

**Cloud Nine RV PARK**  
**POLICIES, RULES & REGULATIONS**

The following Policies, Rules & Regulations have been time tested in our award-winning RV park for many years. They establish high standards of cleanliness, safety, and quality of living for all Guests with a commonsense approach. Your compliance is appreciated and will ensure a pleasant environment for all while ensuring your continued stay at Cloud Nine RV Park.

**A. CODE OF CONDUCT:**

- Quiet hours are 10pm to 8am
- Guests are responsible for their children's and all Visiting Guest's behavior and compliance with Cloud Nine rules.
- Children under 14 must always be accompanied by an adult while on park premises.
- Please be courteous to other guests around you and do not walk or drive through other sites.
- People or pets shall not walk behind RVs as these are the backyards and private areas of Guests.
- Loud, objectionable noise is not allowed at any time. Running of a generator is not allowed.
- Profanity, violence, or inconsideration towards other guests and/or Cloud Nine personnel will not be tolerated.
- No soliciting of business is allowed on Cloud Nine property unless specifically permitted such as a Cloud Nine sponsored event. Signs for the sale of products, services and RVs are not allowed.
- Smoking, including vaping, is prohibited in any Cloud Nine buildings or outdoor recreational amenities. Smokers, please dispose in approved smoking receptacles and please do not throw your cigarette butts on the ground.
- Possession or use of illegal drugs anywhere within Cloud Nine is strictly prohibited.

**B. RENT/OCCUPANCY/REFUNDS:**

- All site rental fees are due in full upon your arrival. Extended monthly stays are renewed each month on the day of your arrival.
- Monthly Stays – include Septic, water, and electricity.
- A maximum of two (2) adults shall occupy any RV. Additional fees will apply to additional occupants which must be immediate family members.
- Management reserves the right to restrict the number of total persons based on the size of the RV unit. A penalty of \$100.00 per person will be enforced if the occupancy rule is violated. Additional rent due will be charged and computed from your arrival date.
- Cloud Nine RV Park accepts credit cards, debit cards, and Cash. Checks will not be accepted.
- Extended stays for over 30 days will be required to subscribe to automatic pay (Autopay) via credit card. Credit card Autopay will be subject to a monthly processing fee. NO PARTIAL PAYMENTS.
- Prepayments are not refundable. All pre-payments will be applied to your entire stay.
- NO REFUNDS for cancellations, no-shows, early departure, removal for rules violation or acts of God.
- NO REFUNDS OR CREDIT FOR PAID RENT.

### C. SITE CONDITION/USE:

- All guests are responsible for maintaining a tidy and debris-free site. Management has sole discretion to determine if any site becomes cluttered or unsightly and guests must immediately rectify any notice of the same by Management.
- Furniture - only outdoor or patio furniture and items intended for outside use are allowed outside the RV and must be kept to a minimum. Guests may have a table, 4 chairs and a BBQ, or equivalent of the same.
- Storage – storage of items under the RV is not permitted unless hidden by commercial and skirting approved by Management. Clutter and eyesores such as garbage, boxes, tools, wood, empty flowerpots, etc. are not permitted.
- Open Fire Pits - are not allowed. Propane, electric and charcoal grills are allowed at your site.
- Windows - must be covered with standard window treatments. No aluminum foil, flags, blankets, or similar items to be used as window treatments visible from outside of the RV.
- Flags- Only U.S, State of Arkansas, official U.S. Military, and official college flags are permitted providing they are properly displayed, in good condition and do not exceed 4'x6'. No other flags or banners or signs are permitted including any political party, confederate flags, or any public or private organization.
- Sheds –Cloud Nine management must approve any outdoor shed. Sheds are allowed in 6'x8' sizes in standard colors which must be purchased by Guest and placed in approved areas of site. Guest is responsible for removal of shed and cost to restore site to original condition upon move-out.
- Decks and Steps - are allowed with prior written approval of management on design and size. Decks must be constructed of Trex composite or treated wood and built in a workmanlike manner and must be sealed or stained, not painted. No subsurface posts or anchors for decks are allowed.
- Pet fencing – May be allowed with written approval from park management.
- The Following is NOT Allowed on sites or stored under any portion of the RV:
  - No subsurface anchors or augers for awnings, decks, dog leashes, or other uses.
  - Storage containers.
  - Concrete blocks that form structures or brace awnings. Tarps, clotheslines or hanging of laundry.
  - Appliances outside the RV including hot tubs.
  - Personal items on the site lawn including carpets, mats, lawn chairs, potted plants, firepits, etc.
  - A/C window units or evaporative coolers not designed for RV use.
  - Boats, cargo, or other trailers unless approved by management as temporary.
  - Tents or camping trailers or any RVs that are not self-contained with restrooms and showers.
  - Altering sites in any way including any awnings or RV additions without written approval of Management.
  - No more than one free standing propane tank on the RV site, in good condition and not to exceed 100 lbs. in size.
- Operating a commercial business from your site is prohibited. Work from home telecommuting is allowed.

