

Welcome to Llano Grande Resort & Country Club

The mission of our dedicated staff is to make your stay a pleasant and enjoyable experience. You should not find yourselves wanting in the way of entertainment or activities.

The following pages contain procedure information and policies which are designed to make your park a better place in which to live. Please take time to read and familiarize yourselves with this information and help keep Llano Grande Resort the park for all to enjoy. The Handbook is in a format that should help you understand rules for the different sites, whether RV, park model or mobile home.

Please call the Park Office if you have issues or concerns. We cannot resolve a problem if we are not aware of the issue.

We look forward to having you spend many enjoyable seasons with us.

Karen Pike

Park Manager

956-565-2638

EMERGENCY PROCEDURES

PLEASE USE THESE PROCEDURES IN THE EVENT OF AN EMERGENCY

MEDICAL EMERGENCIES or SUSPICIOUS ACTIVITY

1. **DIAL 911.** Tell the operator the emergency and give your name and address, then explain the situation.
2. **NOTIFY LLANO GRANDE GATE ATTENDANTS** by calling 956-565-5189 OR 956-825-7258 to tell them an emergency vehicle is on the way.
3. **PORCH LIGHT:** If possible, please turn it on.

For all other after-hours needs, call Llano Grande Gate Attendants at 956-565-5189 or 956-825-7258. *Please keep this information near your phone.*

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TO REPORT MEDICAL EMERGENCIES USING LLANO GRANDE FIRST RESPONDERS

1. **DIAL 911**
2. **CALL FIRST RESPONDER: 800-307-0655**
3. **AFTER BEEP, ENTER YOUR SITE CODE – THEN IMMEDIATELY HANG UP – *Very Important.***

Your site code is on the red envelope issued by the First Responders or check Welcome Packet insert.

RESIDENT HANDBOOK of PARK POLICIES and PROCEDURES

The policies and procedures included in this handbook may be added to or changed at any time at the discretion of management.

OFFICE HOURS:

During season November - March

Mon – Fri: 8:30 – 4:00

Sat: 10:00 – 4:00

Sun: 12:00 – 4:00

During off-season April – October

Mon – Fri: 8:00 – 12:00

Exact dates will be announced.

APPLIANCES (OUTSIDE) RV/park model sites may have only one mini fridge or mini freezer outside each unit.

Mobile home sites may have **NO** appliances outside the mobile homes. Any outside appliances must be in storage buildings.

ATTIRE No bare feet or swimsuits are allowed in the community buildings. Shoes and shirts or cover-ups are required in all buildings.

BICYCLES Bicycles are to be parked in racks – not on sidewalks or grass areas. Bicycles are not permitted on the sidewalks. Please ride with the flow of traffic and use a light on your bicycle after dusk. Speed limit is 15 mph.

CAMPFIRES Fires and fire pits are not permitted. Enclosed Bar-B-Q grills may be used. All COLD grill residue/ashes must be bagged and disposed of properly.

CARGO TRAILERS and DOLLIES at RV and Park Model Sites: Cargo trailers, open top, or flatbed trailers may not be stored on your site. No printing or advertising should be on cargo trailers. A car dolly may be stored on an RV site as long as it is on the concrete slab under the rear of the RV.

CASITAS Please note that casitas in the North area are not for full-time living. They are meant only as an extension of owner's living space.

CHECK CASHING Our offices are unable to cash checks.

CHECK-OUT PROCEDURE Check-out time is 11am. Please remit payment for your final electric bill and notify the office of your leaving the day prior to departure. Note: Checking out includes moving the unit from the site by the stated time.

CHILDREN This is a 55+ active adult park. Children are welcome, but their visit must be limited to two (2) weeks. All children must be under strict supervision and **must be** accompanied by a parent, adult or guardian at all times while in the Park. **Visiting children cannot play in the streets** or in other residents' yards. Absolutely no bikes, skates or skateboards are allowed around the swimming pools, shuffleboard courts and tennis courts. No one under 16 years of age may use the hot tubs, shuffleboard, or horseshoes. Children must be 18 years of age to use the exercise room or play billiards/pool. Children may not drive golf carts. **In order to drive a golf cart you must possess a valid driver license.** No exceptions to any of the above.

