

EDITED 3/12/26

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

#### RESERVATIONS POLICIES:

- Lake Erie Shores accepts **ONLY** Class A and SUPER C Motorcoaches (Super C coaches require diesel semi style-cab). 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 upon receiving photos. 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 motorcoaches must be at least 28 feet or longer, and photos must be provided for approval if the unit is older than 10 years.
  - Super C motorcoaches must have a diesel engine, a semi-style cab, and be a minimum of 36 feet or longer. Motorcoaches must have a uniform paint scheme (full body or solid color). Photos must be provided and approved for all Super C motor coach reservations.
- A 50% deposit will be processed at the time of booking for each reservation made. The remaining balance is due 30 days prior to arrival, with payment links sent out 45 days before arrival. If you book within 30 days, the remainder of the payment will be automatically processed within 72 hours of booking.
- Cancellations made more than 60 days prior to arrival receive a refund of 50% of the deposit made.
- 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.)
- There is a 4% fee for all credit card transactions. 45 days before your arrival, you will receive a payment link to complete the final payment. 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. If guests choose to pay by check, there is no fee, but you must still put a credit card on file for any incidentals.

- Site numbers are not guaranteed; any number of reasons could lead to reservations 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 booked.
- 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. These costs will fluctuate depending on the lot and bungalow type booked.
- 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, keeping the total payment for stay. Guests unexpectedly delayed must contact us to avoid losing the remaining days of a reservation.
- 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.
- All rates and policies are subject to change.

#### **RESORT POLICIES:**

**We are thrilled to have you join us and want you to love our Resort as much as we do. We hope you will find the information below helpful during your stay. If you have any questions, please stop into the Welcome Center or contact Guest Services by calling 440-261-4063.**

- Check-In & Out
  - Check in is 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 to gain access to the Resort.
- Guests and Visitors must register with Guest Services at The Welcome Center upon arrival
  - At Check In, everyone listed on your confirmation reservation will receive a wristband. These are to be worn while on property particularly when utilizing amenities such as the clubhouse, pickleball courts, the dog park, and especially the pool complex and during special events.
  - If you have visitors, they must register with Guest Services. A small fee will apply if they use our amenities, where a wristband is required.

- All guests and visitors must have a registered car tag displayed on your personal vehicles. This will be given to you upon arrival by Guest Services. Please note, there is no parking on the roadways. Overflow parking can be found near the clubhouse.
- Hours
  - Quiet Hours are between 10 pm and 8 am
  - Pool & Hot tub hours are 8 am to 11 pm; Adults only hours are 9pm-11pm
- Pool & Spa
  - There is no lifeguard on duty at the pool or spa. Please use our facilities at your own risk. All children under the age of 16 must be supervised. Please be courteous.
- Trash
  - We do not have recycling available on our property. 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. You may not leave trash out overnight due to wildlife concerns. In addition, please do not feed the wildlife or leave food out overnight.
- Tows & Trailers
  - All registered guests must unhook their tows, trailers, and dollies upon arrival in the pull off area before entering the gate. Trailer parking is available at a designated spot and cannot be parked at your lot. Short-term parking is free for guests and owners for up to two weeks. Fee applies after two weeks.
- Pet Policy
  - We are a pet friendly Resort but please only two well-mannered dogs or cats are allowed. Any other animals must be approved prior to arrival by Guest Services. The Welcome Center is pet friendly, however only service animals (as defined by ADA requirements) are allowed in the clubhouse or pool complex. Additional information is available at the front office.
  - All animals must be on a leash when they are not inside of your motorcoach or at the fenced dog park. Please be considerate about leaving your pets unattended in vehicle due to barking, heat, etc. We are in a park like setting and with your help, it will stay that way. Please utilize the pet waste stations located throughout the Resort. Please note that there are no temporary fences or enclosures allowed on our lots. Pets causing disturbance or harm will be subject to removal from the Resort.

- Golf Carts
  - **ONLY** electric golf carts are permitted at the Resort. To drive a golf cart on property you must be at least 16 years of age with a valid driver's license. You must stay on paved resort roadways. If you are driving at night, you must have proper lighting. Any golf cart that leaves the resort property must be street legal, as defined by the Geneva-On-The-Lake Police Department code.
  
