

LAKE HAVASU TRAILERS

APPENDIX A: GENERAL INFORMATION



MISSION

Marine Corps Community Services (MCCS) maintains nine (9) trailers at Crazy Horse Campgrounds in Lake Havasu City, AZ for rental by active duty, reserve and retired military members, Department of Defense (DoD) and Nonappropriated Fund (NAF) employees, and their families. The trailers provide a getaway location for members of the Marine Corps Air-Ground Combat Center (MCAGCC) community.

RESERVATIONS

Reservations for trailers may be made in person at the REC ITT office located inside the Main Exchange (Building 1502) or by calling REC ITT at (760) 830-4122. REC ITT is open Monday through Friday from 0900 to 1800 and Saturdays 0800 to 1300.

The following priorities and criteria apply to all reservations:

(1) First Priority

Active duty and reservist reservations may be made 12 weeks in advance.

(2) Second Priority

Retiree reservations may be made 10 weeks in advance.

(3) Third Priority

DOD and NAF employee reservations may be made 8 weeks in advance.

- Authorized patrons may make reservations in their name only.
- Dependent children, relatives or fiancées may not make reservations.
- Only one trailer may be reserved per authorized patron. Exceptions may be possible, depending on availability. Please call REC ITT for details.
- **In order to access the camp grounds and receive a key to their trailer, patrons must show their Military ID to guard at the entrance gate.**

LENGTH OF STAY AND OCCUPANCY LIMITS

Weekend Stays – Two (2) night minimum. Check in Friday, check out Sunday.

Weekday Stays – No minimum stay for Sunday through Thursday nights.

Holiday Stays – Three (3) night minimum. Applicable holidays include Memorial Day, Fourth of July and Labor Day. For other holiday periods, such as Lake Havasu City's spring break, call ITT for scheduling information.

2012 Holiday Schedule: Spring Break: April 23-27 Memorial Day: May 25-28 Independence Day: July 2-5 Labor Day: September 1-3
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LONG TERM RESERVATIONS

Reservations for extend stays during the months of November to March may be made six months in advance. Reservations are discounted according to length of stay as follows:

Length of Stay	Fees	Discount %	You Save	Discount Fees	*Daily Rate
4 Weeks	\$1,340.00	30%	\$402.00	\$938.00	33.50
3 Weeks	\$1,005.00	25%	\$251.25	\$753.75	35.89
2 Weeks	\$ 670.00	20%	\$134.00	\$536.00	38.29
1 Week	\$ 335.00	15%	\$ 50.25	\$284.75	40.68

*You are allowed to add days to your reservation at the Daily Rate that is discounted according to your length of stay. Example: your reservation is for 10 days. The weekly rate would be \$284.75 plus 3 days at \$40.68 a day. Total reservation would be \$406.79, a 15% discount off the regular 10 day rate of \$478.60. Any reservations over 4 weeks is discounted 30%.

The campgrounds may require each guest to wear a wristband during exceptionally busy weekends to ensure that only authorized patrons are accessing the facilities and amenities of the park.

Occupancy of the trailer is limited to four adults. Exceptions may be made for families with several children.

Trailers have furniture and appliances for patron's comfort and convenience. Patrons must provide their own towels, washcloths, bed linens, pillows, dishcloths, soap and paper towels. There are local stores located within 2 miles of the campground to purchase these items. Below is a listing of the bed configuration for each trailer:

Trailers B-20, B-21, B-22, D-7 and D-8 each have two (2) twin beds in the bedroom and a full size sleeper sofa in the living room. The twin beds in the bedroom can be pushed together to make one king size bed.

Trailers D-9, H-35 and H-36 each have one (1) queen size bed in the bedroom as well as a full size sleeper sofa in the living room.

Trailer H-30 is a handicap accessible trailer and has one (1) queen bed in the bedroom as well as a full size sleeper sofa in the living room.

