

# PALM CREEK

## Rules and Regulations

**Welcome!** The Resort Rules and Regulations have been created to provide our Residents with a written statement of our Resort standards.

In this document the term "Resident" refers to those renting a Home site or an RV site for 181 days or more in a calendar year. The term "Guest" refers to those persons renting an RV site for less than 181 days in a calendar year. The term "Visitor" is anyone invited into the Resort by a Resident or Guest on a daily or overnight basis.

- Antennas and Satellite Dishes:** TV antennas affixed to your Home, RV or Park Home must not exceed 7 feet above the roofline. Small satellite dishes (Limit 1 per site) may be placed at the rear of your site as long as it is not visible from the street or the golf course. Any other devices must be approved by resort management.
- ATV's and Off-Road Vehicles:** Non-registered/non-street legal off-road vehicles are not allowed to be operated in the resort. These vehicles may be stored on your site if they are stored on their trailer. Empty trailers may not be stored on your site.
- Bill Payments:** Residents rent and utility payments are due by the 6<sup>th</sup> of each month. A \$25 late fee will be assessed on the 7<sup>th</sup> for unpaid rent. No refunds will be issued on or after the arrival date. Payment must be made by cash or check. Credit card payments are not accepted for annual rent. Checks must be drawn in US funds.
- Cable TV Service:** Cable TV service is available to every site within the Resort. A channel listing is available in the "Welcome Packet". Upgraded Cable TV service is also available from Dish Network. Please see Guest Services for information.
- Campfires:** Wood burning campfires are strictly prohibited in the Resort. Propane gas log fireplaces are permitted, provided they are UL or CSA approved. Propane or charcoal grills used for cooking are also permitted.
- Car and RV Washing:** A car wash area is provided adjacent to the maintenance complex. Please use this area for washing all cars, trucks, golf carts, etc. RVs may be washed on site with a controlled water hose no more than once a month.
- Check-Out Time:** Check-out time for Guests is 11:00am. If you wish to extend your stay, you must check with the Guest Services desk to see if your site is available for an extended stay. If the site is not available, you will need to relocate to another available site. All extended stays must be paid in advance.
- Clotheslines:** Clotheslines are not permitted at Palm Creek.
- Cutting through Adjacent Lots:** Please respect your neighbors. Use streets and sidewalks. Do not walk, ride or drive through another site whether vacant or occupied.
- Death of Primary Resident:** Should a Resident 55 years of age or older die, leaving the unit to a surviving spouse or other companion previously residing, Management may elect to allow the surviving spouse or co-habitant to remain the occupant of the unit. A death certificate and trust document (if applicable) must be supplied to Guest Services in order to change the name on the lease.
- Electric Policy:** Arizona Public Service (APS), which supplies electricity to Palm Creek, requires all Annual Residents to be billed directly by APS. All other Guests (non-Annual) will pay Palm Creek Resort and Residences directly for their electric usage when staying for a month or longer. Please notify Guest Services two days prior to your departure that you will need your final meter reading.
- Emergencies:** If you have a medical emergency or fire, please dial 911, give them the Resort address and your location. For all other non-emergencies please call the Palm Creek Gatehouse (520-371-5860).
- For Sale and For Rent Signs:** "For Sale" and "For Rent" signs may be placed in or on a Home or Recreational Vehicle. Approved "For Sale"/"For Rent" signs and information tubes are available in the Sales Office. Contact the sales office for additional information.
- Garbage Pick Up:** Pick up days are Mondays and Thursdays. Please place bagged, tied garbage at the curb in front of your site by 8:00am on pick up days. Please do not put garbage out the night before a pick up day. Dumpsters and recycling containers are located throughout the resort for resident and guest use.

