



Frequently Asked Questions

What time is check-in? RV Sites & Tent Sites: 1 p.m. Vacation Rentals: 3 p.m.

What time is check-out? RV Sites, Tent Sites & Vacation Rentals: 11 a.m.

What is the process for arriving after office hours? Standard office hours are as follows: March – October 8 a.m. – 7 p.m. and November – February 8 a.m. – 4 p.m. If you need to arrive outside of our standard office hours, please head to the front door of the Office where you will find a box labeled “Guests with Reservations”. There will be a map inside the box with the name under which the reservation was made. Follow the map to your assigned site. If it is a vacation rental, we will have it unlocked for you with the keys inside.

What is the process for vacation rental departures before office hours? Standard office hours are as follows: March – October 8 a.m. – 7 p.m. and November – February 8 a.m. – 4 p.m. If you need to depart your vacation rental outside of our standard office hours, please place your keys in the dropbox on the front door of the Office.

What time are quiet hours? Quiet time is enforced from 10 p.m. – 8 a.m.

What parking is available? May I park an extra unit (vehicle, trailer, ATV, flat tow autos, etc.)? All RV sites, tent sites, and vacation rentals come with 1 assigned parking space for your vehicle. Additional parking spaces for an extra unit is limited, but may be available for \$5-10/per night based on unit length. Please notify us (see contact info below) in advance of the need for extra parking, so that we may confirm availability.

Which vacation rentals come with linens? Linens are provided with all vacation rentals, except for our Camping Cabins. Linens for our Camping Cabins may be rented for \$20 upon advance request, or you may bring your own linens. Bed sizes for Camping Cabins are as follows: 1 queen bed and 1 bunk bed (2 twin-size mattresses). Please notify us (see contact info below) in advance of the need for a linen rental, so that we may confirm availability.

Are wood fires permitted? No wood fires are permitted on property due to nearby nature preserves and associated city restrictions.

When is the pool open? Summer: 10 a.m. – 8 p.m. Fall: 10 a.m. – 4 p.m. Children under the age of 14 must be accompanied by an adult.

Policy Highlights

Deposit Policy: Payment in full is taken for all reservations from outside travel agents (i.e. Booking.com). Deposits for 1-3 nights will be the cost of 2 nights and deposits for 4+ nights will be 50% of the total stay. Outstanding balances for all reservations are collected the morning of arrival (early morning) as to expedite the check-in process resulting in a stress-free experience in one of the top USA destinations.

Extra Fees: The base rate includes two occupants. Each additional occupant (over 6 years old) will be charged an additional \$5 per day.

Disturbing the Peace: Please be courteous to the guests around you during all hours of the day. Quiet time is enforced from 10 p.m. – 8 a.m. Please, no loud talking, loud radios, loud televisions, or other loud noise between these hours. Please do not cut through other’s campsites.

Pets: We are a pet-friendly resort, but pets must be walked on a leash at all times, cleaned up after immediately, and may not disturb other guests/pets. Pets are the responsibility of the owner. Management reserves the right to restrict disruptive pets, exotic pets, and dogs considered to be aggressive breeds. Pets are not permitted inside the vacation rentals, except for our Camping Cabins which do not come with linens. Upon check-in, please notify the Office of your pets.

Landscaping: The grass is mowed every Tuesday. Sprinklers turn on daily from ~11 p.m. – 6 a.m. Please do not leave any personal items outside in the grass overnight. Vehicles, tents, rugs, mats, etc. may not be placed on the grass.

Vehicle & RV Work: Washing, maintenance, and/or mechanic work of vehicles or RVs is not permitted on property.

Smoking: There is no smoking permitted in vacation rentals, bathhouses, or any of our indoor facilities.

Contact Info:

Email: moabvalley@suncommunities.com

Phone: (877) 418-8535