

**POLICIES AND PROCEDURES
CAMP THORNAPPLE, INC. (CTI)**

ADDENDUM AND REVISIONS

- 1) Updated Policies and Procedures shall be published and distributed on a yearly basis only.
- 2) Changes to the Policies and Procedures are to be presented to the Board of Directors at the regular monthly Board of Directors meeting.
- 3) An Addendum will be published for distribution to all renters after Board approval.
- 4) An Addendum can be made by the Board of Directors as needed and distributed to all renters.
- 5) An Addendum will be incorporated into the Policies and Procedures which will be published and distributed at the end of each season for the following season.

APPROVAL FORMS

- 1) Approval forms must be turned into the office for the Construction Committee's approval. The Construction Committee will review and notify the person placing the request upon approval/disapproval. Approval Forms are good for one (1) year or expiration date stated on the form. All approvals will be listed in the Board of Directors' minutes.
- 2) A seasonal renter may be on the Construction Committee.

BACK GATE

- 1) The back gate will be open for use as approved by the Board of Directors.
- 2) Keys to the back gate will be held by all Board Members, Activities Director, and Employees.

BLUE PRINTS

- 1) Two copies of the park's blue prints should be kept, one in a safety deposit box and one in the park office file.

BOARD OF DIRECTORS

- 1) The Board of Directors shall hire/designate a manager or person to be in charge of the campground.
- 2) Individual Board Members cannot overrule the Manager's day to day operational decisions.
- 3) A shareholder may be on the Board of Directors or be Park Manager, but not hold both positions at the same time as this is considered a conflict of interest.
- 4) No park employee may run for the Board of Directors. This excludes the Board Secretary and Treasurer.

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- 5) Any shareholder and/or seasonal camper is welcome to attend any regular monthly Board of Directors meeting. Only during the 3 minute mic time will they be able to speak of their ideas or concerns.
- 6) The Board of Directors or their appointed committee is responsible for a yearly evaluation of all park employees.

BOATS/PONTOONS

- 1) If a renter sells during the open season and is leaving the park and has a watercraft site that was paid for, the person buying has the use of that watercraft site for the remainder of the same season only. At the end of that season they will lose the watercraft site and it will go to the first person on the watercraft site waiting list.
- 2) If a boat/pontoon site is relinquished prior to May 1, after payment is made by October 1, a 50% refund will be issued.
- 3) All fees for pontoons and boats sites are due on October 1 for the next season. A 10-day grace period is available at cost of a non-refundable fee of \$20. If payment is not received by October 10th, the site will be forfeited on October 11th. If you wish to relinquish site or forfeit, must do so by October 1 or will be charged the fee of \$20.
- 4) No shoreline access dock shall be wider the five (5) feet and extend into the water more than necessary. Total boat space and dock space shall not be wider than allowed space.
- 5) Pontoons must be operable and in the water 30 days per season (ending October 1) to maintain the pontoon site.
- 6) It will be the pontoon/boat owner's responsibility to remove the mooring posts at the end of the season. There will be a \$10.00 fee per pole removed from the water by management. This fee will be added to your CTI account.
- 7) There is a waiting list and a transfer list for shoreline, pontoon and dock sites. No one is allowed to "jump" ahead of those on any of the waiting list. You will be allowed to transfer sites when your name comes up on the transfer list. The transfer list holds priority over assignment of sites.
- 8) Watercraft site renters may swap/exchange sites if mutual agreement, but must complete form in the office advising of sites exchanged.

CAMPSITES

- 1) Any walkways or driveways that have loose stone must have some type of boarder to contain the stones.
- 2) The Corporation is responsible for improvement of the whole park, to upgrade all campsites, as required by the Board of Directors.

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- 3) If shareholder/seasonal renter wants to mow their own site, they should place a red reflector on their lot post. The reflectors are in the office for your use.
- 4) RV's must be parked in accordance with the layout of the pad.
- 5) Site lines are from "post to post". There must be an open two (2) foot space around the perimeter of each camp site.
- 6) Family size to be stated at the time of renting. Immediate family is: husband, wife and unmarried children under age 21.
- 7) A site shall be occupied by not more than one (1) family or one (1) camping unit consisting of not more than eight (8) persons. The licenses capacity of the campground shall not be exceeded.
- 8) When a shareholder or seasonal renter are not present at camp, RV's may be used for overnight sleeping only by the following guests:
 - a) Unmarried children more than 18 years of age
 - b) Married children and their immediate family
 - c) Parents, brothers and sisters
- 9) Barry/Eaton County Health Department requires markers be installed on the post to the right side of each site.
- 10) State law prohibits more than one recreational vehicle parked on a site. A recreational vehicle is one that has cooking and sleeping facilities of any kind.
- 11) Fencing of any kind must be approved by the Construction Committee prior to being installed.

