

EDITED 2/17/26

Lake Erie Shores  
6300 Lake Rd W / Geneva / OH / 44041 440-261-4063

#### RESERVATIONS POLICIES:

1. Lake Erie Shores accepts **ONLY** Class A and SUPER C Motorcoaches (Super C coaches require diesel chassis). All coaches must be in well-kept, like-new condition. (Our general guideline is 10 years or younger with older coaches accepted at the discretion of Management. Please contact us prior to making a reservation if you have any questions. **If you follow through with a booking and do not have a class A or super C motorcoach that meets our requirements, we reserve the right to hold you to our cancellation policies. Specific parameters are below.**
  - Class A coaches must be at least 28 feet or longer, and photos must be provided for approval if the unit is 10 years or older.
  - Super C motorcoaches must have a diesel chassis and be a minimum of 36 feet or longer, with a uniform paint scheme; photos must be provided and approved for all Super C motorcoaches.
2. A 50% deposit will be automatically processed at the time of booking for each reservation made. The remaining balances are due 30 days prior to arrival and will automatically be charged to the credit card on file. If you book within 30 days, the remainder of the payment will be automatically processed with 72 hours of booking.
3. Cancellations more than 60 days prior to arrival receive a refund of 50% on deposit made.
4. Cancellations made in less than 60 days, and 30 days before will lose their full 50% deposit. Reservations cancelled within 30 days of arrival will result in a loss of 100% of payments made. (Including premium and bungalow costs if this option was selected on your reservation.)
5. The guest's credit card used at the time of the reservation will become the card on file and will be used for any additional charges incurred during your stay unless you provide another credit card at check-in. There is a 4% fee for all credit card transactions. If guests choose to pay by check, they must still put a credit card on file for any incidentals. This card will also be used to cover any damage that the guest does to the lot during their stay.
6. Site numbers are not guaranteed, when booking you book a lot type. We will do our best to honor any lot number requests, but they are never guaranteed. Any number of reasons could lead to reservation needing to be moved, if your reservation must be moved, you will be contacted and moved to a lot that is comparable to your original lot type requested if there is a lot available in that category.

7. If you rent a lot with full bungalow access, there will be a cleaning fee required that will be charged with your first night stay. The cost will fluctuate depending on the lot and bungalow type booked.
8. No-shows: In the rare circumstance that a guest does not arrive on the day of check-in, we will cancel the remaining days of the reservation, by check out time after the first night and keep the total payment for stay. Guests unexpectedly delayed must contact us to avoid losing the remaining days of a reservation.
9. Early departure: We will not refund portions of a stay in the event of an early departure. If a guest faces extenuating circumstances, they should call Guest Services.
10. All rates and policies are subject to change.

#### **RESORT POLICIES:**

1. Check-In is from 1:00 pm – 5pm. Check-Out is at 10:00 am. For early arrival, late check-in, and late check-out, please contact Guest Services. There are no refunds for early checkouts or late arrivals. If you are arriving after 5pm make sure that you are in contact with the front office, as we require an escort to your lot, so anything after 5pm will need to be arranged, and if arriving after dark we may ask you to park at our pedestal outside of the gated area until the following morning.
2. All guests at the resort must register with Guest Services at The Welcome Center upon arrival. If you would like your guest to attend a resort sponsored event, you can purchase guest tickets at the welcome center through the front office.
3. Guests are asked to remember that these are all privately owned lots; we ask that they are kept in the same condition/standard consistent with the property throughout your stay and upon departure. Lots are carefully inspected before arrival and upon departure. If a guest has been found to have damaged items on the lot, there will be at least a \$200 charge, depending on the damage and scope of work to clean and fix damages.
4. Guest vehicles must be registered. Guests can stop by the Welcome Center to do so. If there is no space for the visiting guest to park on the lot pad, then we ask that the car be parked in one of our public parking areas in front of the property. There is no parking allowed on the roadways within the property.
5. The amenities of the resort, including the pool and Clubhouse, are reserved for overnight guests and owners. We ask that all rental guests wear the wristbands, given at check-in, while using the amenities. Overnight guests may bring in visitors with the purchase of a guest day pass, \$25, available for purchase at the front office.
6. Pool hours are 10 am to 9 pm. Spa hours are 10 am to 11 pm.

7. Trash pickup occurs daily at 10am, if you miss pickup, please deposit your trash in the bins at the fenced dumpster pad just west of the gate or hold onto until the following mornings pick up. Please refrain from leaving trash out overnight due to wildlife concerns. Guests may drop trash at the dumpster station as needed at any time. Unfortunately, we do not have recycling available on our property.
8. To extend your stay, please contact Guest Services.
9. Quiet hours are between 10 pm and 8 am.
10. Grills (charcoal/gas) are allowed on lots - no wood. No standalone frier units are allowed to be used on property.
11. Jack Pads are required for your stay. If you do not have a set, you can come by the front office to purchase a set. If you do not, there will be a fine associated.
12. Portable gas firepits are permitted on lots, however you must keep the firepit on the cement and utilize a fire-resistant mat under any propane fire pits during use. Wood fires are only permitted in designated areas.
13. Site decorations or ornamentation are not permitted, except those of a permanent nature by lot owners, within the guidelines of the Homeowners Association.
14. The Resort is pet friendly - two well-mannered dogs are allowed per lot. Pets must be always kept on a leash while on property. Pet waste stations are available throughout the resort. Please pick up after your pet. Pets causing disturbance or harm will be subject to removal from the Resort. Pets are allowed in The Welcome Center but are not permitted in the Clubhouse or Pool Complex. Service pets are not allowed inside the Pool and Spa. (In the case of emergency guests can shelter in place in the clubhouse theater with their pets.)
15. Washing of vehicles is permitted on lots.
16. The speed limit within the Resort is 15 miles per hour.
17. Clotheslines, tents, screen rooms, lawn decorations, temporary pet fences, and other temporary enclosures are not permitted. Temporary pools, splash pads, slips and slides, etc. are not permitted.
18. Brandishing or discharging firearms, lethal weapons, and fireworks are prohibited.
19. Smoking is not allowed in or near the public buildings or gathering spaces of the resort.