15. **Gatehouse Services:** The Gatehouse at the Main Entrance is manned 24 hours a day, 7 days a week. During the time that Guest Services Office is closed, the Gatehouse may be contacted to report any urgent maintenance issues. Please contact the Gatehouse (520-371-5860) to report any unusual activity within the Resort. All Residents/Guests must stop at the Gatehouse prior to entry. The Gatehouse will not accept packages for residents. The North Gate hours vary depending on the season.
16. **Golf:** Proper golf attire is required on the Golf course. Please visit the Palm Creek Pro Shop for information regarding proper attire.
17. **Golf Carts:** Golf carts are considered a motor vehicle, and must abide by all traffic laws and regulations. All golf carts operated after dark must have adequate lights and reflectors. Resident/Guest golf carts are not permitted on the golf course or on any sidewalk. Golf cart operators must have current drivers' licenses.
18. **Late Fees:** All Annual payments (U.S. Funds) are due on the first of the month without billing. A \$25.00 late fee is charged on accounts whose payment is received after the 6<sup>th</sup>. A \$25.00 fee is charged for returned checks plus the late fee. This provision is not intended to, and shall not, create any grace period or indulgence by Palm Creek Resort and Residences, LLC, with respect to the punctual payment by you of all sums owed to Palm Creek Resort and Residences, LLC. The aforesaid late payment fee is not imposed as a charge for the use of money, but rather is imposed to permit Palm Creek Resort and Residences, LLC to recoup its administrative charges and other costs in dealing with the payment not being paid on time, and such late payment fee shall in no way be deemed an interest charge. Furthermore, this provision is in addition to all other rights and remedies of Palm Creek Golf and RV Resort, LLC, in such event.
19. **Maintenance of Your Site:** All Residents/Guests are required to keep their lots, RV's, Park Homes and Manufactured Homes neat and clean and in good repair.
  - Annual Residents are responsible for managing weeds on their site.
  - Unsightly storage under or around an RV, Park Home or Manufactured Home is not permitted.
  - Due to concerns over the durability of plastic, plastic upright storage sheds and plastic lattice must be approved in advance.
  - Yard décor is approved by resort discretion.
  - For safety reasons, only metal, plastic and ceramic items specifically intended for outdoor décor, are permitted and no glass (including marbles), wooden furniture, or indoor furniture/rugs are allowed.
  - Indoor appliances are not allowed outdoors with the exception of a small refrigerator, no larger than 4.4 cubic feet.
  - All items must be kept in good repair and may not be chipped, broken, faded or have peeling paint. Please avoid items that may be offensive in nature.
  - Fabric material gazebos and pop-up canopies are prohibited in the resort.
  - Blue tarps (to cover cars, golf carts, used as wind shields, etc.) are prohibited. Grey/beige/neutral color tarps are permitted for covering items *during the off season*.
  - Please refer to the *Landscape Design Considerations* handout for additional landscaping information.
  - Should it become necessary for our maintenance personnel to clean a site or make repairs, charges of \$25.00 per man hour plus materials and supplies will be assessed to the Resident or Guest. This includes landscape maintenance and repairs.
  - Management reserves the right to request any item deemed inappropriate or not meeting community standards be removed.
20. **Minimum Age of Primary Resident:** The minimum age of a primary Resident/Guest is 55 years. All other residents must be a minimum age of 40. Palm Creek Resort and Residences operates as housing for persons age 55 and older under the Federal Fair Housing Act, 42 U.S.C. 3607 (b) and under the Arizona Fair Housing Act, A.R.S. 41-1491 et. Seq., and all rules and regulations adopted hereunder, which are incorporated herein by reference. Accordingly, except as provided herein, all units within Palm Creek shall be intended for occupancy by at least one person per unit 55 years of age or older. Notwithstanding the above, the Management reserves the exclusive right to rent fewer than twenty percent (20%) of the sites for occupancy wherein all persons will be at least 40 years of age or older (but not necessarily 55 years of age or older), so long as Palm Creek shall continue to qualify for the housing for older persons exemption as set forth by Federal and State law. Palm Creek is required by law to verify residents' ages. Residents/Guests agree to complete subsequent age verification forms upon request from Management.
21. **Name Badges and Parking Passes:** Photo Name Badges and parking passes will be issued upon registration to all Residents/Guests. To insure the safety and protection of all, please wear your Photo Name Badges at all times when on the Resort premises. Photo Name Badges are issued at Guest Services. Parking passes will be issued at check in for all vehicles, and must be placed so it is easily visible to the Gate Attendant. Parking stickers (for Annual Residents only) must be affixed to the lower corner of the windshield on the drivers' side of the vehicle. Parking stickers will be applied by Resort personnel with no more than two passes per site.