CLEANLINESS All sites/lots must be kept neat and free of clutter. If your site becomes unsightly, Management reserves the right to require you to clean it.

CONSTRUCTION All construction plans, in every area of the park, require approval in writing from Management/ Construction Manager prior to starting the project. This includes owned and leased lots. **NO EXCEPTIONS.**

COURTESY Do not walk across occupied sites nor drive across any site due to the possibility of damaging utilities. Please use the streets.

DEPARTURE On RV sites and in rentals, if you plan to depart on a date earlier than scheduled, please notify the Office. **There are no refunds for early departure.** If you plan to extend your stay, the extension will be charged a prorated rate. Extensions are handled on a space-available basis.

DISCRIMINATION No discrimination against nationality, ethnicity, race or origin is allowed. If it becomes apparent in Management's view that this kind of activity is going on, the offenders will be asked to leave the Park.

DISORDERLY CONDUCT Abusive language, noisy disturbances, domestic disturbances, threats of any nature or disregard for Park rules and procedures shall be grounds for immediate removal from the premises.

DOMESTIC HELP, YARD MEN, REPAIR PEOPLE, ETC. Residents are responsible for the safety of their help (falls, injuries, etc.) and they are responsible for making sure their help is properly insured. All work is to be done by licensed professionals.

DRIVEWAY RAMPS Ramps placed over the curbs, **MUST** be made of **METAL**. Residents must remove and store them when they leave for the summer. Ramps not removed at the end of the season will be disposed of by the park. **NO EXCEPTIONS.**

ELECTRICITY For RV/park model sites, see instructions in your welcome packet.

On mobile home sites, the residents are responsible for installing their electric meter, at their expense, and dealing directly with the electric company of their choice.

A change/alteration to electric boxes must be approved by Management and all work is to be done by licensed electricians at the residents' expense.

EMERGENCY MESSAGES Emergency messages will be delivered to your site immediately. All other messages will be delivered when personnel are available. Llano Grande Resort telephone number is 956-565-2638.

EXERCISE ROOM All residents and guests who use the exercise room must first sign a waiver and receive a key card from the activity office information desk. **NO ONE** under 18 years of age may enter the exercise room. ID badge is required. The exercise room is located at the corner of Camino de Palmas and La Plaza, and in the Event Center building.

FIREARMS The use of any firearm, air or pellet gun is strictly prohibited inside the Park and shall be grounds for immediate removal.

FIREWORKS Use of fireworks inside the Park is prohibited.

FRUIT TREES There are fruit trees scattered throughout the Park. Please pick NO more fruit than you can eat in one day. *You may pick fruit only from common*

areas or from your own site. (Empty sites may be owned or leased by annual residents.)

GARBAGE Garbage must be put in plastic bags, tied shut and placed at curbside for pick-up no later than 8:00am on Tuesdays and Fridays. Do not leave trash outside other than the morning of pick-up. Residents are responsible for clean-up if animals scatter trash.

GATES and CLICKERS Gate attendants are at the North gate 24/7 except for quick restroom breaks or patrolling the park. Clickers can be used to open the North gate and the East gate. Clickers can be purchased at the Office for \$30 and may be returned for a full refund upon moving out of the park. (on fully-working clickers only). Do not give your clicker to anyone who is not a resident of Llano Grande.

Do not allow a vehicle to follow you through the East gate if there is not a resident or employee sticker displayed. Call the office with description of vehicle if someone tries to follow you into the gate.

GOLF COURSE To get a golf discount for being a resident of Llano Grande, pick up a golf discount card at the Club House. The card must be presented at the golf course every time you play golf.

GUESTS & VISITORS Residents are personally responsible for the actions and conduct of his/her guests/visitors and is required to acquaint their guests/visitors with the Park Rules and Regulations. ***Please note:*** Anyone who stays overnight is considered a guest and must register at the office.

