

## **General Policies**

### **MID MARCH – MEMORIAL WEEKEND** Weekends only

- Friday: 3:00 PM – 7:00 PM
- Saturday & Sunday: 11:00 AM – 7:00 PM

### **MEMORIAL WEEKEND – MID AUGUST:** Daily

- 11:00 AM – 7:00 PM

### **MID AUGUST – END OF OCTOBER:** Weekends only

- Friday: 3:00 PM – 7:00 PM
- Saturday & Sunday: 11:00 AM – 7:00 PM

14 days prior to your arrival date, your reservation is non-refundable, non-transferrable, and non-exchangeable, and not modifiable except for adding or subtracting guests.

I further understand and agree that Jellystone Park does not give credit or refunds due to the discomforts of nature. Jellystone Park's refund policy varies, depending on the timing of the cancellation notice in advance of the reservation date, as follows:

### **Cabins/Lodges:**

You must be at least 21 years old to reserve a cabin/lodge. If a reservation is canceled more than 2 weeks prior to the arrival date, we issue a full refund, minus a \$25 transaction fee. At the two-week mark prior to arrival, the full amount of the reservation payment becomes non-refundable and is forfeited to Jellystone Park. Reservations cannot be modified within two weeks of the arrival date; however, you may add or remove guests from your reservation.

Linens and towels are provided in all cabins upon arrival. Daily housekeeping service and daily towel exchanges are not included with your stay. For extended stays, a limited linen refresh may be provided at management's discretion. Additional linen or towel replacements are reserved for extenuating circumstances, including accidental damage, sanitation concerns, or other situations approved by management. Guests may be charged for excessive linen requests, missing linens, or damaged linens beyond normal use.

### **Campsites:**

You must be at least 21 years old to reserve a campsite. If a reservation is canceled more than 2 weeks prior to the arrival date, we issue a full refund, minus a \$25 transaction fee. At the two-week mark prior to arrival, the full amount of the reservation payment becomes non-refundable and is forfeited to Jellystone Park. Reservations cannot be modified within two weeks of the arrival date; however, you may add or remove guests from your reservation.

Monthly Bookings: Payment for long-term sites done monthly. Payment for the month is due on the first of the month and will be auto billed to the card on file one day after invoice is due, Any

requested changes to the billing card must be done prior to the date of billing. It is the responsibility of the guest to ensure that the card remains up to date and active.

Clotheslines are not allowed in our park. Additionally, no items may be attached to trees or tree stakes.

For Add-Ons: If a add-on reservation is canceled more than two weeks prior to the arrival date a refund less the \$25 cancellation fee is issued. If a reservation is canceled in less than two weeks the full amount of the reservation payment is forfeited.

This is a RV Lot Rental and not a landlord/tenant lease. Guests may not rent, lease, sublet, or otherwise allow others to occupy their RV unit or campsite. Only the registered guest(s) and their approved occupants are permitted to reside in the unit. This agreement does not establish a landlord/tenant relationship. The tenant is classified as a temporary guest and must vacate upon termination of reservation and check out hours.

### **RV Requirement for Reserved RV Sites**

All RV site reservations require the guest to arrive with a recreational vehicle (RV). If a guest arrives without an RV, the reservation will be considered forfeited, and no refund will be issued, no exceptions.

Upon arrival, when the Water Zone is open, wristbands will be provided for each person on your reservation. If a wristband is lost, a \$5 replacement fee will apply for each band. Upon entering the Water Zone or Samson Pond, all customers must follow the posted rules, which include no glass or alcohol, cooler pass requirements-food and beverage, height and age restrictions, and no tubes, umbrellas, or other prohibited items. Guests who do not follow the rules will be asked to leave immediately and will not receive a refund.

### **After-Hours Pool & Hot Tub Access**

As a courtesy to our registered camping guests, Jellystone Park Zion may offer access to a designated pool and hot tub during after-hours periods. After-hours pool and hot tub access is not guaranteed and is subject to change, modification, or cancellation at management's discretion due to private events, weather conditions, maintenance needs, staffing levels, safety concerns, or other operational requirements.

