

## Seasonal Reminders

### Sunsetview Farm Camping Area

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This packet contains reminders and regulations that are unique to our extended stay guests. There is a complete set of reminders and regulations in our campground brochure. Please take the time to read through both.

- PART ONE: Financial (pages 1-2)
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### PART ONE: Financial

#### Payments

- A non-refundable \$500.00 deposit for next season is due August 15<sup>th</sup> of the current season. We cannot accept a deposit for next season if you still have a balance due.
- We will not continue to hold your site for next season without a deposit paid on time.
- If you do not renew your seasonal contract for the next season, you must take your trailer out of the campground by October 15<sup>th</sup> of the current season.
- A \$500.00 payment is due on February 1<sup>st</sup>.
- Payment in full is due on April 1<sup>st</sup>.

#### Refunds

- The \$500.00 deposit is non-refundable and cannot be used for any other function under any circumstance.
- **You must contact us by April 1st if you are not able to camp for the season.** If you have notified us by April 1st, and your trailer is out of the campground by April 1st, we will refund any monies paid with exception of the \$500.00 deposit.
- **If you do not contact us before April 1st that you will not be camping,** you will lose your \$500.00 deposit in addition to your \$500.00 February payment (\$1,000.00) as a cancellation fee. You will be responsible for removing your trailer from the campground by May 1<sup>st</sup> or you will be charged accordingly.
- If for any reason you can no longer camp with us, we will refund for time not used meaning, the trailer is off the site and out of the campground, and we have been notified that you are not camping.
- We will not however refund the \$500.00 deposit or the \$500.00 payment.
- **NO SEASONAL REFUNDS WILL BE GIVEN AFTER JULY 1<sup>st</sup> REGARDLESS OF THE CIRCUMSTANCES.**

#### Discounts

- Senior citizens aged 62 or older can deduct \$50.00 off of their seasonal rate.
- To take advantage of the cash payment discount, all payments must be made with cash, personal check, or bank check. Debit cards do not qualify. The \$50.00 discount will be applied when the balance is paid in full. All payments must be on time. No cash discounts given after April 1<sup>st</sup>.

### Late Fees

- Seasonal prices are based on a paid in advance basis.
- A late fee of \$100.00 will be applied if the balance is not paid in full by April 1<sup>st</sup>.
- If you have not paid your seasonal fees in full by May 1<sup>st</sup>, you will lose your campsite, your \$500.00 deposit, and your \$500.00 payment. Your trailer and any other belongings or structures must be removed from the campground property by May 1<sup>st</sup>. If this is not done, the campground staff will remove your property from the campsite. A site clean up fee will be charged in addition to moving and storage fees. If unpaid fees are placed with an attorney for collection, you will be responsible for paying all costs of collection including but not limited to reasonable attorney fees and court costs. Sunsetview Farm Camping Area does not offer long-term storage as a service.

## PART TWO: Camping Units and Campsite Maintenance

### Sale of Trailers

- You must notify the office if you plan to sell your trailer.
- If you sell or gift your trailer to someone, please know the campsite the unit is on is not included in the sale. When you are done camping, your trailer and all property need to leave the campground, we do not allow the sale of trailers on site.
- We do not allow for sale signs to be displayed on campsites. You may post pictures and information about selling your trailer and any other items on our bulletin board at the office.

### Camping Unit Regulations

- Those with older trailers will not be asked to leave nor upgrade. These apply to the future.
- **Trailers older than ten years cannot be used for seasonal camping.** (We reserve the right to make exceptions to this rule.)
- We reserve the right to refuse entry to any unsightly campers, or campers with homemade additions.
- If an existing seasonal is interested in moving to a different site, the trailer that is moved on to the new site must fit the criteria of a new trailer coming into the campground. (We reserve the right to make exceptions to this rule.)
- Mobile Homes are not allowed.
- We no longer allow a second camping unit on a site. This includes tent trailers.
- We do allow tents. Only one tent is allowed per site, maximum size is 7'x 7'.
- We do not allow a Tent to be used as the primary camping unit.
- All camping units must have workable holding tanks.
- **Holding Tanks must be piped into the sewer with threaded connections and have a clean out for our use. This is required in the event of blockage.**
- Freshwater rinse lines must be immediately disconnected after use.