Guests are non-residents from out of the Valley who are authorized to stay with a resident for no longer than a two-week period. When they arrive, residents must register guests at the Main Office. Guests (12 and over) will be charged \$3.00 per day. Mobile home owners may have guests for 14 days free of charge. Stays beyond two weeks must be approved by Management and will be charged \$3.00 per day up to 30 days. For stays longer than 30 days, please see the policy for OCCUPANCY. Use of the recreational facilities will be limited to residents and registered guests who live outside the Valley. All guests must wear a temporary name badge and be accompanied in all recreational areas by the resident. NO EXCEPTIONS.

Visitors are non-residents who live in the valley and are visiting you for the day. They must obtain a day pass from the gate attendant. Each occasion/visit that involves use of the recreational facilities must have special approval from Management. All visitors must always be accompanied by resident. NO EXCEPTIONS.

ICE MACHINES There are ice machines located in the Rec Hall and at the North Laundry building. You need to provide your container for ice. ***Please do not fill ice chests.***

Rec Hall ice machine will be locked by 12 noon and unavailable for general use during days in which special functions are planned for the evening. This is to ensure an adequate ice supply for paying patrons of the event.

North Laundry building ice machine requires 25 cents (quarters only) for a bag of ice.

INTERNET SERVICE, CABLE MODEMS, and I.T. SUPPORT SERVICES PROVIDED by LLANO GRANDE:

PARK INTERNET SERVICE is for home use only, and is not business class service. If you require internet service to operate a business from your home, please purchase a private hotspot from a wireless cellular carrier. The park accepts no responsibility and the resident agrees that the Park has no responsibility for financial losses incurred by the resident with respect to interruptions of services.

Park internet service is not to be used for any illegal activity. We reserve the right to withhold service from any equipment that we determine is using the Park Internet service for illegal activity.

The Park is not liable or in any way responsible for any Virus or Malware that infects your computing equipment while using the Park Internet. Please be sure you are using anti-virus software on all of your computers, and be sure that the anti-virus software is set to update and scan at a time when your device will be on. We reserve the right to withhold service from any equipment that we determine is disrupting the Park Internet service.

The Park Internet service is a best effort service with a fair and equitable access policy; we reserve the right to adjust bandwidth as necessary to

insure that the available bandwidth is not being monopolized by any one individual or group. We reserve the right to bandwidth limit services and applications that are bandwidth intensive; this includes file sharing and per to per applications.

CABLE MODEMS: Although WIFI is available in certain buildings of the park as a convenience for very short term guests, WIFI is not as reliable as a **cable modem**. Many factors can affect how well WIFI performs, and some of these factors, such as how many people are connected to a WIFI spot, and how much data they are transmitting, are completely beyond our control, and therefore difficult for us to resolve.

If you experience issues with the WIFI, we ask that you come to the office to pick up a new “all in one” cable wireless router. This one device will connect you to the cable system, and also allow you to connect your devices to the internet wirelessly, or wired. We can then much better assist you if you have problems with the internet service. The cable modem with wireless router is available with a deposit for monthly guests. Annual residents may purchase a cable wireless router for \$45.00.

You are more than welcome to use your own modem and routers with our cable system. However, given that there are so many brands and models available, it is not a good use of our staff’s time to troubleshoot equipment that they are not familiar with. If your modem or router purchased elsewhere is not working, please go to the office to pick up a new one. Staff will not install or work on modems or routers that were not purchased or loaned from the park office.

I.T. SUPPORT SERVICES Please note that due to time and training constraints, our IT Staff also cannot troubleshoot, setup, or repair Smart TV’s, printers, email problems, computers, tablets, or phones. Please contact the manufacturer, or the retailer who sold you the device for assistance.

If you are having difficulty connecting to the internet through your modem, please first re-boot your system before calling the Park IT Help Desk at 956-532-4182 between the hours of 8am and 4 pm, Monday through Friday. If you lose internet service in your home after Help Desk Hours, public WIFI can be accessed in the pool areas and rec hall.

For assistance after Help Desk hours, please call the main office number 956-565-2638 to report the outage. Individual issues will be addressed on

the next business day. System wide outages will be addressed immediately.