On evenings when a private event is scheduled, the Water Zone may close early (typically at 6:30 PM) to allow for event preparation. On these dates, after-hours pool and hot tub access will not be available to registered guests unless otherwise announced by management.

No refunds, credits, discounts, or compensation will be provided due to the unavailability of after-hours pool and hot tub access.

**EV CHARGING**-Our electrical system is not designed to support the high power demand of EV charging. Allowing it could lead to equipment damage, power outages, or disruptions to guest

services. Additionally, the park is not set up to cover the cost of charging personal vehicles, and we are unable to monitor or bill for that usage. For everyone's safety and fairness, we ask that all EV charging be done at designated off-site stations. Failure to abide by these rules will result in a non refundable \$100 fee. Thank you for your understanding and cooperation.

Check-out time for **Cabins and Ranger Smith Bunkhouses** is **10:00 AM**, and for **RV and Tent Sites** is **11:00 AM**. We kindly ask all guests to depart by these times, as we do not offer late check-outs due to our cleaning and turnover schedule. A **late departure fee of \$55 per hour** will apply for any check-outs past the designated time.

**Golf Cart Rentals** – Rentals are available depending on the season and availability. Golf carts must be returned by 11:00 AM or a \$100 fee, charged to at least 75% or a \$50 fee, and include the charging cable upon return or a \$50 fee. Damaged Golf Cart-charge will depend on damage. There is a \$25 cancelation fee on golf carts canceled after 14 days- no refunds.

**E-Bikes and Motorized Bikes** – E-bikes are permitted on park property as long as riders follow all posted speed limits and remain on designated roads and pathways. Guests 18 years of age and younger operating or riding on an e-bike or e-scooter are required to wear a properly fitted helmet at all times. Guests under the age of 16 operating or riding regular bicycles or non-motorized scooters are also required to wear a helmet at all times while riding within the resort.

**Gas-powered bikes/4-wheelers**, such as dirt bikes or mini bikes, are not permitted to be ridden within the park. However, they may be driven only when entering or exiting the park and traveling directly to or from your designated campsite.

Failure to follow these rules may result in a \$50 fine, loss of riding privileges, loss of wristband privileges, or removal from the resort without refund.

**Golf Carts, UTVs, and Similar Vehicles:** Any guest bringing, operating, or renting a golf cart, UTV, or similar motorized vehicle on the property must possess a valid driver's license and carry proof of insurance. Guests must be able to present both upon request. Operation of such vehicles is at the sole risk of the operator, and Glampers Inn, LLC assumes no liability for any injury, damage, or loss arising from their use.

As a participant in a recreational activity, I am responsible for acting within the limits of my ability and heeding all warnings regarding participation in the activity. I will maintain control of myself and any equipment while participating in the activity and will refrain from acting in any manner that may cause or contribute to injury to myself or to others.

The Premises are privately owned and THE JELLYSTONE MANAGEMENT RESERVES THE RIGHT TO REFUSE SERVICE to anyone for any reason except for those prohibited by law. Jellystone Park Management reserves the right to require any person or party it deems necessary, to leave the campground based on violations of Park Rules or behavior management deems inappropriate or disturbing to others. Harassment or mistreatment of our staff or other guests, including but not limited to, racist comments or hate speech, will not be tolerated under

any circumstances. I have read this notice and agree to it as well as all Jellystone Park Rules and regulations. In addition, I understand that I am responsible for the actions of all persons registered in my party, including any children, and any guests that visit during my stay. On behalf of each person in my party, I grant Jellystone Park and its affiliated entities and promotional partners the right to include any photographic, video, and other visual portrayals of each person in my party in any medium and for any purpose.