### Campsite Guidelines

- All changes must be approved by the office. Always check with the office on any changes to the campsite.
- Please know that when you are no longer camping with us, you will be responsible for removing any decks or screen rooms, as well as the camping unit and any other materials.
- Please note that we are continuing work on our electric and sewer lines. You need to be aware that many trailers, decks, and screen rooms may have to be moved. Any screen rooms constructed after the 2008 season will need to be moved by you, the camper, not by Sunsetview.
- Homemade additions are not allowed.
- Refrigerators outside of the camping unit must be neat and out of view. Only a small apartment or dorm size refrigerator is allowed on an open deck.
- Utility trailers are allowed at a rate of \$75.00 a season. However, they must be approved by the office. We will not allow unsightly, old, or homemade units. Only one utility trailer per site, and we reserve the right to limit the size of the trailer.

### Campsite Guidelines, continued

- Homemade sheds or sheds made of materials such as steel or wood are not allowed. We can approve Rubbermaid units that are made of rust proof material. The unit can be no larger than 7 feet x 7 feet. There can only be one unit per site and the unit must be placed to the back of the campsite. As with any changes to your campsite, you must check with the office for approval and placement of the unit. We reserve the right to refuse any storage unit not fitting with our specifications. Any storage unit that is not kept clean, or attractive in our view, or falls into disrepair, must be removed.
- Manufactured screen rooms are allowed-but must be approved by the office before purchasing or constructing. Please be aware that the room will need to be dismantled and removed when you are no longer camping with us.
- Tarps and large free-standing carports are not allowed on campsites. You may use a manufactured carport in place of an awning. It must be no wider or longer than the trailer and it must be attached to the trailer. Only one allowed per site.
- Free standing screen rooms and dining canopies no larger than 10 feet by 10 feet are permitted. Only one allowed per campsite. Only manufactured structures allowed; nothing homemade.
- Tarps can be put on trailers for the winter only; they must be removed by May 1st.
- No wooden structures are allowed, except for decks.

### Campsite Maintenance

- Please let us know if you need your fireplace cleaned.
- Be sure to remove clothes from clotheslines as soon as possible. Please remove all clotheslines when not in use or they will be cut and removed by the staff.
- Do not cut trees or brush or alter the natural landscape of your campsite without checking with the office. Branch cutting and tree removal are done by the campground only during the spring and fall unless they pose a danger.
- Campsites must be kept clean and free of excessive storage under and around the camper and campsite.
- We reserve the right to request that a campsite be cleaned if it is in unacceptable condition. If it is not cleaned, the campground staff will clean it for a fee.

### Mowing and Trimming

- Mowing is done by the campground during the week, usually on Wednesday and Thursday, weather permitting.
- Please pull up your decorations, chairs, rugs, dog tie outs, etc. before you leave for the week. If items are in the way, WE WILL NOT MOW YOUR SITE.
- You are responsible for trimming your own campsite anywhere the mower cannot access.
- If you make your site mower friendly, you will have very little trimming.
- Any landscaping on your site must be no smaller than 60 inches wide to allow access for the mower.
- If you do not make the necessary changes, you will be responsible for mowing your own site.
- Please let us know if you have decided to mow your own site. **You will need to place a sign on your campsite indicating that you do not want us to mow your site.**
- Mowing and Trimming are not allowed during quiet hours 11:00 pm to 8:00 am.
- Mowing and Trimming are not allowed on Fridays after 8:00 pm, Saturdays and before 1:00 on Sundays, except on Holiday Weekends.
- Holiday Weekend Days do vary, please check at the office if you have any questions.
- Restrictions on leaf blowers, saws, other power tools, and construction noise are still in place.
- We recognize the need to allow more time for lawn maintenance. Therefore, the only power tools allowed until 8:00 pm on Fridays are mowers and trimmers.
- If you are unable to trim your site, we offer the service at a rate of \$40.00 per hour (minimum \$40.00.)
- If your site is not kept in an acceptable manner, we will contact you to set up a plan to fix the situation.