LAUNDRY There are three laundries in the park: one in the building south of the Rec hall, one by the West pool and one in the North. Quarters may be obtained from the change machines located at each laundry room. Washers are not to be used for dyeing clothing. Pet clothing or bedding may be washed or dried ONLY in designated machines. Complaints and requests for refunds should be referred to the Main Office.

Clothes lines may be used but clothes must be taken down as soon as possible.

LATTICE Existing lattice may remain in place as long as it is kept painted and in good repair. There is to be no new lattice installed on any site.

LAWN CARE Lease holders and lot owners are responsible for lawn care and flower bed care on their sites. Do not sweep, wash or blow yard waste onto the street or the neighbors' yards under any circumstances. Before leaving the park at the end of the season the resident must notify the Park Office that arrangements have been made for lawn care and flower bed care during resident's absence. If a lawn/flower bed is determined to be unacceptable at any time, the park will call resident once. If it is not taken care of in three days, the Park will mow the lawn/flower bed and resident will be charged \$100.00 per incident.

Please note: Residents' yards must be neat and well-taken of year-round—not only while you are in residence.

LEASES Check with the office regarding lease information.

LOST and FOUND Please check with the Information Desk in the Event Center or the Main Office regarding lost and found items.

MAIL

1. Use your lot number in your address. EXAMPLE:
John Doe
488 Hynes Blvd
Mercedes, Texas 78570
2. RV Residents will need to obtain a key for their assigned mailbox which requires a refundable \$10 key deposit.
3. Prior to your departure, all residents will need to submit mail forwarding cards directly to the Mercedes Post Office. The Mercedes Post Office is located at 307 Starr Street.

MAINTENANCE ISSUES Resident requests must be submitted through the RV office where a work order request will be created which must be approved and authorized by Management. Owners will be responsible for the maintenance and upkeep of their homes. Llano employees are not allowed to perform personal tasks for residents while on the clock. Llano Grande does not accept responsibility for any employees performing personal tasks for residents.

NAME BADGES Name badges must be worn at all times while in the Park. Your name badge should also be worn while attending out-of-park activities that are sponsored by Llano Grande. If you are staying more than one month, badges will be made for you through the Activity Office. For stays of less than one month a temporary badge will be provided by the Information Desk.

NEIGHBORS Please be courteous to your neighbors. On lots where you have a rear neighbor please refrain from parking too close to the rear lot line to ensure privacy for those behind you. For units with slide-outs, please park your rig to maintain adequate distance and privacy between your slide-out and your neighbor.

NEWSPAPERS The "Monitor" may be subscribed to by calling 800-366-4343 and the "Valley Morning Star" by calling 956-430-6200. Daily newspapers are also available from dispensers at the Rec Hall and the West pool area during the season.

OCCUPANCY Each site is designed for one unit, 2 persons and a maximum of 2 vehicles. Extra persons will be charged \$3.00 per person, per day up to 30 days. Mobile home owners may have guests for 14 days free of charge. Additional days will be at the cost of \$3.00 per person, per day. After 30 days there will be a charge of \$350.00 per person per month. Exceptions must be approved by Management.

PARKING There will be no on-street parking at individual sites. This is necessary to allow emergency vehicles free access to all sites. Parking an RV on the street in the mobile home sections for the purpose of loading or unloading is limited to three (3) days only. **NO PARKING ON THE GRASS OR YARDS.** All vehicles (including golf carts) must be parked on a paved surface.

Each resident must park on his own site and may not use empty sites.

PATIO SALES The Activities Office coordinates two patio sales during the winter season. Patio/garage sales are not allowed other than those organized through the park.

PAYMENT BOXES Payment boxes are located at 489 Yolanda and in the North at the Orchard House for your convenience. Rent payments will be accepted at both locations.

PETS Your pets are welcome at Llano Grande. Limits may be placed on the size and number of pets per site at Management's discretion.

PROHIBITED BREEDS: The Park insurance policy does not allow the following breeds: Rottweilers, Dobermans, Pitbulls, Staffordshire Terriers, Chow-Chows, Wolf/Wolf Hybrids, or mixes thereof. No vicious dog, no matter the breed, is allowed.