### **Campsite Use Policy:**

Campsites, cabins, and rental units at Zion Utah Jellystone Park are intended solely for use by the registered guest listed on the reservation. Guests may not rent, lease, sublet, or otherwise transfer their campsite or accommodation to a third party. The individual whose name appears on the reservation must be the person occupying the site or rental unit for the duration of the stay. Any violation of this policy may result in immediate cancellation of the reservation without refund.

I understand that I am and remain personally liable to pay the total amount of my reservation prior to my scheduled check-in date, or at such an earlier date communicated to me. I must have an active credit or debit card on file at all times during my reservation. If I fail to pay the total due, I agree that Glampers Inn, LLC DBA: Zion Utah Jellystone Park may charge any remaining balance (in addition to any damage charges or other amounts owed under these Terms and Conditions) to any credit or debit card on file with my reservation. Any amounts due after 30 days will be subject to the maximum late charge permitted under state law.

Recreational Vehicles in the Resort for less than 30 days may be removed from the premises without judicial ruling for any of the following reasons: Failure to pay for occupancy at this Resort or failure to comply with the Rules & Regulations of this Resort and the state of Utah shall result in eviction.

Please be advised that Civil Code provides your recreational vehicle may be removed (at the owner's expense), from a recreational vehicle resort when a guest fails to depart by the checkout time on the agreed date.

Please be further advised that Civil Code provides that the Resort Management may require a guest to move from one space in the Resort to a different space in the Resort if an "imminent danger" is present, as determined by Resort Management. -

### **General Rules(Pets)**

- Pets are not allowed in cabins or tent sites, including tent pods.
- A maximum of 2 pets per RV site is permitted.
- Pets must be up-to-date on vaccinations and wear valid rabies tags.
- Pets must be on a leash, attended at all times, and cleaned up after by their owner.
- Pets may not be left tied up outside, chained to RVs/trailers, or kept in portable fences.
- Pets are not permitted in any buildings, on playgrounds, jump pillow or inside the Water Zone fence (per local ordinances)

## **Behavior & Safety**

- All pets must be friendly toward people and other animals.
- Owners must be able to control their pets on a leash at all times.
- Aggressive behavior (lunging, growling, snapping, or biting) will not be tolerated. Guests with aggressive pets may be asked to leave without refund.
- Excessive barking or disruptive behavior may result in removal from the park.

## **Breed & Size**

- For the safety of all guests, PitBulls and Rottweilers are not permitted in the park.
- If your dog cannot be safely managed or interacts aggressively, you may be asked to remove them from the park.

I hereby agree to the following regulations and conditions relating to my dog (or animal), while camping at Glampers Inn, LLC, DBA: Zion Utah Jellystone Park ("Campground") with my dog.

Excluded Areas. I agree to keep my dog out of the following areas including, but not limited to, food and beverage areas, the pool and pool deck, cabins and caves, playgrounds, and pavilions.

Maximum of two animals allowed per site.

Supervision. I agree to keep my dog on a leash or in a carrier while in all public areas of the Campground and clean up after my dog immediately. I further agree to have my dog with me or a designated individual at all times and understand that I may not leave the dog unattended at the campsite. I agree to prevent noise or any other disturbance by my dog, in the interest of other guests at the Campground.

Pets are not permitted in cabins or caves.

Vaccinations. I represent and warrant that my dog is up to date on all vaccinations (including rabies and distemper) and flea treatments.

Disturbances. I agree that, should my dog create any disturbances, which cause complaints to be made to the management by other guests or employees of the Campground, at the request of a Campground employee, I will immediately make arrangements to house my dog elsewhere outside the Campground. Additionally, I understand and agree that if I do not find alternative housing for my pet after being asked to do so, I will be asked to leave the Campground and will not be issued a refund.

Service animals are allowed in all areas of the resort. If you are bringing a service animal, staff will ask two questions: "Is the animal required because of a disability?" and "What work or task has the animal been trained to perform?"

