



TWILIGHT DUNES RV PARK
Standard Operating Procedures

GENERAL INFORMATION:

The Twilight Dunes Recreational Park, "RV Park", is managed by the Inns of the Corps (IOTC), building 690, aboard the Marine Corp Air Ground Combat Center (MCAGCC), or the "Combat Center".

The RV Park is located at 7941 Sunshine Peak Road. Each of the 83 RV sites has full hookups for water, electric, and sewage; additional hookups are available at the patrons' expense, such as cable television, telephone services, and satellite dishes provided they are removed upon check out.

RESERVATIONS:

The RV sites are intended for rent on a temporary basis and are available to active duty/reserve military personnel, their families, and their guests in a non-duty status, military members and DOD civilians and other authorized patrons as identified in CCO 1710.40A.

Reservations are accepted 24hours by phone or in person at the IOTC reservation desk daily at 760-830-6583.

Patrons may reserve an RV site up to six (6) months in advance, by the following priority:

(1st Priority) Geographical active duty personnel stationed aboard the Combat Center.

(2nd Priority) Active duty personnel, with or without family members, arriving or departing the Combat Center, on Permanent Change of Station (PCS) orders.

(3rd Priority) Any Active Duty/Reserve personnel wanting to reserve space for leisure.

(4th Priority) Retired military personnel and their families.

(5th Priority) DOD civilian employees, civil service and Non-Appropriated Fund personnel.

Each reservation must be guaranteed with a credit card and will require a deposit equivalent to one night's stay at the daily rate to be made within 24-hours of the arrival date. Failure to provide the necessary deposit will result in the reservation being cancelled by 6pm the date of arrival.

Active Duty personnel stationed aboard the Combat Center may reserve an RV space for their duration of their assigned duty as stated in their orders original or web orders. A copy of said orders must be presented to the IOTC office in order to reserve a space for more than 30-days.

All RV Park guests residing in the RV Park must be registered with the IOTC office.

CANCELLATIONS

Cancellations received by 1400 the day prior to their arrival date will receive a refund of the deposited amount. Deposits are forfeited if cancellation is not received by this deadline. Failure to cancel in the time allotted will result in loss of the deposited amount.



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EXTENDED STAY

Extensions are granted on a first come first serve basis, including reservations. If RV Park reaches 100% occupancy, (including reservations) request for extension will be denied and personnel shall vacate the assigned RV space on their predetermined departure date.

CHECK-IN AND CHECKOUT POLICY

Eligible patrons shall check in and out of the RV Park at the IOTC office. Check in time is at 1400, check out time is at 1200.

Military Identification, military orders (Active Duty Only), and a credit card must be present upon check in. Patrons residing (1) week or longer must provide current proof of registration and current insurance upon check in. Long-term residents must provide updated proof of registration and insurance prior to expiration dates as applicable.

RV Park patrons will be required to sign the RV Park agreement upon check-in in order to recreate in the RV Park.

Payment is due in advance at check-in and the remainder of your stay.

Patrons must complete all cleaning, removal of trash, debris, and additional items no later than 1200.

Patrons must notify the IOTC office once the guest has departed, a fee will be assessed if not departed by 1200.

The groundskeeper will perform an inspection following check out and notify IOTC the condition of the space. The guest will be notified within 48hours if any fees will be assessed due to lack of cleaning, items left behind etc.

No refunds upon early check out. Early check out for patrons eligible for the weekly or 30-day rate will result in the rate being changed back to the daily rate and will be retroactive as applicable.

RV REGULATIONS

Current registration or temporary DMV tags must be visible from the outside of the RV.

RV windows shall not be covered with paper, wood, tape, cardboard, aluminum foil, plastic, paint, automotive tinting used to black out windows, sheets, or other bedding material in lieu of window treatments.

RV's must remain in operable conditions at all times. Patron tires shall not be covered with wood, plastic, cardboard, sheets, etc. and must be inflated at all times. Only approved tire covers are permitted.

RV Park guest are not authorized to rent, sublet or lease their RV without written permission from the Director of MCCS. If an RV is sold, the occupant must vacate the space and is responsible for any charges.

All RV sewage lines are to be raised of the ground and secured tightly to prevent leaking.