CEMENT PATIO

- 1) If a campsite needs a new patio, the corporation will put a standard size (10'x20') on the site. If this is a shareholder or seasonal site and shareholder/seasonal wants a larger patio, this can be done with prior approval by the Construction Committee. **The Shareholder/seasonal renter must absorb the difference in the cost.**

CLUBHOUSE/PAVILION

- 1) The clubhouse is available for social functions for \$130.00. This includes a \$30.00 cleaning deposit which will be refunded if the clubhouse is left clean after event. Office staff will be in charge of clubhouse and will do rental inspection.
- 2) There is no charge for using pavilion but must be reserved in advance.
- 3) Teenagers may use clubhouse with parents being responsible.
- 4) Keys to the clubhouse will be held by all Board Members, Activities Director, and Employees.

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COMPLAINTS

- 1) A written Complaint Form must be completed for any complaint to be addressed by the Manager. Complaint Forms are available from the office. Turn the completed form into office or exhausted their means of communication with the Manager then they should go to a board member to have complaint brought to the board as a whole, to be address at the next regular or special meeting.

ELECTRICAL CHARGES

- 1) Monthly electrical charges will be billed the same average KWH rate for the entire park.
- 2) Payments not received by the due date will be charged a \$10.00 late fee per month.

EMERGENCY RESPONSE PLAN

- 1) The CTI park manager is responsible to notify the CTI office manager when camp will open and close for the season.
- 2) The CTI park manager or CTI Board of Directors are to notify the CTI office manager in the event of a weather-related emergency IE.: flooding, storms causing power outages or any other event that will result in campers being unable to camp.
- 3) The CTI office manager shall maintain an accurate email address for shareholders, seasonal campers, and contact information for reservation campers or other campers without email.
- 4) The CTI office manager is responsible for notifying campers of the camp closure and also when the campground is back open via email for shareholders, seasonal campers and by phone to reservation campers or other campers without email.
- 5) The CTI office manager is also responsible for updating the CTI website with accurate information regarding this policy and also updating the voicemail to CTI.
- 6) In the event the CTI office manager is unavailable, these duties would be directed to the CTI office manager assistant. If this is unable to be completed, then the President of the Board will fulfill these duties, or they shall forward this to a board member that can fulfill these duties.

FLOATING DOCKS

- 1) Weather permitting and with guidance of the Park Manager and Docks Representative, the floating docks will be put into the water prior to Memorial Weekend.

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INCIDENT REPORTS

- 1) If an incident is reported to a CTI Board Director or employee, but no written incident report is submitted to the office by the involved party, Directors and employees are required to submit the incident report themselves.

LENGTH OF SEASON

- 1) Three (3) months constitutes a season.
- 2) When the park is Closed, no overnight stay is allowed.

MANAGER

- 1) There will be a sign posted outside the office as to where the manager or person in charge of the campground can be contacted when the said person is not on duty. A Manager or person in charge shall be available when the campground is occupied. (This is a State of Michigan Campground Rules.)
- 2) The Manager is expected to enforce the rules of Camp Thornapple, Inc.
- 3) Manager, when accompanied by a witness, has authority to take immediate action to expel any person from the park who refuses to comply with camp rules.
- 4) Manager is to report to the Board of Directors those persons who refuse to comply with camp rules.
- 5) Manager will meet with the Board of Directors each month for a period of time during their meeting to discuss his work, the needs of the park and to clarify communication with all board members.
- 6) A shareholder may be on the Board of Directors or Park Manager but not hold both positions at the same time as this is considered a conflict of interest.

MILEAGE REIMBURSEMENT

- 1) Mileage will be paid to anyone on approved Camp Thornapple, Inc. business. The paid mileage rate is to be adjusted to meet the Federal Tax Exemptions standard.

OFFICE EQUIPMENT

- 1) Office equipment is for official park business only. Please check with office personnel before using any equipment/devices.

OFFICE HOURS

- 1) All office hours are to be approved by the Board of Directors.

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PRIVATE PROPERTY

- 1) Private property (5633 Thornapple Lake Road) will only have legal easement from Thornapple Lake Road to their property.

REFRIGERATORS

- 1) All refrigerators/freezers must be in an enclosure.