22. **Operation of Commercial Business:** Vendors are permitted at the Crafts Fair only. In consideration of your neighbors, businesses operated from a site must not have retail traffic, business deliveries and door to door solicitation is not allowed. Businesses requiring licensing must be properly licensed. Management reserves the right to suspend or terminate any business operated within the Resort at any time.
23. **Parking Your RV On Your Site:** Pull-through parking is strictly prohibited except in the designated pull-through area north of Palm Park. A Resort Ranger is required to escort you to your site. Including any RV that is returning to a previously occupied site. If you move your RV for leveling purposes, please make sure that the front of your RV (not including hitch) is flush with the front of the concrete pad. Sewer lines must be kept completely up off the ground and sloping to the sewer connection per a City of Casa Grande ordinance. Guests are asked to review the site condition with the Ranger, and sign off on the Ranger Site Inspection form.
24. **Pets:** Residents are permitted no more than two pets per unit unless otherwise approved by Management. Pets are limited to Dogs, Cats and Birds. No agricultural, wild or exotic animals will be allowed. Pet owners are responsible for any damage or injury caused by or because of their pets.
- Dangerous or aggressive pets are not allowed. Any animal that displays dangerous or aggressive behavior, as determined by Management in its sole and unfettered discretion, must be removed from the premises. Aggressive behavior may include, but is not limited to, lunging, growling, biting and/or barking at Guests or other pets. Pets must be kept on a leash AT ALL TIMES, unless inside a designated enclosed Pet Park. For the safety of your pet and our Residents/Guests, we require the pet be no more than 6 feet from the pet handler at all times. Retractable leashes are NOT allowed.
- Residents must clean up after their pets and use the receptacles provided. Waste must be bagged prior to disposal. Pets are allowed in the pet area only and should be kept clear of the common areas including administrative buildings (Service animals are exempt). Special areas are provided for walking your pets. Please do not allow them behind or on someone else's lot.
- Please do not leave your pet unattended. All pets must be kept inside the home except when taken outdoors on a leash. Pets shall not be caged, fenced or left restrained unattended outside the home.
- For your convenience, there are 12 dog areas throughout the resort, including a dog agility park in the Sports Complex. Residents/Guests bringing pets to visit in non-pet areas of the Resort must keep their pets in the vehicle at all times. Only pets current on their vaccinations are allowed to be in Palm Creek Resort and Residences.
- Pets are not allowed to be run from golf carts; they must ride inside the golf cart.
- Management has the right to fine and/or evict any Resident/Guest not complying with ALL pet rules. Management will investigate all complaints of non-compliance and issue a written notice of violation where deemed appropriate. Violations shall be subject to a fine upon a second violation and eviction upon a third violation at management's discretion.
25. **Postal Services - Mail Keys, Boxes, Mail:** Locked postal boxes are available for all residents staying at Palm Creek for one month or longer... Bring your check-in receipt from Guest Services to verify your site number to receive your mailbox key. A \$5.00 fee will be charged for a replacement key. Your Photo Name Badge is required for all transactions. Because of heightened security and new laws, the Mail Room cannot give out any mail or mail information to anyone except the addressee unless we have written permission from that resident.
26. **Quiet Time:** Resident/Guest quiet time is 9:00pm to 7:30am. Contractor quiet time is 6:00pm to 7:30am. (6:00am during the summer). During these hours there will be no construction or contractors allowed in the Resort unless specifically authorized by Management. No construction or deliveries on Sundays or Holidays unless specifically authorized by Management. Food, flower deliveries, etc. are an exception.
27. **Registration & Utilities:** Everyone must register, including annual Residents and overnight visitor(s) of a Resident. All seasonal rent must be paid in advance. Rental rates are based on a maximum of two people per site and there is a charge for each additional person after the first fourteen days of visitation. Rental fees include water, basic cable TV and use of the facilities (except golf). Electricity and sewer and trash pickup is included in the daily and weekly rates. All others (except Annuals) shall be billed by Palm Creek Golf Resort and Residences for the amount of electricity used monthly from the day of check-in and a monthly fee for sewer/trash. Annuals will be billed monthly for electric by APS and billed monthly for sewer and trash pickup by Palm Creek Golf and RV Resort.
28. **Resort Team Members** working for Palm Creek are prohibited from performing tasks for individual Residents/Guests except in emergencies and as specifically authorized by Management.
29. **Resort Ramada Areas:** Private party reservations for Ramada areas may be booked through the Activities Office. Palm Creek special events take precedent over private parties.
30. **Resort Safety:** Please report suspicious activities to the Gatehouse or Police! The Resort reserves the right to secure loose furniture, siding, skirting, etc. in the event of inclement weather.

