for the convenience of the patrons at the pool. The pool music is played for everyone and contains a wide variety of music types. Please DO NOT randomly turn these off and affect areas that you are not occupying.

## **CANCELLATIONS & REFUNDS**

### CANCELLATIONS

Cancellations of reservations made must be in writing and in the office on or before September 1 in order to receive a deposit refund.

### DEPOSITS

Deposits for reservations made and/or cancelled after September 1st will not be refunded unless it is due to a death or illness of a family member (parent, sibling, child, or grandchild). Proof must accompany the request for refund.

- A \$25.00 cancellation fee will apply to all deposit refunds. All refunds will be returned to your credit card or paid by corporate check where appropriate. A check may take up to 6 weeks for processing.
- For valid reason cancellations, the deposit on file will be held on your account where it can be used at any Encore property for a future stay. No refunds will be issued
- Refunds will not be given due to weather issues except in extreme cases where the resort is unable to operate or provide utility services.
- No refunds or allowances for late arrivals (including weather issues), although if the space is available, we will gladly rearrange the dates of your stay to match your originally reserved length of stay.

A \$50 electricity deposit will be collected for any reservation of 30 days or longer. This deposit will be applied to the last electric bill and/or final rental statement.

# FEES AND PENALTIES

## BAD CHECKS/RETURNED EFTs/REJECTED CREDIT CARDS

Automatic \$35 charge for returned checks, any check returned for insufficient funds, EFT rejection (unless due to our clerical error) and rejected credit cards.

## CANCELLATION/REFUNDS

\$25.00 cancellation fee will apply to all deposit refunds.

## CLICKERS (Gate Remotes)

Annual residents must purchase a gate remote for \$50.00. This is an outright purchase and you should pass it along to future purchasers or renters of the unit. Gate remotes come with a 30-day warranty only. No exchanges of clickers or replacement of batteries is provided by the resort. For security purposes, under no circumstances will resident vehicles be programmed with remote codes.

Seasonal guests may rent a clicker for \$50.00 and it must be returned prior to departure. Any clicker not returned will be deactivated without a refund.

## COPIES

First 5 pages, in black and white only, are free. Above 5 pages it is \$0.25 per page. Available only at the Main Office

## FAILURE TO VACATE

There is a \$300.00 per night charge when there is a failure to vacate a site which blocks an incoming reservation.

## FAX

**For US numbers** we will happily receive unlimited pages and send up to five (5) for you at no cost. Each page over five (5) sent will incur a cost of \$0.25 per page. **For Canadian numbers** we will receive unlimited pages and send up to two (2) pages free. Each page over two (2) sent will be charged \$0.50 per page. The Fax number in the Main Office is 956-782-3232.

## LAWN MOWING

If the resort must mow your lot because it is not being done, you will be assessed \$100 per incident.

## LOT RENT LATE FEE

\$15.00 late fee will be assessed on rent paid monthly by Mobile Home and RV Annual residents when not received before close of business on the 10<sup>th</sup> of the month.

## MAILBOX

A \$50.00 refundable deposit on mailbox keys for Seasonal RV Residents will be assessed at check-in.

There is a \$20.00 purchase price per key for MH and Annual residents. This key becomes the property of the unit owner and should be passed along to any subsequent purchaser or renter. Replacement keys are \$20.00.

## SITE OCCUPANCY

Each site is designed for one unit, two (2) persons and a maximum of one (1) vehicle. Extra persons will be charged \$3.00 per person, per day.

Home owners may have guests for up to 14 days free of charge. Additional days will be at the cost of \$3.00 per person, per day.

## RATES AND RESERVATIONS

\$250 deposit is required to reserve an RV site. In addition, there is a utilities deposit of \$50 if your stay is for 1 month or longer. Stays less than 1 month will incur a \$4/day resort fee in addition to published rent.

Rates depend on duration of stay, type of lot and calendar period of stay. There are often discounts and multi-month packages available, but they are typically limited in availability and do change frequently.

Every special discount and multi-month stay has a set period when reservations can be made and a similar set period for the time of your stay. Unfortunately,

these cannot be altered, and your reservation is finalized at the time of booking. We cannot hold reservations without being fully booked.

Our Main Office reservation specialists can quote you the best available cost for your stay at the time you make your reservation.

## OTHER

### BREAKING YOUR LEASE (Moving Out Prior To Lease Expiration)

A duly executed lease is a binding agreement. While there are specified clauses allowing either party to exit from the current lease, there remains specific obligations for payment as set forth in the lease. It is important to familiarize yourself with the tenants of the lease to fully understand your obligations and associated penalties. Contact the main office for questions or clarifications.

