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SITE #:



**VERDE RANCH**

RV RESORT

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# 2021-2022 GUEST GUIDE



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(928) 567-7126 | 1105 N Dreamcatcher Drive, Camp Verde, AZ 86322 | [VerdeRanchRVResort.com](http://VerdeRanchRVResort.com)



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# RESORT RULES & REGULATIONS

Please refer to your pre-arrival email or see the front office for a full set of resort rules and regulations. Some key items are noted in this summary for your convenience. Help us ensure that our guests have a safe and enjoyable experience by adhering to our resort rules and regulations during your stay. Report questions or concerns to the guest services office at 928-567-7126. After Hours Emergency Line – 928-821-2041.

**Check-in Time is 2 pm; Check-out Time is 11 am.** Early check in or late check out may be available for your reservation. Contact the Guest Services Office to schedule in advance and pay the additional fee.

**Speed Limit is 10 mph.** All vehicles must fit within the designated site parking area. If you are having trouble, see Guest Services about additional parking options (may require an additional fee). All vehicles must have a parking pass visibly displayed. Anyone operating a motorized vehicle or golf cart must have a valid driver's license.

**Quiet Time is 10 pm to 8 am.**

**Campfires:** Fire Pits must be raised off the ground and have a screened cover. Firewood is available for purchase at the Store. See Guest Services for current information on fire restrictions. Fireworks are prohibited.

**Pool Hours are 8 am to 10 pm.** Observe all posted pool rules. Glassware, food, and pets are not allowed in the pool area. Service animals may enter the pool area but must be attended by their owner outside of the pools and water features.

**Special Rules:** Special rules pertaining to the facilities are posted at various locations. Guests are required to follow all posted rules and regulations.

**Site Occupancy:** One RV per site and two vehicles. Additional vehicles or ATV/OHV may be arranged through the Guest Services Office. Eight persons maximum are permitted per site.

**Trash:** Place all garbage in designated dumpsters. The locations are indicated on the resort map.

Rule violations, conduct that disrupts other guests, or behavior that does not promote a family friendly atmosphere can be grounds for ejection from the park without refund. There are no refunds issued for early departures. Additionally, the resort will not issue refunds for service disruptions, inclement weather, or other circumstances that are beyond personnel's ability to control.

**Pets:** A maximum of 3 pets are permitted. Noisy or aggressive pets are not allowed in the resort. Your pet must be on a 6-foot or shorter leash. A small temporary enclosure on your site is allowed, as long as the pet is attended. Tethering of pets to common areas or on RV sites is not allowed. Pet potty stations and waste receptacles are located throughout the park for your convenience. Pet waste must immediately be cleaned up and properly disposed of. Pets are not allowed in resort buildings, except as allowed by ADA. Guests should have proof of their pet's vaccinations available.

**Site Tidiness:** Your site must be kept in an orderly and tidy fashion at all times. Any items on site, including your rig, must appear to be clean and well maintained. Tents, clotheslines, vehicle washing, or repairs are not allowed.

**Riverfront:** Golf Carts and Motorized Vehicles are not allowed on the walking paths or riverfront area. Parking is available at the Clubhouse. Drones may be flown down by the riverfront, but not over any sites or resort buildings.

**Visitors:** Visitors to your site must go to the Guest Services Office to check in and obtain a required parking pass. There is an additional charge for day use and overnight guests. You may not exceed eight people per site.

**Mail Service:** A small mail center is available at the entrance of the Resort Store. Guests may receive packages up to 3'x 3'x 3' with nonperishable items.

**Sewer:** Ground disposal of grey or black water is prohibited. Connections must be tight with a collar or donut at the sewer outlet. No formaldehyde is allowed.

**Water Pressure:** Camp Verde has extremely high water pressure. We highly recommend that you use a water pressure regulator.



## VACATION RENTAL/ GLAMPING RULES



Scan for full terms  
& conditions

**Check-in:** Check In time is 4PM. Units are inspected prior to your arrival. If there are any damages or maintenance issues that are not noted on the inspection report in the unit, you must notify Guest Services immediately. The renter agrees to pay for damages to the property, furniture, or inventory that were not pre-existing.

**Check-out:** There is a Check-Out Checklist located in your Vacation Rental. Please follow the Check-Out procedures. Additional cleaning fees are charged to your reservation if the Check-Out procedures are not followed.

**Cleaning Services:** We do not provide daily cleaning service for our Vacation Rentals. We may be able to accommodate you with additional cleaning service for an additional fee. Please contact Guest Services at 928-567-7126 to inquire. All rental units are stocked with general cleaning supplies, and there is a laundry located on site for your convenience.

**Pets:** There are pet friendly units available for your convenience. Your pet must be listed on your reservation and requires an additional fee.

**No Smoking:** Smoking is not permitted in Vacation Rentals. An additional \$250 cleaning fee will be assessed if there is any indication of smoking in the unit, including odors.

**Site Occupancy:** One vehicle per Vacation Rental. Additional vehicle or ATV/OHV may be arranged through the Guest Services Office and may require an additional fee. Occupancy is limited to the number listed in the reservation. Exceeding the Vacation Rental occupancy will result in additional charges, or eviction without refund at the resort's discretion.





