

TWIN LAKES CAMPGROUND

EVENT GUIDELINES & INFORMATION

It is our pleasure to serve you and make your stay pleasant and memorable. For the comfort and safety of all guests, we ask that you please abide by the following guidelines.

- **Booking/Check-in/Check-out:** Renters/Groups should appoint one contact person who will work with the Campground Director/Administrator to book the event and insure the carrying out of camp policies.

Unless otherwise agreed upon at the time of booking, check-in for setting up for your event is allowed no sooner than 2PM on your scheduled arrival date and check out time is no later than 12PM on your scheduled departure date. We ask that any lodging be cleared by 10AM on your departure date to allow time to prepare for the next group.

- **Parking/Restricted Areas:** Vehicles should be parked in designated areas only. Attendees should not use any buildings or areas of the campground that have not been rented for their event.
- **Property Destruction/Lost & Found:** The destruction of property is not tolerated. Renters will be charged for damages that occurred during their stay. A walk thru will be done with someone from the rental group before and after the event. Renters are responsible for any "lost & found" items left once their event is completed. Twin Lakes Campground will not mail any lost and found items.
- **Equipment/Tools:** The use of equipment or tools that are the property of Twin Lakes Campground or other Louisiana Network departments is not allowed without permission from the campground staff.
- **Alcohol/Drugs/Smoking:** The use of alcoholic beverages and illegal drugs are strictly prohibited. Smoking tobacco products is not allowed on the campground, except in designated smoking areas.
- **Fireworks, firearms, and bonfires:** The use or possession of fireworks and firearms are prohibited unless communicated previously with the director or administrator. Fires should only be in designated areas that have been approved by the campground staff.

- **Weapons:** No weapons are allowed on the property of Twin Lakes campground unless approved by the campground staff and if the event that is scheduled has an activity for that purpose.
- **Pets/Service Animals:** Pets are not allowed at Twin Lakes Campground. A \$150 cleaning charge per day will apply to all violators. Exceptions (If one of these criteria is met, other guidelines will be provided by the campground staff):
 - If the pet is an official registered service animal (with written proof provided)
 - If the campground is currently participating in hurricane relief efforts or if pets are staying in a RV or travel trailer.
- **Transportation(Golf Carts, ATV's, etc):** Any mode of transportation (whether electric or gas powered) can only be driven by individuals who have a valid driver's license. The individual(s) must adhere to the 10 mph speed limit and are not allowed in restricted areas unless given permission by campground staff. The renter of the campground is held liable for any damages to Twin Lakes Campground and its facilities.
- **Furniture:** Do not alter the placement of the bunks or remove handrails or mattresses in any of the sleeping areas. Any chairs or tables that were moved during the event should be returned to their proper place unless campground staff states otherwise.
- **Air Conditioning:** All A/C units that have lockboxes on the thermostat should not be tampered with. At no time should any of the A/C units be turned lower than 68 degrees.
- **Kitchen:** If your group is providing your own meals, any dishes, trays or other kitchen equipment will need to be cleaned and placed back in their proper place before leaving. Food supplies, sternos, foil, coffee supplies etc. are not provided. Once your event is completed, all food and supplies need to be taken with you when you depart. Additionally, external fryers and grills are not permitted inside any building.
- **Sound/Media:** Any sound/media equipment provided by Twin Lakes Campground that is used, moved or disconnected should be returned to its original state before leaving the campground. Any equipment used from the media storage room will be checked in and out with campground staff and will be inspected for damage. If any damage has been found, the renter will be held liable for the damages.

- **First Aid:** First aid personnel is not provided by Twin Lakes Campground. Renters are responsible for purchasing their own over the counter medications and first aid equipment.
- **Insurance Policy:** All guests are expected to use their own personal medical insurance while at Twin Lakes Campground. Twin Lakes Insurance is secondary. Serious injuries need to be reported immediately to the campground staff.
- **Pool & Lake:** No one of any age is allowed beyond the gate of the pool or lake alone. Unless otherwise agreed upon at the time of booking, groups are responsible for securing their own lifeguards and their American Red Cross lifeguard certification paperwork must be on file in the office before the group arrives. You must provide 1 lifeguard per 50 people using each area.
- **Payment/Fees:** Full payment of fees should be paid before departure from the campground unless otherwise agreed upon with the campground administrator. The fees determined on the rental invoice reflect the assumption that the facilities will not be damaged and will be left clean according to the clean-up list which will be left with the group's contact person.
- **Cleaning:** The campground staff will handle any general cleaning of the dorms, tabernacles, cafeteria, and grounds once your group leaves; however, we ask that any trash in those areas as well as in the fields be picked up. Any chairs or tables that were moved during your event should be returned to their proper place unless campground staff says otherwise.
- **Multiple Groups/Renters:** Twin Lakes Campground reserves the right to have multiple groups renting the campground at the same time.
- **Maintenance Issues:** Please report any maintenance to the campground staff in a prompt manner.
- **Policy/Guideline Violations:** Any individual/group is also subject to being dismissed from the campground if these policies are not followed and campground administration deems it appropriate.