RULES AND REGULATIONS

- 1) Repeated or serious violations to the Rules and Regulations of Camp Thornapple, Inc. may result in expulsion from the park by the Manager (accompanied by a witness) and/or the Board of Directors. Violators may appeal to the Board of Directors and Manager.
- 2) Office personnel responsible for the issuing of yearly rental contracts and shareholder charges will enclose a copy of Camp Thornapple, Inc. Rules and Regulations at the time of billing. A signed separate statement will be returned with the contracts or remittance attesting the Rules and Regulations have been read, understood and agreed to be followed by the seasonal renter/shareholder. The seasonal renter/shareholder is responsible for informing their family and guests of these Rules and Regulations. A copy of this statement will be kept in the renter/shareholder's file. Persons who violate the rules will be dealt with according to the Rules and Regulations of Camp Thornapple, Inc.

RV'S

- 1) Maximum height of an RV being raised off the ground is limited to a 4 cement block height or 32" plus shims to level the RV. Cement blocks must be stacked two wide and each set stacked alternately of the ones below. You must have Construction Committee approval before raising your RV.
- 2) Any RV/Park Model prior to selling, moving or being brought into Camp Thornapple, Inc. must be approved by Construction Committee based on overall condition of the RV/Park Model.
- 3) The movement of RVs within the park by campground equipment and personnel will be at the RV owner's risk. No liability is assumed by Camp Thornapple Inc. for damage done during this move. Written consent is needed prior to the moving of any RV. There is a waiver available in the office.
- 4) The movement of RVs within the park by campground equipment and personnel will be at a fee of \$30 per move. Fee excludes one move on and one move off campsite per season and emergency moves.

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- 5) There is no subletting of RV's or sites. If the RV is to be used by someone other than the registered renter/Shareholder, the park Manager MUST be informed. The Board, through communication with the Manager, is to be fully informed of extended visits, etc.

SEASONAL RENTERS

- 1) There will be three Seasonal Renters meeting a year, Saturday @ 10am Memorial Day Weekend, Saturday @ 10am Fourth of July, and Saturday @ 10am Labor Day Weekend.
- 2) At least one Board Director must be present at each Seasonal Renter meeting.
- 3) The Seasonal Renters meetings are for the sole purpose of sharing opinions and ideas, answering questions and giving Seasonal Renters the plans of the camp.
- 4) Seasonal Renters shall receive a condensed version of the Board of Directors meeting minutes via email each month.
- 5) If a Seasonal Renter sells their trailer and is leaving Camp Thornapple, the buyer will have the first option to seasonally rent any open site over the seasonal renter waiting list. If the Seasonal Renter is not leaving the park and the park is full, the sold trailer must leave the park unless it is bought by someone already in the park.

SHAREHOLDERS

- 1) All financial arrangements in connection with the sale of shares should be between buyer and seller, and not the responsibility of the Corporation. This includes yearly rent.
- 2) A share certificate can be owned by a single person or a married couple. A share certificate can also have additional family members named on it. Additional names must be approved by the Board of Directors.
- 3) Seasonal or Shareholder may not have more than one pontoon site and only one dock or shoreline site unless approved by the Board.
- 4) A Shareholder who wishes to change sites may take any vacant Corporation site and have priority over any transfer list. New Shareholders buying in have the option of choosing any Corporation site not occupied.
- 5) A Shareholder may be on the Board of Directors or Park Manager but not hold both positions at the same time as this is considered a conflict of interest.

SHORELINE

- 1) No cinderblocks, pavers or cement of any kind may be used along the shoreline. Not for mooring or dock support. If found, it will be removed by management.

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- 2) A fee of \$75 will be charged to the pontoon site renter each time Camp Thornapple personnel are required to mow/trim or otherwise clean up the pontoon renter's site along the shoreline.

SITE PAYMENT

- 1) All renters not renewing their Rental Agreement for the next season must remove all their property from their site by October 1. Published daily rates will be charged starting October 1 unless the renter has made other arrangements with Camp Thornapple, Inc.
- 2) Rent payments must be made accordance with current year payment schedule. Payments not received in accordance to that schedule will be charged a \$30.00 late fee per month. If a shareholder or seasonal renter has not paid their current season rent or electric from the prior season in full by May 1 there will be a lock installed on the electrical box. Said person will not be allowed to use their site or any facilities at CTI until paid in full.
- 3) Seasonal renters may lose their sites and may be asked to remove their property from the park if they do not follow the payment schedule. Deposits are non-refundable. Additional seasonal rent payments made for the same season may be refundable when a new Rental Agreement is signed by a new seasonal renter.
- 4) **Shareholders** who fail to follow the current year payment schedule may lose all park privileges until payments made in full. If payment not received their site must be cleared of Shareholders personal property and their site will revert to be a Corporation site for nonpayment of rent. Shareholder will retain their share only.
- 5) A certified letter is to be sent to all delinquent renters April 1 of the current year and if payment is not received in full by May 1 of the same year, legal action will be taken.
- 6) When renters leave the camp before the end of the season they will be charged at the monthly/weekly/daily rate for the time spent in the camp and may refunded the difference between rent and what they paid for the season.
- 7) A fee will be charged for checks written to Camp Thornapple, Inc. and returned due to insufficient funds.
- 8) Office personnel will make two attempts to contact future renters from the seasons renters' list. After two attempts have been made with no response, that name will be removed and moved on to the next person contacted.
- 9) *All deposits are non-refundable.* Deposits made for the next season are non-refundable. Even if you have paid and then chose to leave CTI prior to completion of full season.
- 10) All payments in arrears must be brought current prior to payments being applied to renewal for next camping season.