## **Golf Cart Rules**

2. Lessee must be a minimum of 21 years old.

3. Operator(s) of a golf cart must be 18 years of age and have in their possession a valid driver's license and proof of insurance. (Moped license, learner's permit, etc. are not acceptable.) A Guest found driving under the age of 18 will result in the immediate loss of a golf cart and no refund will be given.

4. Golf carts operated after sunset must have lights on.

5. No more than 4 people may occupy the golf cart at any time. No more than 6 people may occupy a limo golf cart at any time. 6. Familiarize yourself with and observe all traffic rules and abide by them when using the golf cart in the campground:

- Use hand signals when turning or stopping.
- Rental carts cannot be parked in a fire lane.
- Park the golf cart on level and steady ground.
- Take the key out of the cart when not in use.

Note that the golf cart has forward, reverse, and neutral gears. When in reverse, you should hear a backing horn (buzzing sound). Please contact the property manager with any questions about the operation of the golf cart.

7. Except for bathroom emergencies, golf carts cannot be operated during quiet hours (10 pm - 8 am).

8. Golf carts must be operated properly. The speed limit is 5 ½ mph. Horseplay, racing, or other misuse of the cart will not be tolerated. Carts are to be operated on campground roadways only. No driving through campsites or other restricted areas. Golf carts are NOT allowed on any major highway.

9. Golf cart must remain within Yogi Bear's Jellystone Park Camp-Resort at Zion at all times.

10. Golf carts must be returned at time of check-out. Late returned carts will be charged \$10.00 for each half-hour late. 11. All passengers must be seated at all times when the cart is in motion.

12. Please report any malfunctions to Management immediately.

13. Remove the key when parked and chock the wheels.

14. Anyone found in violation of these rules will forfeit all rental privileges. There will be no refunds made if the golf cart has to be returned because of Lessee misuse.

15. Violating any of the following rules will cause immediate loss of rental privilege:

- Underage drivers – anyone under the age of 18 operating the golf cart.
- Invalid driver's license or no driver's license.
- Reckless driving.
- Drinking alcohol while driving or driving under the influence of drugs or alcohol.

#### Firearms Policy

I agree and shall cause my children, invitees, and guests to obey all federal, state, and local laws regarding the ownership and possession of firearms. Firearms are not permitted in any property buildings or common areas. The only exception is that I, my children, invitees, or guests may have a firearm in a locked, private vehicle in parking areas if permitted by law. The discharge of firearms, BB guns, air guns/rifles, or similar devices is strictly prohibited.

Entrance into the campground property constitutes permission for the management of Zion Utah Jellystone Park, to photograph the visitor while on the premises and to use any resulting pictures for any lawful purpose without any compensation to the visitor. The guest assumes all risks and danger incidental to the activity of camping in a rustic outdoors environment, including specifically (but not exclusively), the danger of being injured by insects or other animals, or being injured while participating in recreational activities (but not exclusively) - such as hiking, swimming, water slides, Wibit, and jumping pillows- at Zion Utah Jellystone Park, or of acts of mother nature and agrees that the said camping resort and its owners, agents, and employees are not liable for injuries or property damage resulting in such causes. I understand that there is no lifeguard on duty after the close of park hours and the designated pool and hot tub open to campers until 10pm is "swim at your own risk". I also understand that children under the age of 14 must be accompanied by an adult at all times in these locations. It is strongly recommended that small children are accompanied by an adult anywhere on the campground at all times.

#### BYO Golf Cart/Side by Side

I understand that I am responsible for any and all damages to property and/or injuries that occur to one's self, a third party or campground property or staff, due to the use of the personal golf cart/side by side on the property of Zion Utah Jellystone Park. I understand to stay on designated roads at all times, always operate the personal golf cart/side by side safely and to be aware of pedestrians. I understand that there will be no chasing or harassing the wildlife on the property of Zion Utah Jellystone Park. For the safety of all guests I agree to abide by the posted speed limit and follow all published and posted campground rules. Please note that Zion Utah Jellystone Park is private property and anyone operating a personal golf cart must have a valid driver's license.