- RV/Car Washing
  - The Resort partners with a 3<sup>rd</sup> party wash/wax detailer. Please contact guest services for information to schedule your cleaning. You may wash your own motorcoach or vehicles, but you will need to purchase a wash pass from Guest Services.
  
- Safety
  - The speed limit within the Resort is 15 miles per hour
  - Brandishing or discharging of firearms, lethal weapons, and fireworks are prohibited.
  - Smoking or vaping is prohibited in or near the public buildings or gathering spaces of the resort.
  - For their safety, children under the age of 16 are not allowed in the fitness center or on the outdoor fitness equipment without adult supervision.
  - No swimming or water play permitted in any resort waterways.
  - Resort Management assumes no responsibility for injury, accident, damage, or loss of personal property from any cause of nature.
  - In case of an emergency, all guests and visitors can shelter in the clubhouse theater with their pets.
  
- Additional Items
  - Gas grills are allowed on lots. No stand-alone frier units are allowed to be used on property. Covered charcoal grills such as kettle style, Kamado style or box style grills are permitted, provided no coals that have been lit and not been completely extinguished shall be left unattended at any time.
  - Use of the clubhouse kitchen is for Resort Owners only. Thank you for your understanding.
  - Jack Pads are required for your stay. If you do not have a set, please come by the front office. Otherwise, a fine will be assessed.
  - Portable gas firepits are permitted on lots. 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 common areas.

- Clotheslines, screen rooms or similar enclosures, tents, visible political signage, pet fences, temporary pools, splash pads, slip and slides, etc. are not permitted. Minimal lawn decorations are allowed.
- No soliciting or advertising of goods or services. Additionally, there are no commercial logos allowed on vehicles.
- Class B vehicles cannot be used for sleeping arrangements.
- If you choose to operate a drone, it must be operated in compliance with Ohio state law. Please use common courtesy and respect individual lots.
- No skateboards are allowed on property. No wheeled items – roller skates, roller blades, one wheels, etc. can be ridden inside of any Resort building or in amenity areas.
- Catch & release fishing is only allowed in common area waterways and ponds. Please do not trespass on any owner's lot.
- Please do not trespass on occupied or developer lots. Sales staff are available to facilitate tours of the property.
- Registered Guests & visitors 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. If a registered guest or visitor has been found to have damaged items on the lot or property there will be a minimum charge of \$250, depending on the damage and scope of work to clean and fix damages.
- Non-emergency maintenance on your RV or other vehicles is not permitted on lots.

Resort Management reserves the right to refuse service to anyone and ask them to leave the Resort, if necessary. No refunds will be issued.

These terms and conditions are subject to change.

**FEES:** If you have any questions, please stop in the Welcome Center or contact Guest Services ([guestservices@motorcoachresortles.com](mailto:guestservices@motorcoachresortles.com) / 440-261-4063)

- Visitor Pass - \$10 per person (only applicable is using amenities where a wristband is required)
- Trailer Parking – No charge for the first two weeks, \$20 per day after two-week period. Inquire about other options
- RV/Vehicle Wash Pass - \$20 per wash
- Jack Pad Non-Use - \$50 fine (jack pads available for purchase at the welcome center)
- Damages to rental properties or public areas - \$250 minimum with total fees assessed and charged at discretion of management based on the scope of the damage.

**CANCELLATION POLICY:**

- Cancellations made 60+ days out from the arrival date with a 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 two well-mannered dogs or cats are allowed. Any other animals must be approved prior to arrival by Guest Services. The Welcome Center is pet friendly, however only service animals (as defined by ADA requirements) are allowed in the clubhouse or pool complex. Additional information is available at the front office.

All animals must be on a leash when they are not inside of your motorcoach or at the fenced dog park. Please be considerate about leaving your pets unattended in vehicle due to barking, heat, etc. We are in a park like setting and with your help, it will stay that way. Please utilize the pet waste stations located throughout the Resort. Please note that there are no temporary fences or enclosures allowed on our lots. Pets causing disturbance or harm will be subject to removal from the Resort.

**TRAILER PARKING POLICY:**

All registered guests must unhook their tows, trailers, and dollies upon arrival in the pull off area before entering the gate. Trailer parking is available at a designated spot and cannot be parked at your lot. Short-term parking is free for guests and owners for up to two weeks. Fee after two weeks.

**DISCLAIMER:**

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 of 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.