AGGRESSIVENESS: IN THE EVENT ANY ANIMAL IS REPORTED ATTACKING OR CAUSING PHYSICAL HARM TO A PERSON OR ANOTHER PET, PET OWNER WILL BE REQUIRED TO IMMEDIATELY AND PERMANENTLY REMOVE THE PET FROM THE PARK. The pet owner will be responsible for any medical bills resulting from the attack. All incidents will be reported to the Mercedes Police Department.

LEASHES up to 6' in length must be used at all times. **NO PETS ARE ALLOWED TO RUN FREE.** Pets may not be tied outside and left unattended.

DROPPINGS: Any and all pet droppings must immediately be picked up and disposed of properly.

COMMUNITY BUILDINGS: No pets, other than personal service or assistance animals, will be permitted in resort buildings or recreational areas at any time. Walk your pets only in the street or in the designated pet areas, **NOT** on other residents' sites or empty lots. North Pet Park rules are posted at the park.

BATHING: Residents are not allowed to bathe their pets in public showers. Use the pet washing facility near the North Laundry. Pet clothing or bedding may be washed in only specified machines in the laundry facilities.

FENCES, invisible fences and /or pens are not permitted. Collapsible pet pens may be used on your site; however, the pen must be collapsed and stored out of sight while not being used by your pet.

FEEDING: The feeding of stray animals is strictly prohibited. Once you engage in this practice, the animal becomes a pet and is subject to pet rules in this handbook.

COMPLIANCE: Failure to comply with established pet policies will result in one warning before removal of the pet is required. Should residents choose to leave the Park, **NO REFUND WILL BE GIVEN.**

POOL (BILLIARDS) Tables are subject to challenge. Because of the large number of players, playing time is occasionally restricted. Tournaments are held throughout the season. Check the Information Desk and bulletin board for details regarding tournament dates and times. Rules are posted in the pool room. Smoking, food and drink are **NOT** permitted. **NAME BADGES** are required in the pool room. **No one under 18** is permitted to play.

PROPANE Propane companies deliver propane to the Park. Signs are available in the RV Office to display on RV windshields to notify the propane truck driver to stop.

QUIET TIME Quiet time is observed from **10pm to 7am** daily. All individual activities will observe noise levels during these times. General functions at the Recreation Hall or Event Center and outdoor Park structures are exceptions. Play televisions and radios softly. **Please have respect for your neighbors.**

RATES and RESERVATIONS To reserve a site in advance, a deposit of \$250 is required. Rate sheets are available in the Main office or Activity Office. Charges are based on two (2) people per unit. There is an additional charge of \$3.00 per day for each additional person.

REFUNDS Deposits will be refunded less \$25.00 administrative fee upon written notification if the original reservation was made prior to October 15th and the refund request received prior to October 15th. After October 15th, the only exception that will be given consideration is a doctor certified health emergency or death in the immediate family, proof required.

REGISTRATION All RV residents must register at the Main Office upon arrival. If you arrive after office hours, the Gate Attendant will advise you of the available sites and assign one to you. In the case of late arrival you will be asked to report to the Main Office the next morning for registration and payment.

Owners of mobile homes, park models and annual RVs must also check in at the Main Office upon arrival.

RENTING UNITS/LOTS Your unit (mobile home, park model, or RV) may be rented. There is a bulletin board for posting rental notices in the Rec Hall Annex. Please obtain approval of your notice at the Information Desk before posting.

Renters must register at the Office and are subject to the same rules and regulations as residents. Owners will pay ALL expenses associated with their rental property. The Park will not collect money from renters.

Renters must meet the 55+ age requirements and are subject to all the Park Policies and Procedures that apply to all residents.

Subletting leased RV lots is not allowed.

RENT (ANNUAL RESIDENTS) Payments can be made by cash or check; credit cards are not accepted. A late fee of \$25 will be added to the account if payment is not received by midnight on the 10th of the month. Rent in arrears for 30 days will subject the resident to legal action up to and including eviction from the Park.

RESTROOMS AND SHOWERS There are three (3) restrooms and three (3) shower areas within the Park. Hair cutting and hair dyeing are NOT permitted in these areas.