#### Golf Cart Rental Agreement/Liability Waiver

Anyone observed abusing rental golf carts(s) rules and regulations will forfeit all rental privileges immediately. No refund will be given. This includes, but not limited to reckless driving, speeding, or allowing underage guests to operate the rental golf cart(s). In exchange for the privilege to rent the golf cart(s), you are accepting responsibility for your own negligence. You must operate the vehicle(s) in a safe manner and adhere to ALL rules set forth by Zion Utah Jellystone Park. The renter of the rental golf cart will be liable for ALL legal medical claims that may arise from the rental of the golf car(s). The rentee of the rental golf cart voluntarily agrees to accept the risks of using the rental golf cart(s) and on behalf of yourself, your personal representatives and your heirs hereby voluntarily release actions, suits, judgements and demands for bodily injury, property damage, loss of life and/or loss of services, in law or equity, that may in any way or manner arise out of the use of this/these rental golf cart(s). It is strictly forbidden for any minor or individual without a driver's license to operate rental golf cart(s). If any representatives of Zion Utah Jellystone Park determine you have misused the rental golf cart(s) in any way, it will require an immediate return without refund.

#### Swim/Wibit Waiver

I, as the responsible adult for my family, friends, guests, visitors, and myself checking in at Zion Utah Jellystone Park and checking into the site referenced below, do hereby understand and agree to follow all rules set forth by Zion Utah Jellystone Park concerning the use of the Pond and Wibit areas. All participants on the Wibit must wear a life jacket at all times, regardless of age. Participants must be 6 years of age or older to use the Wibit. All guests, regardless of age, must wear a life jacket while swimming in the Pond. Life jackets are available under the pavilion for guest use. All children 14 years of age and younger must be accompanied by an adult in or near any body of water, including the Pond. Unattended children will be asked to return to their campsite. I understand that there is no lifeguard on duty, and this is a swim-at-your-own-risk facility. I agree to follow all rules posted and printed and understand that staff and management reserve the right to remove anyone from the Pond or Wibit area for unsafe or unruly behavior. By signing this I agree to read and to comply with all campground rules and regulations as listed on the site map, brochure, website, printed or posted. I have carefully read, understood and voluntarily agree to the rules above.

#### CAMPER WATER WAIVER

##### WATER AMENITY RULES (POOL/POND):

\*SWIM AT OWN RISK - NO LIFEGUARD ON DUTY ANYWHERE IN PARK

\*NO CHILD UNDER THE AGE OF 14 YEARS OLD IS PERMITTED IN/NEAR ANY WATER AMENITY WITHOUT THE INDIVIDUAL ON THIS waiver present (this includes pool, inside pool fencing, swimming beaches, pond and Wibit) THERE WILL BE NO EXCEPTIONS MADE.

\*NO GLASS IS PERMITTED IN POOL FENCING OR NEAR THE POOL (this is for the safety of all guests)

\*No horseplay permitted on the water inflatable playground or in the pool (this includes running and diving) \*Absolutely no swimming under the water inflatables in the lake

\*It is not recommended to allow children to float in the lazy river unattended

\*Report all injuries to Lifeguards or Staff as soon as possible before you leave for the day.

\*Day use swimming hours are subject to change due seasonal hours, maintenance, weather conditions and unforeseen circumstances \*Please check our website for seasonal hours of operations as our hours change during each season

\*All rules subject to change without notice

### **Waiver and Release for Minors**

This agreement constitutes a waiver, release and informed consent for Minors ("Informed Consent"). This Informed Consent identifies risks of participating in the water activities at Zion Utah Jellystone Park and is a waiver and release for parents/guardians to sign on behalf of minor children authorizing minor children for whom the undersigned parent/guardian is responsible to participate in the water activities at Zion Utah Jellystone Park. Injury may result from participation in the water activities. The undersigned parent/guardian understands and agrees that the undersigned parent/guardian is familiar or will become familiar with the water activities and what is required to eliminate risk of injury, considering the physical conditions of the participant, water park rules, policies, weather conditions and activities. The undersigned parent/guardian agrees to follow proper operating procedures, including all safety procedures as outlined by the Zion Utah Jellystone Park rules, plus any directions given by an authorized employee.