## **Decks**

These guidelines apply to the future. Existing decks will NOT need to be changed.

- Decks must be constructed with standardized dimensions for flexibility.
- Decks must be modular, not permanent. They must be constructed in sections that are no larger than 4x10 for ease of movement.
- Decks must be no longer than the trailer, meaning if your trailer is 25 ft. your deck can be no longer than 25 ft.
- Decks must be no wider than 10 ft.
- Decks must be rectangular in shape. Multilevel, L shaped, and wrap around decks are no longer allowed.
- Only one deck per site, however exceptions may apply.
- Decks or platforms must meet Massachusetts Building Code. A copy can be obtained at the office.
- Plans for building a deck or platform must be submitted to the office before any construction begins to avoid any potential problems with the campground rules or Mass Building code.
- All decks must pass inspection by the campground regarding these codes.
- Any decks that have fallen into a state of disrepair must be repaired or removed.
- We reserve the right to request that a deck be repaired or removed if it is in unacceptable condition. If it is not, the campground staff will remove the deck and debris for a fee.

## **Tables**

- We no longer provide tables to seasonal campers.
- We can provide tables for you if you are having a party at your campsite. This service is free and on a first come basis. Just ask at the office.

## **PART THREE: Utilities and Other Camping Necessities**

### **TV**

- Satellite dishes work well in most areas of the campground.
- To set up a dish, contact the service provider directly. Be sure to have your bill sent to the address where you receive bills. Billing and service is directly between you and your provider.
- We have a unique situation in the camp. Dish placement will require thought and planning in advance. YOU MUST let the office know if you are planning to add a dish to your site so we can work together to get the best results.

### **WIFI/ Cell phones**

- WIFI is provided for your convenience and is free of charge.
- The bandwidth at Sunsetview is limited due to the trees and terrain. Therefore, the WIFI should not be expected to function the same as your home or work networks.
- The hotspot does not reach everywhere in the Campground, and it will not support streaming, online gaming, nor large downloads. It will allow you to email, browse the internet, and post on social media.
- Our connection is named hotspot. The codes can be obtained at the office. Each device needs its own unique code.
- Please do not use devices such as range expanders in the campground to boost the WIFI signal. These devices interfere with the signal, causing our system to fail.
- Do not stream or download large amounts of data such as video. This degrades the WIFI performance for everyone.
- Many Satellite providers now offer internet services. You can also contact your cell phone provider and purchase your own hot spot if this is something you wish.
- Contact the service provider directly. Be sure to have your bill sent to the address where you receive bills. Billing and service is directly between you and your provider.
- Most major cell phone providers work well in the campground.

### Mail

- You may receive mail during your stay with us. Please notify the office if you plan to do so.
- It is your responsibility to pick up your mail at the office.

### Propane

- Propane tanks must be secured on the original trailer mounts. You can contact your trailer manufacturer to find out the largest allowable tank for your trailer, either 20, 30, or 40 lb. tanks.
- The largest allowable tank on a campsite is 40 lbs.
- You are allowed to store up to two extra filled tanks on your site, the largest allowable is 40 lbs. They must be stored 10 feet from a source of ignition, including trailer batteries. Tanks must be stored upright and be placed on a stable surface and secured so they will not fall over.
- When transporting filled tanks, keep this in mind. Tanks must be transported upright and secure. The maximum you can transport in an enclosed vehicle is 90 lbs. The maximum in an open truck is 1000 lbs.

### Electric Use

- Seasonal campsites have electric meters. Meters are read the first of each month and your electric service use will be put on your seasonal account.
- We do not make money on electricity. You are charged at the same rate that we are charged.
- The meters were put in place to help keep costs down for us and for you, our seasonal campers.
- Please be sure to pay your utility bill each month.