### CHANGING SITES

Once you have arrived and checked in, there is a \$25.00 transfer fee to change sites.

### EXTENDING YOUR STAY

If you would like to extend your stay, we will be happy to accommodate you, if possible. Extensions will be made on an availability basis and may result in having to move to another site (no transfer fee will be charged in this case). Extensions must be paid for at the time of making the extended reservation.

### EARLY DEPARTURE

There will be no refunds issued if you leave early. Consideration will be given to medical emergencies or death of an immediate family member (parent, sibling, child, or grandchild). A letter of documentation from the attending physician or, in case of death, a copy of the obituary notice will be required.

### RENTING ON AN ANNUAL BASIS

If a customer requests to rent any lot on an annual basis, the current renting guest will have the option of renting annually or selecting and moving to another site. An annual rental always takes priority.

# WAIVER OF LIABILITY

I understand that the policies, guidelines and standards as stated in the handbook and posted in various locations throughout the resort direct the operation of the Victoria Palms Resort and govern my stay.

I also understand that these policies, guidelines and standards, as well as all posted instructions and warnings, are binding upon my stay at Victoria Palms Resort. Refusal to acknowledge receipt or failure to comply during my stay can result in my being asked to leave the resort.

I understand that by signing the "Guest Information Form" I am confirming that I have received a copy of this document and that I am agreeing that I forever waive and release any and all claims against Victoria Palms Resort, its owner, the manager and all employees or agents of Victoria Palms Resort, arising out of or related to use of equipment which may cause the injury, death or property damage/loss, including a user's gross negligence or willful misconduct. I agree that I will observe and obey the rules and regulations of Victoria Palms Resort, including the signs posted in and around the facilities area. I am over 18 years of age. I acknowledge that I have been advised:

1. To follow the instructions implied in the Resident's Handbook
2. That even if I follow the instructions, I may nonetheless suffer physical injuries or death
3. That I am electing to use the facilities and or equipment at my sole risk, after receiving all proper warnings.

# Covid-19 Waiver of Liability

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious. This property has put in place enhanced health and safety measures intended to reduce the spread of COVID-19. You must adhere to all property rules, as well as all health advisories issued by relevant governmental and health authorities, relating to COVID-19 social distancing and hygiene practices. However, there is an inherent risk of exposure to COVID-19 in any public place and there is no guarantee that you will not become infected with COVID-19. By your entry and participation on property activities and facilities, you voluntarily assume, on behalf of yourself, all risks related to the exposure of COVID-19, whether a COVID-19 infection occurs before, during, or after entry upon the property. Neither the property nor any of its affiliates shall be responsible for any exposure to COVID-19.

# VICTORIA PALMS RESORT FAST FACTS

## Office Hours (In Season)

Monday-Friday 9:00am – 5:00pm

Saturday 10:00am – 2:00pm

Sunday – On Call for Arrivals and Emergencies

## Office Hours (Off Season)

Monday-Friday 10:00am – 2:00pm

Saturday and Sunday – On Call for Arrivals and Emergencies

\*Season begin and end dates are updated annually – please see public announcements for the most up-to-date info

## Telephone Numbers

Main Office: 956-464-7801, Toll-free: 800-551-5303, Fax: 956-782-3232

Resort Manager – Rocky Ramirez: 956-782-3470

Resort Assistant Manager: Cristina Ayala: 956-782-3251

Activity Director – Donna Levy: 956-782-3263

Mail Room – Melinda Sanchez: 956-782-3274

IT Manager – Bill Ellis: 956-782-3535

Maintenance Supervisor – Rafael Gutierrez: 956-464-7801

Main Gate: 956-532-5832 (use this for after- hours emergencies)

Restaurant: 956-782-3256

Hotel Front Desk: 956-782-3200

## Web Sites

*Email us at:* [victoriapalms@equitylifestyle.com](mailto:victoriapalms@equitylifestyle.com)

*Visit us at:* [www.victoriapalms.com](http://www.victoriapalms.com)

[www.vpractivities.com](http://www.vpractivities.com)

[www.facebook.com/victoriapalmsresort](https://www.facebook.com/victoriapalmsresort)

[www.RVSouthTexas.com](http://www.RVSouthTexas.com)

[www.RVontheGo.com](http://www.RVontheGo.com)

## **Victoria Palms Resort**

*Not just as good as it once was...*

*Better than it has ever been!*

Victoria Palms Resort - 602 N. Victoria Rd. Donna, TX 78537