I, (Minor/s noted below), acknowledge that I have familiarized myself with the water activities at Zion Utah Jellystone Park and what is required, will follow the rules, will follow the operating procedures, and will follow any directions given by authorized personnel.

The undersigned, the parent/guardian of (hereinafter "minor(s)") a minor under eighteen years of age, in consideration of minor's participation in the water activities at Zion Utah Jellystone Park, do hereby agree to this waiver and release on behalf of minor. I, the undersigned parent/guardian recognize that participation in the water activities may involve moderate to strenuous physical activity and may cause physical and or emotional distress to minor. There is also inherent risk involved in the water activities walking around and between the water activities. Weather conditions may also be very hazardous at times. There may also be associated health risks. I state that minor is free from any known heart, respiratory or other health problems that could prevent minor from safely participating in any of the activities.

I certify that I have medical insurance or otherwise agree to be personally responsible for costs of any emergency or other medical care that the above identified minor(s) receives. I agree to release Zion Utah Jellystone Park, its employees, operators, managers, owners and the owner

of the facility, from the cost of any medical care that minors receive while participating in the water activities.

I further agree to release Zion Utah Jellystone Park and its owners and the owner of the facility, their managers, officers, employees, agents and officials and staff or volunteers from any and all liability, claims, demands, breach of warranty, negligence, actions, and causes of actions whatsoever for any loss, claim, damage, injury, illness, attorney's fees or harm of any kind or nature to me arising out of minor's participation in the water activities. This release extends to any claim made by parents or guardians or their assigns arising from or in any way connected with the aforementioned activities.

I agree to be responsible for the safety and conduct of the minor(s) listed in this Informed Consent. I understand that swimming and waterslides are dangerous activities and present a risk of serious injury or death.

Consent is expressly given, in the event of injury, for any emergency aid, anesthesia and / or operation, if in the opinion of the attending physician, such treatment is necessary. I have carefully read and understood the contents of the foregoing language and I specifically intend it to cover minor's participation in the above stated activities at the Zion Utah Jellystone Park.

#### THE WATER AMENITIES WILL BE CLOSED DURING EXTREME WEATHER

Camping reservations are for your campsite or accommodation, not for access to any specific amenity or activity. While we strive to keep all resort amenities open as scheduled, access cannot be guaranteed due to weather, maintenance, mechanical issues, safety concerns, or other circumstances beyond our control.

No refunds, credits, discounts, rain checks, or compensation will be provided for temporary or full-day amenity closures resulting from these conditions.

By signing below, I have read and agreed to all rules (above) and understand that if anyone listed above is found not following the stated rules that he/she will be removed from the swimming amenity and are not entitled to a refund. I understand that these rules are for the safety and well being of all participants. I fully understand that swimming and water related activities involve a certain level of risk and injury. I hereby accept the risk of everyone listed above in their participation in water related activities and will hold the operators of Zion Utah Jellystone Park (™) and its employees, counselors, agents, officers, trustees, and affiliates harmless from any and all liability, actions, demands, damages, expenses, costs, claims and causes of action of any possible nature in respect to injury and any and all liability. I further understand that there may sometimes be no lifeguards on duty at the pool, beach, pond and river and this is a swim at your own risk facility and that I and those listed above and in my party participating in swimming, tubing, floating or any other water activity at Zion Utah Jellystone Park (™) are doing so voluntarily, and understand all rules posted and listed above. I understand it is my responsibility to inform all individuals listed above and in my party of any and all swimming related rules and regulations posted on the property, website and above.

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