### Water

- Supplying water and maintaining the water system to the campground costs a great deal. We must run wells, filters, testing, and many other fees associated with water production. We ask for your help and cooperation in conserving our water supply to help keep costs down for us and for you.
- There is no washing of vehicles or trailers for campers who are not seasonal, or long term stay.
- **Long term stay campers will be allowed to wash their trailers, decks, golf carts, and vehicles only two times per season.**
- **We require that an appointment be made at the office.** Only two appointments per day will be permitted, and no appointments at times of peak use. Peak use times are after 3:00 pm on Fridays, Saturdays, Sundays before 1:00 pm, and Holiday Weekends.
- No sprinklers for your lawns; hand watering only with care please. We can provide tips for water conservation for you regarding watering grass and plants.

### Firewood

- Due to the devastation caused by the Asian Longhorned Beetle and Emerald Ash Borer, we are complying with the requests from the Mass DEP and the USDA by restricting the transportation of firewood into the campground.
- If you plan to bring wood into the campground you must show documentation that it was obtained locally, and not within a restricted area. This problem is ongoing, and we will do our best to keep you informed of any changes. Campers not staying with us for an extended period will not be allowed to bring in firewood. It will be too hard to regulate. Please spread the word to any friends or family who may camp with us as well. We hope that this will help prevent any further problems. The last thing we want to do is have a complete ban on outside firewood. Your cooperation is greatly needed and appreciated at this difficult time for our area forests.
- If you would like to learn more, and to view restricted areas, here are two websites that will have updated information. [www.massnrc.org/pests](http://www.massnrc.org/pests) and [www.dontmovefirewood.org](http://www.dontmovefirewood.org)
- 1 Cord of wood is the maximum amount of wood that can be stored on a site. Meaning 4 feet lengths stacked 4 feet high by 8 feet wide.

### Trash Removal

- All campground refuse is deposited into the dumpsters located at the campground entrance.
- All cardboard should be folded neatly and put behind dumpster.
- **The dumpsters are intended for camper's trash while they are camping, not for trash brought in from elsewhere.**
- It is unlawful to deposit batteries, refrigerators, air conditioners, tires, propane tanks, and waste oil into the dumpsters. These items are considered hazardous waste.
- **Please do not deposit any large bulk items such as furniture, grills, cabinets, etc.** These items take up too much space in the dumpster. Please check with the office if you have a large item to dispose of. We can arrange to have an additional trash pick up for you for a fee.

## PART FOUR: Occupants and Visitors

### Occupants

- Campsites cannot be sublet.
- Adding tenants to the campsite after the original contract has been signed does NOT give the additional tenants any right to continue camping on the site after the original tenants cease to camp on a regular basis.
- Maximum of four adults per site, exceptions may apply.
- We do allow the purchase of floater passes for persons 17 years and under only. Check office for details.
- No more than four adults are allowed on a site overnight.
- Children (17 and under) must be on a campsite with a responsible adult by 10:30 pm.
- Persons 17 and under cannot be left in the campground without adult supervision.
- Due to noise, we reserve the right to limit the size of groups gathered on a site at any time.
- **Observe Quiet Hours-11:00 pm to 8:00 am.**

### A Word to Parents

- Parents are expected to advise their children of the rules and will be held responsible for their actions.
- Please accompany younger children while in the campground
- Children are requested to be on a campsite with a responsible adult by 10:30 pm

### Visitors

- It is your responsibility as a seasonal camper to inform your guests of our fees and policies. You as the registered tenant will be held accountable for any problems arising from your camping party or guests.
- Please be sure to advise your visitors that there is a fee to avoid any confusion at the check in process. We will not admit visitors who become abusive with the campground staff.
- Please let the office know if you would like to pay for your visitors, otherwise they will be charged on entry to the campground.
- You also have the option of purchasing visitor passes for the season. Check the office for prices.
- **Keep in mind that for someone to visit you, you must be at the campground.**
- Day visiting hours are 9:00 am to 10:00 pm
- Overnight visiting hours are 9:00 am to 1:00 pm the next day.
- Please be advised to register overnight guests before the office closes. If this is not done, a \$5.00 per person penalty fee will be charged.
- We do not allow visitors to bring their dogs. There are exceptions, please see pet regulations.