RETURNED CHECKS There will be an automatic \$35 charge for any check returned for insufficient funds.

RIGHT to REFUSE OCCUPANCY Management reserves the right to approve or reject the type, size and appearance of all trailers, motor homes and/or live-in units. **ALL RV UNITS MUST BE SELF-CONTAINED WITH PROPER SEWER HOSE, DONUTS AND HOOK-UPS.**

RV LOADING and UNLOADING

Mobile Home Sites: Boats, RVs, or utility/cargo trailers may not be stored on mobile home sites or on the street. Residents are allowed a maximum of 72 hours to unpack a trailer upon arrival for the season or prior to leaving at the end of the season for packing and unpacking. After 72 hours, arrangements must be made for appropriate storage outside the park. Contact the RV Office for information about possible storage areas.

Owners of North mobile home lots 1000 – 1013 and 1025a – 1042 will be allowed to park an RV on their lot three (3) times per year between April 1 and September 30 (summer season). Each of the 3 stays may be no longer than seven (7) days in duration.

SALES of MOBILE HOMES, PARK MODELS and TIED DOWN UNITS

- One (1) “FOR SALE” sign may be placed on the property.
- Management must be notified of potential sale of home.
- Llano Grande has first right of refusal, meaning that the park has first opportunity to purchase or refuse to purchase your property.
- Management retains the exclusive right to determine if a unit being sold must be upgraded or removed from the Park.
- Homeowners must notify Management prior to home being removed from the park.
- Homeowners may post a photo and description of the mobile home or park model on the bulletin board in the Activity Office. (There is no charge for this service.) Include the name and telephone number of an individual representing you in your absence.
- Additionally, sales agents are available in the Orchard House to assist with the sale of your unit. Pictures and listing of units for sale are available at the Activity Office and the main office (Orchard House).
- Management must approve the prospective buyers before the sale is final.

SEVERE WEATHER The Rio Grande Valley is subject to hurricanes and tornadoes. **It is important that you be personally prepared in the event of a weather emergency.** Park buildings are not authorized storm shelters. You should monitor the local forecasts on TV and be prepared if a mandatory evacuation is declared. Also, there may be important information on Channel 3 scrolling across the bottom of the page. **If you do not think you can evacuate yourself, you must register with “211”.** The Park will not be responsible for the evacuation of its residents. Once a Park building has been sandbagged, residents are not to move the sandbags. Contact the Office if you have questions.

Remember to secure all items around your site to prevent damage either to your property or the property of others. Severe weather often brings high winds that will make ordinary items flying objects that could harm persons and property.

SEWERS: A sewer hose with a rubber donut or screw-type seal, whichever is applicable, **MUST** be used. The park requests that residents not flush personal wipes. They are not biodegradable and the damage they cause to the sewage system is costly. The stoppages create inconvenience to other residents.

SHUFFLEBOARD COURTS There are 18 shuffleboard courts. Organized scrambles and tournaments are held periodically. Shuffleboard equipment is located in a storage building by the courts. **PLEASE DO NOT WALK ON THE COURTS** and ask for help if you do not know how to use the equipment. The equipment shall not be left on the courts or taken from the shuffleboard area or Park. There is no charge to play shuffleboard.

SITE IMPROVEMENTS Any site improvements such as (but not limited to) a shed, concrete patio, trees, bushes or flowers, which are planted in the ground, or sprinkler systems, **MUST be approved by Management** . A drawing of the proposed site improvement must be submitted to Management for approval **PRIOR to beginning of project.** This requirement is for every area of the park.

Shrubs, trees, walks, etc., added to individual sites which have been approved by management become the property of the resort and cannot be removed without prior approval of management.

All park models, mobile homes and tied-down units must have skirting. Only solid vinyl, brick or aluminum skirting may be used. Lattice or open horizontal skirting is no longer permitted.

You must be a lease holder or a lot owner in order to place a shed/building on your site. Please note that only one shed per lot is permitted.

SMOKING There is **NO SMOKING ALLOWED** in any building within Llano Grande Lake Resort. There is No Smoking allowed IN the pools or in fenced pool areas at any time.

