

2019-20 Customer Orientation Brief

Thank you for choosing Green Acre Park for the seasonal use of your trailer!

The entire park is operational from May 1 to October 31, but only a select number of sites are functional from March 1 to December 31. The entire park closes during the months of January and February.

- Bruce Martin, as our owner, looks after all Seasonal Campsites and related questions. Contact Bruce within one month of using the site/trailer for a site orientation to introduce you to the site boundaries, external water and hydro sources, sewer etc.(Bruce@greenacrepark.com).
- Shauna Courtney, Officer Manager will receive your paperwork for park admission a minimum of 2 weeks prior to closing date (your signed campsite contract, credit report authorization and security deposit). Shauna will settle all accounts such as hydro, site fees, gate cards etc., prior to closing.
- Steve Roth, as our General Manager, is the contact person for winterizing and opening. Steve can provide quotes for renovations, decks, skirting, railings, aluminum roofs and sunrooms (Steve@greenacrepark.com).

Steps

1. Contact Bruce for acceptance and orientation (Bruce@greenacrepark.com).
2. Contact Shauna for invoicing and submitting the signed campsite contract. In sale of trailer transactions, Shauna ensures past accounts have been settled.

Billing:

- You will receive one invoice for the season in the fall with the site renewal.
- **New owners are responsible for trailer seller's account, if it is not paid in full upon sale of trailer.**
- Post dated cheques are required or you can make online payments through your bank (payee but not e-transfer) and no cash or credit cards.
- Hydro invoices are issued every 3 months, (May 1, Aug 1, Oct 31) and due 30 days from invoice date.
- Large trailer fees are due on May 1 of each year, if applicable and are included in your site fees annual invoice.

- Make your cheques payable to Green Acre Park and drop off in the Store or in the BRASS mailbox located on the outside wall of the office.
- A weekly newsletter is emailed to reduce paperwork. A paper copy is kept in a binder for those without email. (Shauna@greenacrepark.com)

3. Various other things to do:

- Customers are responsible for their site maintenance i.e. lawn cutting, flowers, shrubs. We offer lawn mowers for rent as well as a complete lawn care program. Please see office for details.
- Security gates are in operation from May to October. No park access is available without a card after office hours. Personal gate cards can be received from the office, there is a \$25 + HST replacement fee for lost or damaged cards. For visitors, a visitor card can be purchased per guest/family annually. There is absolutely no vehicle or pedestrian access during park closure of Jan 1- March 1.
- There is no Canada Post mail delivery available to the park. See UPS flyer in Store.
- Television service is provided through satellite suppliers (i.e. Bell ExpressVu). No cable TV available.
- Wifi is available through Waterloo Wireless. You can set this up by calling (519) 804-1529 or emailing www.waterloowireless.com
They are the sole providers for the park. Refer to the flyer for flexible packages to suit your needs.
- Propane for your trailer is available through McRoberts, Primax, UPI, Waterloo Propane or Superior.
- Ensure that your trailer is insured. Information about fire halls for insurance:
 - Northfield Drive at highway 85 (approx. 5 km away)
 - Columbia Street at Fischer Hallman (approx 4 km away)
 - Note: there are no fire hydrants within the park, nearest is 500 ft off park property
- Read the park rules in Schedule A, as indicated on the contract. Rules are available on our website www.greenacrepark.com or get a copy from the office.
- **Arrival/Check-in and Departure/Check-out is to be at 1 pm.**



Recreational Park vs. Residential Park & Associated Terminology

Thank you for inquiring about Green Acre Park ("the Park") and its facilities offered. Due to the popularity of Park Models*, a park such as Green Acre Park, operating on a May to October basis (with some sites serviced with extended season), is often mistaken for a Mobile Home Court of Trailer Park of Residential Community. We hope this information helps to answer your questions.

Green Acre Park is a campground offering modern services and facilities to accommodate the recreational vehicle industry. The Park may not be used as a full-time residence.

Our facilities to provide water, hydro, septic services are not designed for residential use.

For many, "roughing it smoothly" appeals to their highly mobile lifestyle. Often referred to as "Snowbird," those requiring accommodation from May to October in their recreational vehicle, Green Acre Park is tailor-made for your stay. Recreational units may be anything from a tent to a large 12' x 48' (plus possible sunroom of addition) park model.

The following terms are often used but rarely used correctly by the general public. For example, as a mini-van may be referred to as a car by some, a truck by others and perhaps more accurately a van - it is rarely misunderstood due to its popularity in numbers. In Canada, park models and mobile homes, even motorhomes are not a common sight as they are perhaps in the U.S. - hence, they are often misunderstood. It is often the nature of the trailer's use that creates the misunderstanding.

Misunderstood Terminology

***Park Model:- a recreational unit that meets the following criteria:**

- less than 540 sq ft in size
- It is built on a single chassis mounted on wheels
- It is designed to facilitate relocation from time to time
- It is designed as a living quarters for seasonal camping and may be connected to those utilities necessary for operation of installed fixtures and appliances

Motorhome: a recreational vehicle that is self-propelled, most commonly known as Winnabego (a motorhome manufacturer). This includes a van conversion containing at least one:

- Plumbing fixture or
- Fuel burning appliance or
- 120 V electrical component

Recreational Vehicle: a structure designed to provide temporary living accommodations for travel, vacation, or recreational use and to be driven, towed, or transported.

Mobile Home: a residential unit that meets the following criteria:

- It is built on a single chassis mounted on wheels
- It is designed to facilitate relocation from time to time
- It is designed as living quarters and may be connected to those utilities necessary for operation of installed fixtures and appliances
- It has a gross floor area, including lofts, exceeding 540 sq ft when in the set-up more and complying with CSA code Z240 residential of the building code

Travel Trailer: a recreational vehicle designed to be towed behind a motor vehicle.

Campground: A campground with two or more camping sites where sites are substantially developed with roads and tables, refuse containers, flush toilets, bathing facilities, and water are provided.

see www.campinginontario.ca

Visitor Fees:

Your visitors can pay upon entry a daily fee per person or purchase an annual pass for per family. If you prefer to pay for your guests, please contact the office to arrange.