- Subletting or transfer of site occupancy for any reason, including sale of an RV, is prohibited. Any new guest must make a new application and is subject to approval by Management.
- Upon vacating the site, Guests are responsible to leave the site in the same clean condition as provided upon move-in. Guests shall leave the site free of any possessions, garbage and debris, or guests may be assessed a charge of a \$75 site cleaning fee plus costs to dispose of large items.
- Guests will be responsible to pay for any damage to utility hook-ups, site or other community property that may have occurred during guests stay.

#### **D. VEHICLE POLICY:**

- The speed limit within the park is 7 mph. For the safety of all, this rule is strictly enforced.
- One habitable (RV) and two non-habitable vehicles are allowed per site and must be parked completely on the pad within the site. Parking on lot grass, in or along roadways, or in vacant sites is prohibited.
- All vehicles and RVs must be registered in the name of a site occupant with proof of same and copy of current insurance provided to Management.
- No overnight sleeping in personal vehicles, or anywhere outside of your RV in the open air or any enclosure.
- Vehicles must be well maintained (no oil leaks) and operated in a safe manner with no excessive noise.
- Vehicles in a state of disrepair will not be allowed to remain on the Cloud Nine RV Park property.
- All vehicle exteriors must be clean and not unsightly in appearance.
- Anyone operating any motorized vehicle or golf cart must have a valid driver's license.
- All vehicular noise is to be kept to a minimum. Any loud vehicle noise or engine revving is prohibited.
- Vehicles are only allowed on the roadways. Cutting through vacant sites is strictly forbidden and dangerous.
- Use of ATVs, dirt bikes, children's motorized ride-on vehicles, and similar vehicles is not permitted.
- Visiting Guests must park on Guest's site or in designated Visitor parking areas. Overnight visitors must register their vehicle with Management. Primary Guests may not use Visitor parking for additional parking on an ongoing basis.
- RV and auto washing is NOT permitted on the property.

#### **E. PET POLICY:**

- Non-aggressive house pets are welcome and must be registered at the Office upon arrival. There is a maximum of 2 dogs per site. Cats must be indoor pets only and cannot be left outside at any time.
- Guests are responsible for immediately "cleaning up" after their pet in all areas including the dog park. All pet droppings must be properly disposed of in a trash receptacle or collection area. A \$25 fine will be assessed for each occurrence of improper disposal or cleanup. Multiple violations of pet clean-up cause unsanitary conditions for all Guests and will be grounds for dismissal from Cloud Nine.

- Noisy, vicious, or unruly pets and aggressive pets will not be tolerated. Guests who are unable to control their pets must remove them from the premises, or the animal may be taken by local animal control authorities.
- People or pets shall not walk behind RVs as these are the backyards and private areas of Guests.
- Pets must always be kept on a maximum 6-foot leash while within Cloud Nine RV Park. Remember, cats are pets too and the rules apply to them. Pets may not be left outside unattended on a leash or otherwise.
- Pet kennels, pens, corrals, or crates, etc. are not permitted outside the RV.
- Pets are prohibited in all Cloud Nine buildings, including restrooms. •Cloud Nine is not responsible for any animal behavior and will hold pet owners accountable for any injury or damage caused by pet(s) in addition to any legal remedies for the same. In addition, the owner of the pet that causes injury or damage to others is expected to report the same to Management and resolve the issue directly with the injured party.
- Any stray animals should be reported to Management immediately.

#### **F. SITE UTILITIES & WIFI / TRASH:**

- Please report any issues with your site immediately to the Office.
- Utility connections are strictly to be made with utilities provided at the assigned site only. No hook-ups to neighboring sites are allowed.

##### **• Septic/Septic:**

- Septic is included in all site rentals at no additional charge.
- **Cloud Nine HAS A PRIVATE SEPTIC SYSTEM WHICH DOES NOT ACCOMMODATE FOREIGN OBJECTS. ONLY HUMAN WASTE AND RV TOILET PAPER MAY BE FLUSHED INTO THE SEPTIC SYSTEM. ANY VIOLATION OF THE SAME CAUSING SEPTIC ISSUES, BACKUPS OR BLOCKAGES THAT CAN BE TRACED TO SPECIFIC SITES WILL BE AT THE GUESTS' EXPENSE TO REPAIR. No other paper products including flushable wipes, paper towels or feminine products, cigarette or cigar butts, grease/fats, diapers, cat litter, hazardous substances, etc. can be placed into toilets or sinks to enter the Septic system.**
- All Septic connections must have an airtight seal as required by State & Federal law. All Septic hoses must be elevated and free of leaks. You must use Septic-friendly tank treatment and RV toilet paper.