SOLICITING No soliciting, peddling, signs or advertising will be permitted. No business is permitted to operate in Llano Grande without management approval. Notify park office if a solicitor comes to your door.

STORING RVs If you own property, the park has storage lots available for rent.

SURVEILLANCE CAMERAS There are cameras placed in the public areas of the Park. The feed from these cameras can be viewed on the in-park channels of the cable system. This should act as a deterrent against theft; however, the recordings can be reviewed in the event that something is taken without permission. Only Maintenance Staff is allowed to touch the cameras.

SWIMMING POOLS/HOT TUBS

- Everyone must shower before entering the swimming pool and/or the hot tub.
- **DIVING IS PROHIBITED.**
- Children who are not toilet trained may **NOT** use the pool.
- Observe signs posted at the pools.
- Bring your name badge with you to verify you are staying at Llano Grande.
- Golf Course Road Subdivision is for exclusive use by GCRS residents and their guests.
- Residents must accompany all guests at all times at all pools.
- Pool Hours: 9:00 am. until 10:00 pm. unless they are closed for cleaning.
- Pools will be locked at 10:00 pm.
- Children's pool hours: 12 noon to 2 pm and 4-6 pm.
- Hot tubs are located at East and North pools and follow same hours of operation.
- Switches to operate jets are located nearby.

- Because of the possibility of rapid blood pressure change, it is recommended that a hot tub be used no longer than 15 minutes at a time.
- No one under the age of 16 is permitted in the hot tubs at any time.

TARPS: The use of tarps of any color except earth tones to cover items stored outside is prohibited.

TELEVISION Cable TV service is provided by the Park at no extra charge. A list of channels is available in the Office. Channel 2 is a “TV Guide” for the Park cable system. You can also check upcoming listings on www.zap2it.com. Channel 3 is the Park announcement channel and has notices regarding activities and messages from the Park Manager or Office. Monitor the scrolling information at the bottom of Channels 2 and 3 for important park information.

TENNIS and PICKLE BALL COURTS There is no charge for the use of the tennis/pickle ball courts. Players **MUST** wear proper footwear. Racquets and balls must be provided by the resident.

TRAFFIC **Speed limit is 15 MPH and in certain areas 10 MPH.** Observe all traffic signs. This applies to all vehicles: trucks, autos, motorcycles, mopeds, golf carts, bicycles, etc. Pedestrians have the right-of-way but must walk facing traffic. Bicycles, motorcycles, mopeds and golf carts shall flow with the traffic and **MUST** be lighted during hours of darkness.

TRAVELERS CHECKS Travelers checks larger than the amount due will not be accepted.

VACANT SITES Do not park trucks, cars or motorhomes on a lot on which you are not living. If you do not pay rent on that space, the vehicle will be towed away at your expense. If the lot is reserved, or we rent it, the new resident cannot setup because you are parked there.

VEHICLES All vehicles in the park must be in working order and considered “Road Worthy”. Any vehicle with expired licenses, broken windows or headlight, flat tires, or fluid leakages are no allowed and must be removed or repaired immediately.

Vehicle repair and oil changes are not permitted in the Park. You may have a service repairman come to your site if you need repair service on your RV.

Vehicle decals (window stickers) are issued only to residents at the main office and need to be placed on the vehicle windshield as instructed. For security purposes, all residents must display the vehicle sticker provided.

WASHING UNIT OR VEHICLE Please refrain from washing vehicles on your lot. When you arrive with your RV and wish to wash off the road film and debris, please use a bucket and sponge and a hose with nozzle that can be shut off.

WATER MACHINE Water machines are located next to the Rec Hall (handicapped accessible) and at the North laundry building. The water is filtered by reverse osmosis. There is a small charge for the water.

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ADDITIONAL RULES and REGULATIONS for

MOBILE HOME SITES

The rules and regulations below are for mobile homes and are in addition to those rules and regulations listed in the previous section of this Handbook.