SECURITY DEPOSIT

A \$50.00 refundable security deposit is due at the time of reservation. One (1) security deposit is required for each trailer rented. It must be paid at the REC ITT office. Cash, checks or credit cards are accepted, but payment by credit or check card ensures the fastest, easiest refund. Cash and check deposits will be refunded by a check mailed to the patron's address on record. Refund of the security deposit is contingent upon the condition of the trailer once vacated. Additional fees may be charged for cleaning, repair and/or replacement services. Please contact ITT within a week after your stay to claim your refund. **Any deposit not claimed within 30 days of your stay will be forfeited.** ITT cannot rollover your deposit for future stays.

PAYMENT OF FEES AND CHARGES

Trailer rental is \$55.00 per night for Friday and Saturday. Thus, weekend rentals are \$110.00 plus a \$50.00 refundable security deposit. Weekday rentals are \$45.00 per night plus a \$50.00 refundable security deposit. Spring Break and Holiday Weekends/Weeknights are \$60.00 per night, along with a \$50.00 deposit fee. Minimum stay during Holidays and Spring Break is three nights. Full payment must be received in our office four (4) weeks in advance of check-in or your reservation will be automatically canceled, NO EXCEPTIONS. No telephone calls will be made to notify you of the cancelation. Payments received after this deadline will be returned. Acceptable forms of rental payment include money order, major credit or check card, Star Card and personal checks payable to "MCCS 0150". Payments must be made at the REC ITT office or through the mail. Do not mail cash.

Mail checks to:

REC ITT – LAKE HAVASU RESERVATIONS
MARINE CORPS COMMUNITY SERVICES
BOX 788150 (BLDG 1502)
TWENTYNINE PALMS, CA 92278-8150

- **SPECIAL:** Rentals of one week or longer are discounted. Refer to Long Term Reservations on Page 2.

CANCELATION AND REFUNDS

Cancelations will not be accepted less than two (2) weeks in advance of the scheduled reservation except in the case of unavoidable military obligations. Reservations canceled after this deadline, are subject to forfeiture of all payments.

All reservations made for holiday periods are final.

CHECK-IN AND CHECK-OUT POLICY

- Patrons may check into trailers after 1400.
- Patrons must proceed to the Crazy Horse Campground Office during office hours or if closed to the Guard Shack.
- Patrons must present a copy of their Facility Sales Receipt along with their military, DoD, or NAF ID, to Crazy Horse personnel, either at the Office or Guard Shack.
- Crazy Horse personnel will verify reservation and present the trailer key to the patron.

On entering the trailer, please check for discrepancies such as burned out light bulbs, leaks in plumbing, broken furniture or mechanical malfunctions. Document these problems on the Rental Inspection Sheet and turn it in to the REC ITT office when you request your security deposit refund.

Check out (to include cleaning) must be completed by 1200. There are no exceptions, nor may a fee be paid to Crazy Horse Campgrounds to extend check out time. Our cleaning service will perform an inspection following check out and notify REC ITT of the trailer's condition within 48 hours.

On your check-out date, please be sure to follow the below cleaning guidelines (NOTE: Patrons must supply their own cleaning supplies).

- Empty cupboards, closets, drawers of clothes, personal items, sacks, food, etc.
- Wash dishes and place all cooking items and dinnerware in cupboards.
- Sweep floors (brooms and dustpan provided).
- Wipe off range, oven broiler and microwave. Wipe walls around sink and cooking unit. Wipe off exhaust hood.
- Empty refrigerator and wipe thoroughly. Remove and clean all drawers in bottom of refrigerator, if necessary.
- Be sure to look under beds, chairs and sofa for missing items.
- Clean bathroom and remove all personal items.
- Police outside areas and deposit all trash in designated dumpster. Trashcans are available at each unit.
- Report any damage to facility staff. Charges may apply.
- Leave trailer key on the counter when you check out and lock the door behind you.