##### **• Electric:**

- Electric service is included in all rental rates.  
Guests must only use electrical service provided at their site pedestal. Hooking up to a neighboring site is prohibited and considered theft of service and grounds removal from the community.
- When arriving, turn on the appropriate power breaker only after the plug has been firmly inserted with no space between plug and receptacle.
- Excess power cord must be coiled neatly on the site pad.
- When departing, turn the power breaker off before disconnecting your plug from the receptacle.

• **Water:**

- Water is included in all site rentals at no additional charge.
- Cloud Nine has a Private Water System providing high quality water service.
- **WARNING:** Cloud Nine has a privately engineered water system with water pressure of approximately 55-60 psi. RVs not able to accommodate such pressure must use a water pressure regulator to avoid damage. Management cannot be responsible for damage from water pressure.
- Water hoses and connections must be free of leaks. Excess water hose must be coiled neatly on the site pad.

• **WI-FI/ Internet:**

- Cloud Nine has a state-of-the-art WIFI network that accommodates the most demanding internet requirements including home computer needs and entertainment streaming.
- Wi-Fi is available to all guests. Login and password credentials will be provided at check-in.

• **Trash/ Garbage:**

- Trash cannot be placed outside RV or stored in any garbage containers on RV sites.
- All trash must be properly secured in plastic garbage bags and placed in provided dumpsters near the community entrance.
- Trash must be placed directly inside dumpsters. No trash is to be left near or around dumpsters.
- Refuse is limited to normal household trash, no large items including mattresses, furniture, tires, oil, or chemical waste is to be disposed of in dumpsters.

**G. AMENITIES:**

• **Laundry Room:**

- The laundry room is for use by Cloud Nine Guests and Visiting Guests only and utilizes coin-operated commercial machines.
- Guests shall remove loads immediately upon completion. Cloud Nine assumes no responsibility or liability for damaged clothes left in machines or any damage to clothing caused by machines.
- Any Pet bedding, blankets, clothing etc. are prohibited to be washed in laundry room machines at any time. No dyes or bleach are to be used in any machines at any time.
- Guests shall clean up after their use of facilities and dispose of any trash in provided receptacles.
- Promptly notify management if any equipment is non-operational or not performing properly.
- Management shall not be responsible for any damage or loss to laundry items.

**H. GATED ENTRANCE/ VIDEO SURVEILLANCE/ STREETLIGHTS:**

- Cloud Nine has a host of features to provide safety and peace of mind for our guests. Please adhere to the rules of use below:

- **Surveillance Cameras:**

- Closed Circuit TV (CCTV) video cameras are at the entrance gates and in common areas throughout Cloud Nine RV Park to deter unwanted behavior or visitors and provide Guests a high level of comfort.
- Guests should exercise common sense in protecting themselves and their valuables as one would in any living environment. These devices are not a guarantee of personal safety or protection of personal property nor a guarantee against criminal activity.
- Keep your RVs, valuables and possessions secured and locked.
- Management is not responsible for lost, stolen or damaged articles.

- **Streetlights:**

- Located throughout streets and common areas to offer visibility for safe vehicular traffic and pedestrians.
- Guests are strictly prohibited from attaching, hanging, or wiring any objects, or climbing streetlights.

#### **I. FIREARMS / FIREWORKS:**

- **NO OPEN CARRY GUNS.**

- Firearms including BB guns, pellet guns, air guns & paintball guns, knives or weapons are never to be displayed or discharged within the community.
- FIREWORKS are PROHIBITED in all areas of Cloud Nine RV Park.

#### **J. EMERGENCY AND SAFETY:**

- CALL 911 if an Emergency- if time allows, also please call the Cloud Nine office line at 501-262-1996 so the staff can escort the emergency personnel to your site.
- Call the Cloud Nine office line if you observe any activity you believe to be of concern.
- Emergency Contact Information is required from all Guests. This information remains private and used only when a situation arises where we need to contact someone in the event of an emergency or is sought by law enforcement agencies. We never give or sell personal information to others.

#### **K. MISCELLANEOUS:**

- Drones of any size are not allowed to take-off, land or fly in or above Cloud Nine RV Park.
- Radio controlled (RC) planes, cars, toys, or equipment are not allowed to be operated on the premises.
- Photos or videos of others, their RVs or RV sites without permission of Management is strictly prohibited.

Cloud Nine RV Park is a privately owned property. Management reserves the right to refuse services, require Guests and/or Visiting Guests to vacate the premises, or deny access to anyone under any circumstances it deems necessary. There are no refunds if Guests are required to leave the resort. Cloud Nine RV Park reserves the right to update the Rules & Regulations as needed and at its discretion, and Guests agree to abide by any future updates and revisions by acceptance below.

**I acknowledge that I/we have read and understand the Policies, Rules and Regulations and agree to abide by the same during your occupancy at Cloud Nine RV Park.**

\_\_\_\_\_ Guest

\_\_\_\_\_ Date

\_\_\_\_\_ Guest

\_\_\_\_\_ Date

\_\_\_\_\_ Guest

\_\_\_\_\_ Date