31. **Selling Your RV or Home:** Before you may sell your unit to someone who will be keeping it in Palm Creek, you must first notify the Palm Creek Resort Sales Office of your intent to sell and have your unit inspected and approved by Management for resale. All buyers who desire to reside in the Resort must qualify to be an Annual Resident of Palm Creek according to the rules and regulations in effect at the time you sell your unit, including the minimum age requirements. All Buyers are subject to a \$50 application fee. Palm Creek/Sun Communities reserves the right to disapprove any sale at its sole and absolute discretion. Once the unit is sold, your buyer must come in immediately and register with the Guest Services office. Guest Services will not register a new owner until the application process has been completed and the new buyer is approved by Sun Communities. It is the responsibility of the seller to settle any rent refunds with the purchaser prior to purchaser occupancy. If you are selling your home or RV please register your "For Sale" information with the Palm Creek Resort Sales office. Palm Creek Sales can assist you in the sale of your unit or you can sell it on your own. RV units sold that will be relocated outside the Resort must be moved within 30 days of purchase. Failure to remove a unit will result in rent being charged to the new owner or the unit being treated as abandoned. A buyer who is moving the unit out of the Resort after it has been purchased is subject to all Resort requirements as long as the unit remains in the Resort.
32. **Setback Requirements:** Pinal County enforced setbacks are 5' in the front, back and side yards. Perimeter lots have the same setbacks. This means that awnings, sheds, Arizona Rooms, room additions, Park Homes, Manufactured Homes and RVs must not encroach into these setbacks. All structures must adhere to these setbacks.
33. **Sidewalks:** Absolutely no golf carts or motorized vehicles are permitted on any sidewalks in Palm Creek.
34. **Site Improvements:** All architectural or landscaping changes to your site, require written approval from Palm Creek Facilities and could possibly require a permit from the City of Casa Grande prior to commencement of work. See the Palm Creek Facilities Office for a description of specific improvement guidelines. Architectural projects must be completed 120 days from the date the permit is issued.
35. **Smoking Policy:** The safety and health of our residents, guests and visitors smoking or vaping is not permitted in or within 20 feet of any building at Palm Creek. This rule also applies to all restrooms and all pool and patio areas. Please use the provided receptacles. Smoking on spaces is permitted but with restrictions. Cigar or pipe smoking is not permitted on a space unless it is done within a confined area that does not allow any smoke to drift onto another space. Cigarette smoking is allowed on spaces without smoke containment as long as your neighbor is not adversely affected. If your neighbor is adversely affected by the smoke or smell, you will be asked to contain your smoke.
36. **Soliciting:** Absolutely NO soliciting is allowed in the resort at any time, including door-to-door solicitation.
37. **Speed Limits:** **The speed limit in the Resort is 10 MPH or less.** All vehicles, *including bicycles*, must honor all stop signs and traffic markings within the Resort. Management reserves the right to install "speed bumps" where appropriate if speeding is excessive. These limits are for the protection of all Residents/Guests and Resort Team Members.
38. **Storage:** The City of Casa Grande allows one RV to be parked on each site. Please note: All extra RVs, boats, non-approved trailers, car haulers, etc., must be stored offsite. Your car dolly must fit under the rear end of your RV or it will have to be placed in storage offsite. Oversized Manufactured Home sites in the Phase 3 section of the resort will be evaluated on site-by-site basis for additional storage options.
39. **Sub-Leasing Your Unit:** Subletting is permitted for Annual Residents. A sublet application is required to be submitted at least 30 days prior to the Sublette's' arrival. A \$50.00 fee must accompany subletting applications. Subletting of an empty space is not permitted. There is a limit of five (5) homes that may be owned at one time for investment or resale purposes. When the Renter checks into the home, the owner of the home gives up all access to Palm Creek, its facilities and activities. Any resident found abusing this rule may not have their annual lease renewed. Management reserves the right to withhold approval of subleases at its sole and absolute discretion. Palm Creek Rentals can assist you in the rental of your unit or you can rent it privately, but third party rental services are not permitted in the Resort. If you should have questions regarding private rentals please see the Guest Services Office for more information.
40. **Swimming Pools and Spas:** Pools are closed from 5:30am to 7:30am for cleaning. Guests under the age of 18 are permitted in the main pool only with adult supervision at all times. No horseplay, running, jumping or diving. For your safety, pools and spas will be closed at 9:00pm. Children and adults in diapers are not permitted to use the pool. "Swimmer Pant" type diapers specifically made for swimming are allowed. Only persons over the age of 18 are permitted to use the Spas. Glass containers are not permitted in the pool area. Please shower before swimming. Please observe all posted rules and keep the surrounding gates closed. Remember, there are no lifeguards on duty.
41. **Temporary Loading and Unloading:** For the purpose of loading and unloading only, an extra RV or utility trailer may be parked on a non-annual space close to your own. You must obtain a temporary parking permit from Guest Services (no electrical hookup permitted) for up to 3 days. *This service is only available to Annual residents.* No overnight parking is allowed in the streets at any time for any vehicle type.
42. **Tennis Courts/Pickle ball Courts:** Hours are 7:30am - 9:00pm. (Summer hours are 6:00am - 9:00pm) Only proper shoes are to be worn on the courts. No street shoes are permitted. Please see the court bulletin boards for court schedules.