QUIET HOURS

Quiet hours are observed between 2300 and 0700. Loud talking, music, radios or other loud noises are not permitted during quiet hours.

MOTOR VEHICLES

Only one (1) vehicle is allowed per trailer at no charge. An additional vehicle may park in the overnight parking area outside campground #1, for a fee payable to Crazy Horse Campgrounds.

If your vehicle has any leaks, please bring an oil pan to control leakage. Leaks create an unsightly mess as well as a footing and environmental hazard.

Speed limit within the campgrounds is 10 mph. Always be cautious of blind corners and children at play.

Recreational vehicles (RV's, trailers, etc.) are not permitted. Notify the ITT office in advance if you will be bringing a boat, as not all units have boat parking available.

Driving or parking any vehicle outside of designated parking areas is prohibited. Guests must park in designated visitor parking areas outside of the main entrance to the campgrounds, NO EXCEPTIONS.

ANIMALS

Pets are NOT allowed. Helper animals (i.e., seeing-eye dogs) are permitted.

FIREARMS

The possession of firearms, including air powered weapons and bow weapons, is prohibited on the premises of Crazy Horse Campgrounds.

SMOKING

Smoking is prohibited inside the trailers and on trailer decks. Pick up all cigarette butts.

WATER USAGE

Each trailer stores only 20 gallons of hot water. Showers should be limited to a few minutes to allow tank to refill between uses. There is a Hot Water ON/OFF switch located in the kitchen next to the outlet by the sink. This does not "reset" the hot water, it shuts it off completely. If you have no hot water, check the switch first.

PROPANE TANKS

The propane tanks included in these units do not have gauges on them, therefore if they run out please either call the Crazy Horse Campgrounds office at 928-855-4033 at the main office or at the front guard shack and they will fill it for you. It is the patron's responsibility to contact Crazy Horse Campgrounds for propane. No refunds will be made for empty tanks.

EMERGENCIES

All emergencies should be reported as soon as possible to the park office on Monday through Saturday from 0900 to 1700, and to the security booth on Sundays and after hours. If patrons need to be contacted in case of an emergency, a message can be delivered immediately from the campground office, telephone (928) 855-4033.

MISCELLANEOUS

- Children under the age of 12 may not be left alone.
- Skateboard and off-road vehicles are prohibited on the campground.

- Privately owned vehicles are prohibited on the beach.
- Fishing licenses may be purchased on line at <http://www.dfg.ca.gov/licensing/ols/> or local stores near the campground.
- You may take your own fishing gear and watercraft or call Outdoor Adventures at (760) 830-7235 for rental information. Watercraft rental is available in a number of locations around the lake.

HELPFUL HINTS

- You should take disposable plates, cups, napkins, towels and utensils. Dinnerware and silverware are provided, but few people like to wash dishes while on vacation.
- You should take soap, shampoo, sun block and other personal items, as these items are not provided.
- You may want to take bottled water. The campground water is safe to drink, but it is hard and minerals periodically discolor the water.
- The air conditioner in the trailers is highly efficient. You should monitor it carefully during your stay and leave it set at 75° upon checkout for the comfort of the next patron.
- Since there is no garbage disposal available, all food waste should be discarded in the trash and not washed down the drain.
- Boat launching and docking are available at no charge to registered patrons. They are available on a first come, first served basis.
- A four mile paved path circles the island and is great for inline skating, walking or cycling.

CONTACTING REC ITT – LAKE HAVASU RESERVATIONS

- Please contact us 760-830-4122, during our regular business hours of 0900 to 1800, Monday through Friday, 0800 to 1300 Saturday.
- Please contact Lake Havasu Trailers Manager, at 763-202-0282, anytime after our regular business hours and on weekends and holidays.

**MCCS maintains this facility exclusively for your enjoyment.
Leaving the trailers in good condition for the next occupant will help us keep rental fees low
and ensure your continued use.**

***Thank you for your patronage!
Have a safe trip!***