

## 2024 New 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.

- **Kate**, our Bookkeeper, will receive your Application and Campsite Contract. Kate will settle all accounts such as hydro, site fees, etc., prior to closing. Kate will receive your security deposit and site fees for park admission a minimum of 2 weeks prior to the closing date and is in the office most Mondays.  
accounting@greenacrepark.com
- **Steve Roth**, our General Manager of Operations. Steve looks after final approval of *Seasonal Campsites* and is the contact person for *winterizing and trailer opening*. Steve can provide quotes for *renovations, decks, skirting, railings, aluminum roofs and sunrooms*. [steve@greenacrepark.com](mailto:steve@greenacrepark.com)
- **Michelle**, Seasonal Office Manager, will handle your gate cards and listing of your Sale of Trailers. Contact [michelle@greenacrepark.com](mailto:michelle@greenacrepark.com)

### Steps for Purchasing a Trailer/Selling a Trailer/having a new Campsite:

#### 1. Contact Steve

- Fully read the annual **contract** and park rules (on website)
- Submit **application** form, Acknowledgement and signed Campsite Contract
- All seasonal customers receive one **Annual invoice** for the season
- New owners are responsible for the trailer **seller's account**, if it is not paid in full upon sale of trailer.
- **Installment Schedule**: 4 Post dated cheques or online payments through your bank (not e-transfer) are required - no cash or credit card payments.
- **Hydro** invoices are issued 3 times per year, (May 1, August 1, October 31) and are due 30 days from invoice date.

- **Large trailer fees**, if applicable, are included in your site fees annual invoice and due on May 1 of each year,
2. Contact Steve Roth for **park acceptance** and once accepted a site orientation to introduce you to the site boundaries, external water and hydro sources, sewer etc.  
[Steve@greenacrepark.com](mailto:Steve@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.
- 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.)

**DO NOT TAKE GATE CARDS FROM PREVIOUS OWNER.**

**Please get NEW cards under your name.**

For your visitors, a visitor card can be purchased per guest/family annually. There is absolutely no vehicle or pedestrian access during park closure from January 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 only through **Waterloo Wireless**. You can set this up by calling 1-888-405-8946 or emailing [www.waterloowireless.com](http://www.waterloowireless.com) This company is the sole provider for the park.
- Propane for your trailer can be supplied to you through Primax, UPI, Waterloo Propane or Superior and accounts are set up through the supplier.
- **Your trailer must be insured**. Possible companies are RecProtect 1-888-887-0881 and M. B. Kourie 1-800-465-6874. 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](http://www.greenacrepark.com) or a paper copy from the store.
- 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 or 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](http://www.campinginontario.ca)

## Visitor Fees:

Your visitors, staying longer than 30 minutes in the park, can pay upon entry at the store, a daily fee *per person* or regular visitors may purchase an annual pass *per person*. If you prefer to pay for your guests, please drop by the Store to arrange payment.