### **Pet Regulations**

- Pets must be leashed, picked up after, and not left unattended.
- A current rabies vaccination certificate is required to be passed into the office each camping season.
- Any pet causing a disturbance will not be able to stay in the campground.
- THERE IS A 2 DOG LIMIT PER SITE.
- Please be advised that we do not allow visitors to bring their dogs. If you have a guest who would like to bring their dog into the park on a regular basis you may register it on your campsite. We will need a rabies certificate and there cannot be more than 2 dogs registered on your campsite-including yours and any potential visiting pets. The 2 dogs registered must always be the same.

## **PART FIVE: Vehicles and Driving in the Park**

### **Security Gate**

- The gate operates with cards which you obtain at the office for a deposit of \$15.00 each. You have the option of keeping the card as long as you camp with us or turning it back to the office at the end of each season. Each card opens the gate for only one car. You will not be able to enter the campground without a key unless the office is open. The exit gate opens automatically. The security gate is for your safety. Please keep your cards in a safe place and notify the office if you lose your card. In case of a loss, you will lose your deposit, and will have to purchase a new card.
- Note to motorcycles and golf carts: please enter and exit through the space in the fence, NOT through the gate.

### **Vehicles**

- All Vehicles must be registered and display a seasonal sticker.
- Only licensed drivers can operate a vehicle.
- Speed limit is 5 mph.
- For a first offense, is a verbal warning will be given and recorded. Second offense is a written warning signed by both the camper and Sunsetview staff and recorded. Third offense will result in loss of driving privileges for the camping season.

### **Drones**

- Drone operation is limited to our recreation field.
- Keep away from campsites and other common areas, such as the pond and pool. Respect others privacy.
- To fly a drone as a hobbyist in the state of Massachusetts you are required by the FAA to take the recreational UAS safety test.
- Please let the office know if have a drone in the campground.
- Stay below the maximum allowable altitude, typically 400 feet.
- Maintain visual line of sight with your drone.
- If you are causing a disturbance, you will be asked to stop flying.
- Don't fly after dark or during quiet hours.
- These rules are new to us and are subject to change.

### **Golf Carts**

- Golf carts must be operated only by a licensed driver.
- Golf Cart privileges are only for our extended stay guests. Fees apply.
- Do not consume alcoholic beverages while operating your golf cart, NO OPEN CONTAINERS OF ALCOHOL WHILE OPERATING THE CART. THIS INCLUDES THE DRIVER AND PASSENGERS.
- Golf cart owners must carry insurance. Please submit a copy of your current insurance coverage.
- Carts must obey all road signs including the speed limit of 5 mph.
- Reckless driving will not be tolerated.
- Please do not overcrowd the cart with passengers. All riders must be in a seat with no riders standing or hanging on the back of the cart.

### Golf Carts, continued

- If you plan to ride your golf cart on trails you must sign a contract stating the trail rules available at the office.
- After dark golf carts must have and use a light.
- No golf carts between quiet hours: 11:00 pm to 8:00 am., except for Sunsetview staff. Special permission can be granted for medical reasons.
- We do not allow campers to have gas operated carts.
- Only one golf cart per site is allowed.
- All carts must display the campsite number with the use of stick-on **reflective** numbers on the front and back of the golf cart. HC must be displayed if the cart is operated by a handicap driver and will be parking in a handicapped parking space.
- If problems occur, they will be directed to the entire campsite, not the individual driver. Problems will be handled in the following manner: For a first offense a verbal warning will be given and recorded. Second offense is a written warning signed by both the camper and Sunsetview staff and recorded. Third offense will result in loss of driving privileges for the camping season. The cart must be removed from the campground.