1. **PARKING**: Residents will be required to provide concrete drive and patio for off-street parking of all vehicles. Vehicles, including golf carts, should never be parked in yards or on grassy areas.
2. **HOME PLACEMENT**: Placement of mobile home units must be approved by Management. There is a required easement and front, side and rear setbacks, which will be determined by Management. No building or structure is allowed without prior Management approval to ensure set-back/easement limits.

Homes coming into the park will be placed by the resident's hauler and properly leveled, blocked and tied down. All homes will be set up uniformly in a line with existing homes and under the supervision of park Management. It is the responsibility of the tenant to furnish acceptable and adequate utility lines and connect them in a satisfactory manner. The park Manager and/or inspectors will have power of inspection and approval.

3. **SIDING/ROOFING**: Mobile homes with metal siding or raised or double metal roofs will not be permitted for future remodeling considerations.
4. **NATURAL GAS**: Natural gas service is available. Meter installation and hook-up is the responsibility of the resident at their own expense. Texas Gas Service may be reached at 800-700-2443.
5. **TELEPHONE SERVICE**: Telephone services are resident's responsibility and will be billed direct from AT&T. AT&T may be reached at 800-464-7928.
6. **SKIRTING**: All mobile homes must be skirted within 30 days of arrival or sale with brick or vinyl material approved by Management. Horizontal slat-type skirting or lattice skirting is **NOT** permitted.
7. **REQUIREMENTS**: Patio, awnings, porches, and off-street parking are required. The resident has 30 days in which to comply with this requirement.

8. **STORAGE BUILDINGS** are recommended, but it **is necessary** to have their quality and type approved by management **BEFORE** installation. Only one storage shed per site is allowed.
9. **IMPROVEMENTS**: It is requested that all improvements, such as patio awning, porch, storage building, etc., be built from materials having the same quality, coloring and style as the mobile home unit. All mobile homes are to be kept in good and pleasing appearance and any deficiencies must be corrected within a reasonable time after written notice from management (**BUT NOT TO EXCEED 90 DAYS**).
10. **LATTICE**: There is to be no new lattice installed on any site. Existing lattice is permitted only as long as it is kept painted and in good repair.
11. **LANDSCAPING**: We want your lot to be the most beautiful in the Park. Flowers and shrubs are welcomed. However, we request a discussion with Management to avoid landscaping arrangements that may damage utility lines or hinder parking of other homes, park maintenance, or general appearance. The resident is responsible for the care of the lawn and for trimming of trees on the lot. If the Park has it done, there will be a charge to the tenant. All plants, shrubs, trees, walks, etc., added to the individual sites become the property of Llano Grande Resort and cannot be removed without permission. Those with rock yards are responsible for keeping them grass and weed free. When leaving for an extended period of time, residents are responsible to insure yard is mowed. If rocked, weeds must be eradicated. In the event resident's yard become unsightly, we will attempt to contact you. If the Park is forced to mow/weed, resident will be charged \$100.00.
12. **RENT**: All rents are payable to Llano Grande Resort and shall be due on the 1st of the month. A \$25.00 late fee will be assessed on the 11th day after the due date.

HOME SALES: Notification must be given to the Park Management before a mobile home is put up for sale. See **SALES OF MOBILE HOMES** on Page 14.

ADDENDUM TO HANDBOOK

Guns: There will be no shooting of guns within the boundaries of Llano Grande Resort or at the Golf Course. Listed below are shooting ranges in the area:

The following are gun ranges close by:

Alamo Gun Club, Alamo TX 78516 [12.3] *

Valley Metro Indoor Shooting & Training Center, Edinburg TX 78542-2811 [17.7]

Hole in the Wall Shooting Range, McAllen TX 78501-1474 [19.9] *

U Ks Border Patrol, McAllen TX 78503-3147 [19.9] *

Pharr Rifle & Pistol Club, McAllen TX 78502 [20.4] *

Rio Grande Valley Shooting Center, Rio Hondo TX 78583-0465 [21.8] *

El Canelo Ranch, Raymondville TX 78580 [23.7] *

Valley Gun Club, Harlingen TX 78551 [11.9]

Point Blank Sporting Goods, Pharr TX 78577 [16.5]