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- 11) Board of Directors must consult with the Financial Committee and Camp Treasurer (when we have a serving Treasurer) before raising site rates.
- 12) Effective 10/1/2025, there will be a 4% fee added to ALL payments when paying with credit and debit cards.

STORAGE

- 1) A fee of \$75 will be charged to the persons storing property along the back fence row or in the front field each time Camp Thornapple personnel are required to mow/trim or otherwise clean up around the property.
- 2) No liability will be assumed by Camp Thornapple, Inc. for damages to renter's property at Camp.

STORAGE SHEDS (ALSO SEE "STRUCTURE POLICY" BELOW)

- 1) There is only one (1) storage shed allowed on a site.
- 2) Storage shed size maximum is 10'x12'x13' from ground, upon approval of the Construction Committee. Sites must be inspected by three (3) committee members to see if site can handle this size shed before approval is given.

STRUCTURE POLICY

- 1) There will be NO permanent structures allowed on campsites.
- 2) The Michigan DEQ Campground rules require all structures on campsite (three season rooms, sheds, decks, and porches) to be on skids or wheels that are on the ground.
- 3) Existing structures must be brought into compliance with the Michigan DEQ rules when any of the following occur:
 - a) Ownership of structure changes
 - b) Structure is moved from one campsite to another
 - c) Major renovations are made to a structure
 - d) A change of name on the rental contract occurs
- 4) Drawings for all additions must be submitted to the Construction Committee for approval before construction begins. If addition does not conform to the design submitted, addition must be corrected. Drawings are to include framing design and material. For details see Approval Forms available in the park office.
- 5) When the project is started on a site it must be finished by end of season or there will be a \$200.00 fine. If there is any unforeseen hardship in finishing project the Seasonal or Shareholder may come to the Board of Directors and the fine will be removed.

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- 6) If a Seasonal or Shareholder builds a deck, add on room, or shed without prior approval will receive a fine of \$200.00. They will need to fill out the appropriate paperwork and have the structure inspected by the Building Committee. If they fail inspection they will have to bring structure into code or remove it from the park.
- 7) Front porch on add on room may extend past body of the RV/Park Model. New builds will be limited to 8 ft x 8 ft not including the steps. All existing structures will be grandfathered in and will not have to be changed
- 8) Max length of add on room or deck must not exceed length of RV/Park Model.
- 9) All sheds must have a floor with skids and must be made from contract lumber.

TRASH

- 1) Garbage only in the dumpster.
- 2) No yard waste in dumpster.

VACANT SITES

- 1) A site is vacant if no deposit is received by October 15, or any payment is more than 30 days late.

VEHICLES

- 1) No motorized vehicles, gasoline powered, other than currently licensed automobiles and trucks, shall be brought into the park for transportation without approval of the Camp Thornapple, Inc. Board of Directors. (Children's electric vehicles allowed. Not to exceed 5 mph.)

WATER HEATERS

- 1) Outside water heaters are not allowed.

WATER PRESSURE

- 1) The State of Michigan law requires water pressure to be a minimum of 45 psi at the well head.

WINTER STORAGE

- 1) Shareholders and seasonal renters can store one (1) automobile or one (1) small truck on their site during the off season, on an individual basis. An Approval Form must be submitted every year to the Board of Directors for approval.

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- 2) There is no storage of any RV during the off season that does not belong on a site in Camp Thornapple, Inc.

RESERVATIONS/REFUNDS

- 1) There is a deposit of 1 night stay for all reservations.
- 2) The deposit of 1 night stay can be made by credit/debit card, check or cash. If paying by check or cash the payment must be received withing 10 days of booking to hold the reservations.
- 3) Any cancellation prior to 48 hours of arrival will receive a full refund minus a \$15.00 cancellation fee.
- 4) Any cancellation within 48 hours of arrival or a no show occurs, there will be no refund of the 1 night deposit.
- 5) Any cancellation that occurs within 2 weeks of arrival for holiday weekend, there will be no refund of the 1 night deposit.
- 6) If a refund is required there will be a \$15.00 cancellation fee.
- 7) There is no refund for early departure including weather.
- 8) A refund will be made if the closure is made by Camp Thornapple, Inc.