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Patrons must personally secure and safeguard their vehicle and any personal belongings. MCCS, the United State Marine Corps, and the Unites States Government are not responsible for safekeeping or as bailee of the patron's property. Patron vehicles will be located in an area open to all weather conditions and utilized by other vehicle patrons. Patrons will be parking and removing vehicles in the vicinity of other patron's vehicles. Patrons accept and "Assume the Risk" of negligence by other patrons; fire; theft; vandalism; acts of God and any other natural or man-made disasters that may cause damage to or destroy his/her property. If any deliberate or negligent act or omission by patrons or any of patron's family members or guests results in damage to or loss or destruction of any property which is part of the RV park or the space, the patron shall promptly repair or replace such property, or pay MCCS an amount of money sufficient to compensate it for the loss or damage sustained, as MCCS shall elect and determine.

ADDITIONAL GUESTS

Each RV Park patron may invite up to five (5) guests to recreate with the RV Park patron at a single RV Park space not to exceed 30 days.

Patrons agree to ensure that Patron's family and guests, will at all times conduct themselves in a proper manner with due regard for other residents of the park and will comply with all the guidelines, rules, and regulations set forth in the RV Park SOP.

CHILDREN

Children under 12 years of age are required to be under adult supervision at all times. Children 12 years of age and older shall possess an identification card or be accompanied by an adult at all times.

PATRON RESPONSIBILITIES

Guests are responsible for the upkeep of their assigned RV space. Guest must police their assigned space and surrounding area.

All sewage lines must be raised off the ground and secured tightly to prevent leaking. Sewage lines must be kept level and sewage cannot travel upwards at any time.

Fresh water is provided at all sites, in order to ensure non-contamination of fresh water, a back flow preventer is installed on each water spigot. All spaces are inspected upon check out, any missing / damaged back flow preventers will result in a recovery fee.

Water hoses should be in operable condition to prevent from any holes or leaks. It is the patrons' responsibility to ensure all connections are secured to prevent leaking.

One (1) RV is permitted, per space, facing directly in or out. In the likelihood the sewage hose from the RV to the drain does not reach; a longer hose must be purchased at the patrons expense.

Mobile homes are prohibited in the RV Park.



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TRASH AND RECYCLING POLICY

Trash and recycle bins are located at each space. If there are any malfunctions, broken, or missing please contact the IOTC office for replacement and repair.

Trash and debris must be picked up and disposed of daily in the trash receptacles provided.

Do not throw trash on the ground, especially cigarette butts.

Trash pick-up is every Tuesday. Place your trash receptacle at the edge of the road every Monday evening to ensure pick-up. Storing trash and accumulating recyclable material (i.e. aluminum cans) outside of approved containers is prohibited. A minimal fee will be charged to any guest who vacates their assigned area and leaves debris around the rental site.

SPACE REGULATIONS

RV Park spaces, driveways, and streets shall not be used to store boats, off-road (all terrain) vehicles, unused RVs, campers, sheds, trailers or appliances. Boats, trailers, off-road (all terrain) vehicles, and unserviceable vehicles are prohibited in the RV Park. A rental storage lot is available aboard the Combat Center. For information contact the STL office.

Guests are not permitted to install any outdoor fixtures or equipment to include, but is not inclusive to; fences, clothes lines, gazebo, shading cloth, washers, dryers, microwaves, gym equipment etc.

Personal property must be capable of being stored within each patron's RV at any time. Personal items located on the outside of the guests' RV must be stored neatly and not distract from the overall RV Park appearance.

All personal items are to be stored when not in use. The guest will be notified if personal property stored outside is considered to be an excessive amount.

The use of lawn chairs is permitted pertaining they are able to be stored when not in use and do not distract from the overall park appearance.

Lawn decorations are prohibited.

Lawn furniture may be outside and will not distract from the overall appearance of the park.

Non-RV household furniture, gymnasium exercise equipment, and animal cages are not permitted to be stored outside at any given time.

Clothes lines, ropes, wires, and string shall not be attached to any outside fixture or object.

Placement of fencing, temporary or permanent is prohibited.

Bicycles may be stored outside **provided** they are placed neatly behind the RV Park assigned shed and does not distract from the overall RV Park appearance.

Carports shall not be used to store items and / or hang anything.

AUTOMOBILES

Each guest may have a total of no more than two automobiles/motorcycles per space. Each automobile/motorcycle must have valid registration, insurance and be registered with the Vehicle Registration Office CCO 1630.6A.



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Residents and guest are not authorized to repair or maintain (e.g. change oil and other vehicle fluids) any motor vehicle within the RV Park. For information contact the Auto Skills Center at 760-830-7527. Batteries and car parts are not to be left on the ground or dumped in the sand. Residents may change tires, add vehicle fluids or wash their own RV and vehicles with soap & water provided they do not create a nuisance to other patrons. The use of pressure washers is prohibited.