### Bicycles, Scooters, and Other

- Please observe our safety precautions. Bicycling is fun, and we want to make sure it's safe for everyone! Please notify your children of these policies.
- **Any repeated offenses will result in the bicycle being taken away for the rest of that day, or the rest of your stay, depending on the severity of the problem/or problems.**
- We require that persons 16 and under wear a helmet when riding a bike in the campground. All bikes must be registered at the office, and display the registration number given to you at check in.
- Please do not Ride with excessive speed and /or recklessness.
- No Bike riding after dark.
- Please respect others by not crossing campsites.
- Please observe and obey all road signs.
- Do not ride bikes down Tree Top Heights. If you are camping on the hill, bikes must be walked down.
- No riding near or around the entrance/exit gate, or pool patio.
- Do not ride inside any of the campground buildings or block roadways or building entrances with bikes. No bikes in the playground or blocking the playground entrance.
- Any motorized equipment must be operated by a licensed driver (including motorized scooters) The only exception is four-wheel children's ride on toys that do not operate at speeds of over 5mph AND PARENTAL SUPERVISION IS REQUIRED.
- 5 MPH should be observed on all roads by all modes of transportation.

## **PART SIX: Problems, Emergencies. And Noise Restrictions**

### Messages, Reporting Problems, and Emergencies

- Messages will be posted on office bulletin board on the office deck.
- Only true emergency messages will be delivered.
- If you observe a disturbance, please be sure to report it to a staff member or to the office at once. The office number 413-267-9269. If the office is closed, use our emergency line.
- For emergencies, to report a disturbance, or after-hours assistance call or text 413-668-7171.
- There is also a buzzer at the after-hours office located at the campground entrance.
- In the case of a true emergency, DIAL 911. Then call us!
- Please make every effort to contact the campground to ensure that the campground staff can open the security gate and direct the emergency personnel to where they are needed.



### **Three Strikes Policy**

- Tenant agrees to read and comply with all campground rules and regulations.
- It is your responsibility as a seasonal camper to inform your guests of our fees and policies.
- You as the registered tenant will be held accountable for any problems arising from your camping party or guests.
- If we have an issue with a campsite three times, the campsite, or the campsite's privileges will be in jeopardy. If we deem the problem or problems are serious enough, there will be no warnings. You will lose the campsite privileges and/or the campsite.

### **Other**

- Please always respect your neighbors.
- Remember to be courteous to those around you. If your good time is affecting someone else's experience in a negative way, then it is too much and it will not be tolerated.
- **Observe Quiet Hours-11:00 pm to 8:00 am.**
- No radios during quiet hours. Fires must be down at 11:00 pm.
- Radios and other audio equipment are to be always kept at a low volume.
- Excessive use of alcohol by adults and drinking by minors is absolutely not permitted.
- *Any repeated infractions of this rule will result in eviction.*
- You as a camper should carry your own insurance on your trailer to protect against theft, vandalism, and damage from wind, fire, water, freezing, hail, snow, or falling trees.

### **Noise restrictions**

- **Observe Quiet Hours-11:00 pm to 8:00 am.**
- **Weekends start on Friday 3:00 pm and end Sunday 1:00 pm - unless it is a Holiday Weekend.**
- Holiday Weekend Days do vary, please check at the office if you have any questions.
- Excessive hammering and other construction are not allowed on weekends or during quiet hours.
- The use of power tools, saws, leaf blowers, and other noisy equipment are not allowed on weekends or during quiet hours.
- We recognize the need to allow more time for lawn maintenance. Therefore, the only power tools allowed until 8:00 pm on Fridays are mowers and trimmers.

### **Photography**

Commercial photography is often conducted at Sunsetview. You may appear in pictures that may be used in advertising and other activities regarding the campground. Reservations or a visitor's pass constitute your consent to use any pictures we deem appropriate without payment, inspection, or review.

### **A Word of Thanks**

- This packet contains reminders and regulations that are unique to our extended stay guests.
- There is a complete set of reminders and regulations on our website and on the back of the campground map. Please take the time to read through both.
- There is a complete description of our amenities on our website and in our campground brochure.
- Please take the time to read and familiarize yourself with all that our campground has to offer!
- The Carpenter Family and Sunsetview Staff would like to thank you for taking the time to read through these reminders and regulations, as well as the reminders in our campground brochure.
- These rules are made to ensure the safety and enjoyment of everyone, and to preserve and enhance the beauty of the campground.
- We continue to ask for your help in making the campground a political free zone as much as possible by not displaying any political items on your campsites. Help us make the camp be a place where you can unplug and free yourself from stress as much as possible.
- Thank you so much for your cooperation and support.