43. **Termination of Lease:** Management may terminate your lease in accordance with the provisions of the Recreational Vehicle Long Term Rental Space Act or The Mobile Home Resorts Residential Landlord and Tenant Act as applicable. Where an individual becomes the owner of a unit either by gift, award, devise, transfer, will, assignment, conveyance, or otherwise, and sale to such individual was not approved by Palm Creek Management prior to the sale, and such individual desires to reside in Palm Creek, and does not meet the rental requirements of Palm Creek, Management may refuse to rent to such individual. However, such individuals will be given a reasonable amount of time to remove their unit from Palm Creek, not to exceed thirty (30) days. Individuals intending to relocate their units will be charged the full amount of the accrued rent on the space if the unit is not moved within 30 days of ownership. Such rent shall be calculated from the day of new ownership when the unit is transferred to the non-qualifying owner/buyer.
44. **Types and Conditions of RVs Permitted:** Palm Creek Management has the right to approve or reject the type, size and/or appearance of any trailer or motor home entering the Resort. Only RVs (motor homes, travel trailers, 5th wheels) Park Homes and Manufactured Homes will be permitted. All units must be at least 23 feet in length. Exceptions can be made for shorter vehicles that provide hook up extensions. Class B motorhomes will be allowed in the resort provided they have a tow vehicle and have proper hook up extensions. No pick-up/campers, tents, teardrop trailers, pop-up trailers, or converted vans/buses are allowed. All RVs must be self-contained (with holding tanks). Any RV more than 10 years old must be inspected and approved by Management. Any RV with non-factory external modifications (i.e. AC unit hanging out of a window) will not be permitted.
45. **Use of Recreation Areas:** Palm Creek is a private resort for Residents/Guests and their visitors. You must wear your Photo Name Badge when using any of the facilities. Activities and room reservations for special occasions are all coordinated through the Activities Office. Swimming attire is not permitted inside any of the Resort buildings. The phrase, "No shirts, No shoes, No service", applies for all of the Resort's facility buildings.
46. **Vehicle Parking:** please park only in your own space. Each site will accommodate 2 vehicles unless the site has been modified by an improvement. Unless you have a corner lot, your cars should be parked parallel to your R.V. No overnight parking in the streets. Your guests may park on your space or at the main complex parking lot. Parking on a vacant lot is not permitted
47. **Vehicles Left During The Summer:** No blue tarps may be used to cover vehicles or other items. Management reserves the right to remove covers in disrepair that pose a danger.
48. **Visiting Guests under Age 18:** Guests under the age of 18 are always welcome at Palm Creek. As with any visitor, a guest under the age of 18 may visit a Resident/Guest for a period not exceeding 30 days in any calendar year. An adult must accompany guests under the age of 18 at all times. Residents/Guests are responsible for their guests conduct.
  - Guest under the age of 18 are NOT permitted to use the following facilities under any circumstances: Billiards room, Exercise room, Spas and all Craft Rooms.
  - Skateboards and Roller blades are not permitted in the pool areas or sport courts.
49. **Visitors Must Abide by All Rules and Regulations of the Resort:** Residents/Guests are responsible for the actions and conduct of their Visitors. Residents/Guests must be present with their Visitor(s) any time Visitor(s) are using Palm Creek facilities or amenities. Management reserves the right to limit the number of Visitors a Resident/Guest may have at one time. Daytime visitors are welcome to visit a Resident/Guest at no charge. Overnight visitors must register with the office and receive and wear a Visitor's Name Badge. Visitors may stay with a Resident/Guest for a period not exceeding four weeks in any one calendar year. There will be no charge the first 14 (fourteen) days for a Visitor staying with a Resident/Guest. On the 15th (fifteenth) day, there will be a \$7.00 charge per day per visitor. No Visitor charge is applied for Children under the age of 17 but the stay limitation applies.

**\*\*Palm Creek Resort and Residences reserves the right to modify, amend, or revise the rules and regulations at any time without prior notice. \*\***

**\*\*Palm Creek Resort and Residences reserves the right to remove any renter, occupant, or guest who is subject to a lifetime registration requirement under a State sexual offender registration program. \*\***