PETS

Pets are allowed and remain the responsibility of the owner and must be in compliance with MCO p11000.22. Each RV Park space may have up to two dogs, two cats, **or** one dog, one cat (no more than a total of two at any given time). Caged pets, such as; birds, small rodents (e.g. mice, hamsters), and authorized reptiles shall not total more than three and must reside in the RV at all times. Examples of unauthorized pets are as follows; poultry, snakes, livestock, feral mammals (e.g. ferrets, wolves, and other animals unsuitable for domestication), animals kept for profit or sale, and animals not permitted by the Combat Center Order, the laws of the State of California, or the City of Twentynine Palms.

Pets may be walked in all areas of the RV Park and must be kept on a leash at all times. Guests shall clean up after their pet immediately.

No pet is allowed to be kept outside restrained to any object, left in a kennel, or left unattended at any time.

Guests should be cautious about leaving their pets unattended in their RVs, especially during warm weather months.

Good behavior is required. Dogs of any breed that are hostile or aggressive will be asked to leave the RV Park, along with their owner.

Bird feeders are prohibited.

FIRE PITS AND BBQ GRILLS

IAW CCO P11101.12H, outdoor fires/portable fire pits are prohibited unless a permit is approved by the Base Fire Department and presented to the IOTC. Charcoal or LP gas grills are authorized if used safely, and stored away neatly. Coals must be distinguished after use. The storing of charcoal and lighter fluid may not be stored outside.

PROPANE TANKS

Propane tanks must be secured at all times **to RV or appropriate equipment. All propane tanks must be tightly secured to prevent leakage.**

Propane tanks may be filled at BLDG 1078 Monday-Friday 0800-1400. For more info please contact the IOTC office.

PEST CONTROL

Patrons are responsible for providing pest control services for their RV's and Spaces.



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MAINTENANCE

Once an RV Park guest is checked in to a space the guest may not be moved to another space unless a maintenance issue prevents the use of the assigned space and is approved by Guest Services (i.e. electrical inoperable).

Patrons are not allowed to utilize another spaces power pedestal. All spaces have 30amp, 50amp and GFCI electrical hook-ups.

Patrons are responsible to report any malfunctions of electrical, sewer, or water services to the IOTC office by calling 760-830-6583 or in person.

MISCELLANEOUS

Patrons are responsible for the controlling of all pest and rodents at their space.

Alcoholic beverages may be maintained and consumed in an RV in accordance **with CCO 1630.6A**. The use of illegal drugs is prohibited and your RV privileges may be curtailed.

Laundry facilities are located at the Marine Palms Marine Mart, building 1500 and the IOTC, building 690. The Marine Palms Marine Mart contain coin-op machines and are open 24 hours. The IOTC laundry facility is free for all RV Park registered patrons.

Pools are permitted so long as they are within 8' in diameter and no more than 18" in height. Pools must be emptied daily. Any guest who is found to leave standing water in a pool unattended will lose their privilege to utilize the pool during their stay. Pools are to be stored away after usage.

While in the RV Park, patrons shall not possess firearms, fireworks, munitions, explosives, or weapons designed to produce death or grievous bodily harm. Ceremonial swords and military uniform items are authorized. **CCO P1630.6E and P11101.12H apply**.

The dumping of gray (sink or shower water) or black water (raw sewage) is prohibited.

INDIVIDUAL MAIL

Personal mail may be received at the RV Park. Mail keys are issued and must be signed for. If a key is lost the patron will pay for the replacement keys. All mail keys are prohibited to be duplicated. For mailing address and access, contact the IOTC office.

Mailing Address: 7941 Sunshine Peak Road Space#_____, Twentynine Palms, CA, 92278

SPEED LIMIT

The speed limit at Twilight Dunes RV Park is 15mph no exceptions. Always be cautious of blind corners, and children at play.

EMERGENCIES

All emergencies are to be reported to the IOTC Office as soon as possible.

QUIET HOURS

Quiet Hours are to be maintained between the hours of 10:00 PM and 7:00 AM. Sound equipment and noise producing activities shall be kept at a subdued level at all times.



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VIOLATIONS

Violators of these procedures will be given up to five (5) calendar days to correct any discrepancy. Once a guest has received a third (3rd) violation for the same discrepancy, the guest will be given five (5) calendar days to remove their RV from the park.

Failure to correct will be grounds for removal from the RV Park and your chain of command will be notified.

There is no tolerance of dumping of gray or black water; this is grounds for removal from the RV Park.

CONCERNS, QUESTIONS, SUGGESTIONS

If an issue, question, or suggestion arises. Please contact the IOTC office at 760-830-6583. We are here to serve and help in any way possible.