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**6**

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**HOURS**  
 MON-FRI 7am-6pm  
 SAT: 8am-5pm  
 SUN: 9am - 3pm

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**3**

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**7**

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**How to use the QR Codes**

There is no app needed to scan a QR Code! Just use the camera on your smartphone. Aim your camera at the code and tap the notification banner when it appears. If you are farther away from the code, you may need to zoom in to focus on the code. Instant information, access to menus, websites, win money, schedule appointments and much more! A new experience while you sit in the comfort of your RV and use the Guest Guide!




**4**

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**6**

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## IMPORTANT PHONE NUMBERS

**GUEST SERVICES:** ..... 928-567-7126

**AFTER HOURS EMERGENCY:**.....928-821-2041

**WIFI TENGINTERNET:** .....801-919-8262

**If trying to connect a Smart TV,  
please see guest services**

## STEPS TO CONNECT TO WI-FI

**1** - Select TengolInternet WiFi Network on your device

**2** - Open your browser

**Note:** If the welcome page does not automatically appear, erase everything in the address bar and type: **start.tengointernet.com**

**3** - Enter information and WiFi Code

**WIFI CODE:** \_\_\_\_\_



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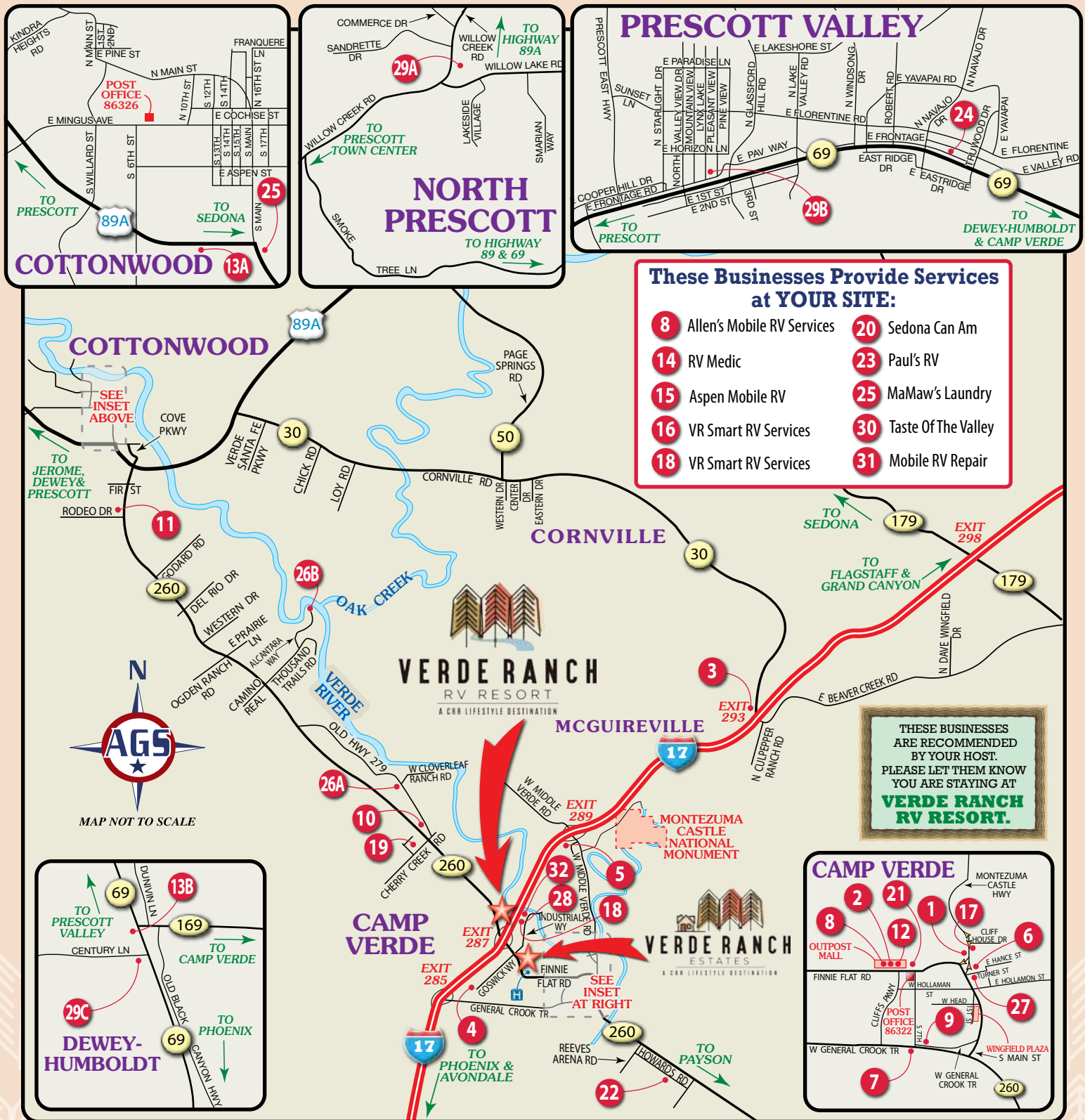
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