20. Electric golf carts are encouraged. Gas-powered golf carts are not permitted. To drive a golf cart on property you must be at least 16 years of age and have a valid driver's license. If you ride at night, you must have proper lighting.
21. Electric golf carts and bikes may be ridden on streets within the Resort, or other designated pathways, but not in Preserve areas. If you are borrowing a bike from the resort, you must come by the welcome center to sign a waiver form before doing so.
22. No skateboards are allowed on the property. No wheeled items – roller skates, roller blades, one wheel, etc. can be ridden inside any of the resort's buildings or amenities areas.
23. Please respect the privacy of others by not walking on occupied or developed lots, except by invitation. Sales staff are available to facilitate tours of the property.
24. For their safety, children under the age of 14 are not allowed on fitness equipment.
25. Catch & release fishing is allowed in our waterways and ponds. Please, no swimming or water play. Please be respectful of lot owners and renters by keeping right along the waterways when fishing.
26. All guests must unhook their tows, dollies or trailers upon arrival. We also ask that guests use our large pull-out areas outside of the gate to hook back up upon departure, rather than in our resort's roadways.
27. Trailers and dollies cannot be parked at your lot. Trailor parking is available on site. Short-term parking is free for guests and owners for up to two weeks. Anything longer than 2 weeks will come at a charge of \$20 per day. We can recommend other local options if you contact the front office.
28. Resort Management assumes no responsibility for injury, accident, damage, or loss of personal property from any cause of nature.
29. Resort Management reserves the right to refuse service to anyone and ask them to leave the Resort, if necessary. No refunds will be issued.
30. These terms and conditions are subject to change.

**CANCELLATION POLICY:**

- Cancellations made 60+ days out from the arrival date with forfeit 50% of the deposit made - 25% of the stay.
- Cancellation made within 60 days, or arrival will forfeit any payments made, up to 100% of the total payment for reservation.

- **No-shows:** In the rare circumstance that a guest does not arrive on the day of check-in, the guest will forfeit the 100% deposit, and the remaining dates of stay will be cancelled at checkout time, 10am, after the first night. Guests unexpectedly delayed must contact us to avoid losing the remaining days of a reservation.

**Early Departure:** Unfortunately, we cannot refund portions of a stay in the event of an early departure. If a guest faces extenuating circumstances, they should speak with the office staff.

**PET POLICY:**

We are a pet-friendly resort but please only 2 well-mannered dogs are allowed. Dogs must be on a leash unless they are in your motorcoach or in the dog park. Please be considerate about leaving your pets unattended in your coach or vehicle due to barking, heat, etc. Please refrain from allowing pets in resort buildings except for guide dogs or dogs trained to assist the handicapped. The Welcome Center is pet friendly, and we welcome them there. We are in a park-like setting and with your help, it will stay that way. Please clean up after your dog and dispose of their waste in a sanitary manner. Please note that there are no temporary fences or enclosures allowed on our lots. Pets causing a disturbance or harm will be subject to removal from the resort.

**TRAILER PARKING POLICY:**

Neither trailer nor dollies can be parked at your lot. Trailor/dolly parking is available on site. Short-term parking is free for guests and owners for up to two weeks. Anything longer than 2 weeks will come at a charge of \$20 per day. We can recommend other local options if you contact the front office.  
(GuestServices@HearthsideGroveLakeErie.com or 440.261.4063)

**DISCLAIMER:**

The real property and other amenities at the Lake Erie Shores motor coach development ("Development") in Geneva-on-the-Lake, Ohio, are owned by HGLE Real Co. LLC, an Ohio limited liability company ("Real Co.").

This is not intended to be an offer to sell nor a solicitation of offers to buy any Real Co.-owned property within the Development in any jurisdiction that was prohibited by law. Access and rights to recreation or amenities within the Development are subject to ownership fees, assessments, or other limitations. The information printed is believed to be accurate as of the date printed. No warranty or representation, express or implied, is made to the accuracy or completeness of the information contained herein, and the same is subject to errors, omissions, change of price, rental or other conditions, withdrawal without notice, and to any special listing conditions imposed by Real Co. As applicable, neither Real Co. makes any representation as to the condition of the property (or properties) in question.

We recognize that plans can change, forcing guests to modify or cancel their reservations.

To respect all our current and future guests, we follow these policies: