

Stay safe. Have fun.

Following the rules assures everyone has a great time here. So, let's all do our part, shall we?

SAFETY PATROL:

(619) 489-4666 we have Rangers patrolling the facility 24 hours, seven days a week.

CHECK-IN TIME:

2:00 PM for RV Sites & 3:00 PM for Vacation Cottages.

CHECK-OUT TIME:

11:00 AM

MINIMUM STAY:

All holiday weekends require a 3-night minimum stay. All other reservations require a 2-night minimum. No Saturday arrivals or departures allowed.

OCCUPANCY TIME LIMITS:

Reservations can be no longer than 90 consecutive days totaling no more than 180 days total in a calendar year.

OCCUPANCY:

No more than 6 guests are allowed per RV site or Vacation Cottage.

DEPOSIT:

Short-term reservations require a deposit of \$100. Monthly stays require a deposit of \$400 at time of reservation. Balance is due upon arrival. Personal checks are not accepted at check-in.

CANCELLATION POLICY FOR DAILY RESERVATIONS:

Cancellations made 7 days to 59 days from the arrival date will receive a full refund less a \$25 cancellation fee. Cancellations made less than 7 days prior to arrival will be assessed a \$100 cancellation fee.

CANCELLATION POLICY FOR MONTHLY RESERVATIONS:

Cancellations made 60 days or greater from the arrival date will be refunded in full. Cancellations made less than 59 days prior to arrival will be refunded less a \$400 cancellation fee.

REFUND POLICY:

Refunds are prohibited for weather condition, voluntary departure, acts of nature, or evictions. Any refund processed will be refunded in the same form that it

was originally paid or a reservation credit can be issued towards a future stay to be used within one year from the date the reservation credit was issued.

NO SHOW POLICY:

Any guest who has not arrived within 24 hours of arrival date will forfeit his or her deposit; unless prior arrangements have been made with resort staff.

WILDLIFE:

The resort is situated adjacent to a natural wildlife habitat. Please do not feed the wildlife or leave food out. DO NOT WALK TO THE LIVING COAST. We are so close, you can see it! But do not walk to The Living Coast Discovery Center. Please take the two-minute shuttle ride to get there safely without harming the habitat.

APPEARANCE/HOOKUPS:

All camping units must be RVIA certified and in good working condition with no visible exterior damage. No repairs or maintenance may be done in the park, except by park-approved mobile services. Sewer hoses must be undamaged and connections tight. Replacement hoses and parts are available in The Market. Discharging septic or gray water will result in a fine and possible eviction. Formaldehyde products are not permitted.

SITE CONDITIONS:

To help in keeping a neat and clean appearance, please refrain from bringing in non-camping furniture. Larger outdoor recreational items (kayaks, coolers, etc.) must be organized and neatly stored beneath the RV with every attempt to conceal these stored items and maintain site aesthetic. Campsites should be free of fire hazards. Only one ez-up style tent permitted per site. Management has sole discretion on "appearance".

FIRE POLICY:

Wood fires are prohibited. This rule is imposed by the Chula Vista Fire Department. Propane fire pits may be operated 8 AM-midnight but must be kept under 8" and turned off when high wind is present. Please do not burn or leave trash in fire pits. Do not move fire pits

without permission of staff. Fires may not be left unattended.

VEHICLES/PARKING:

Each reservation includes 1 tow or personal vehicle. Due to limited parking, no additional vehicles are permitted on property. All vehicles must have valid license plate, proof of insurance and parking pass from Welcome Center. No ATV/UTV, personal golf carts, other large terrain vehicles, off-road motorcycles, Segways, hoverboards, powered skateboards, scooters or similar items are allowed. Guests may not park on vacant sites or overnight at the amenity parking.

GUESTS/VISITORS:

All guests must be included in your reservation and parking is limited to your site. We are unable to accommodate day visitors as the resort has no overflow parking.

PETS:

We are a pet-friendly resort, but pets must be walked on a leash (6 feet maximum length), cleaned up after and may not disturb other guests. Pets are the responsibility of the owner. All pet waste is to be cleaned up as soon as deposited. Guests who do not pick up after pets will be asked to leave with no refund. No exceptions. Management reserves the right to restrict disruptive or aggressive breeds. There is a limit of 2 pets per site. There is a non-refundable fee of \$50 for having pets in a Vacation Cottage.

QUIET TIME:

Our quiet time is from 11:00 PM - 8:00 AM daily but please be courteous to the guests around you during all hours of the day. Remember, your voice carries. The use of generators is prohibited. We do enforce a curfew - anyone under 14 years of age may not leave their campsite after 11:00 PM unless it is to and from a Comfort Station and they are accompanied by an adult.

RESPECT YOUR NEIGHBOR:

Do not cut through sites and please keep your possessions on your site.



Directory

Our Welcome Center has a brochure display filled with local information and a friendly team happy to help.

NON-EMERGENCY SERVICES

Chula Vista Police.....(619) 691-5151

SUN OUTDOORS SAN DIEGO BAY

Welcome Center.....(619) 489-3950

After Hours

Ranger Line(619) 489-4666

WELCOME CENTER & STORE HOURS

Sun-Wed, 8 AM-8 PM
Thurs-Sat, 8 AM-10 PM

PROPANE HOURS

9 AM-6 PM

CAFE & BAR HOURS

Sun-Wed, 8 AM-8 PM
Thurs-Sat, 8 AM-10 PM

ARCADE HOURS

Sun-Wed, 8 AM-8 PM
Thurs-Sat, 8 AM-10 PM

POOL HOURS

Water Classes/Adult Only Swim,
8-10 AM
All Swim, 10 AM-10 PM

FITNESS/LAUNDRY

24 Hours

TV CHANNEL GUIDE

Want to watch your favorite programs? Turn to Channel 3 for the TV Channel Guide, or Channel 4 for San Diego Bay TV.

BIKES:

Wear your helmet! Bicycle riders must obey the same rules of the roads including the 5 mph speed limit. Bikes may not be ridden on sidewalks, landscape or vacant sites. Anyone riding a bicycle after dark must have proper working headlights and taillights on their bicycle. Be safe and lock up your bike using a U-Lock.

SMOKING & ALCOHOL:

There is no smoking allowed in common areas, inside vacation cottages, or in any indoor facilities. Smoking is only allowed on your site and must not affect the comfort of other guests. While alcohol is permitted at your campsite or vacation cottage, it must be consumed in a responsible manner - we are a family resort.

PROHIBITED ITEMS:

Drones, fireworks, including sparklers, and explosives of any kind are prohibited. Violators may be asked to leave the premises without refund.

POOL:

Pool hours for all swim are from 10:00 AM to 10:00 PM; adult swim only 8:00 AM - 10:00 AM. There is no lifeguard on duty and all children under the age of 14 must be accompanied by an adult. Children who are not potty-trained must wear swim diapers in the pool. No rowdy behavior or pool inflatables. Glass containers and outside alcohol are strictly prohibited. Children 14 years old and under should not use spa, even with adult supervision. Pets are not allowed in pool/spa area.

PERSONAL PROPERTY:

All personal property brought into the resort is at the registered guest's

risk and management shall bear no responsibility for the damage, loss or theft of such property.

MAIL/DELIVERIES:

Sun Outdoors San Diego Bay is unable to accept any loose mail, advertisements or magazines. We provide an Amazon Locker for delivery of USPS Priority Envelopes, UPS or FedEx deliveries. Upon delivery, you will receive a text or email message with an access code. Resort staff are unable to assist with collection. Any outside food deliveries will require guests to meet drivers outside of the resort. Sun Outdoors San Diego Bay cannot be used as an address of residence.

TRASH:

Please dispose of trash and recycling in the resort provided waste center next to the Welcome Center. Do not throw personal garbage in restrooms, laundry, common trashcans or leave in front of site.

Sun Outdoors San Diego Bay retains the right to alter and modify any of the Rules and Regulations in keeping with the fairness and best interest of all participants. Management's decisions in all disputes are deemed final. Violation of these rules and regulations that result in damage or destruction to the property or threaten the safety of resort guests will result in the termination of your stay. Additionally, resort management reserve all rights to terminate guests' stay for any reason.

EMERGENCY:

Dial 911! Our address is 825 E Street, Chula Vista, CA and then state your site number.

Owners and/or management assume no responsibility for accidents or injuries to clientele and guests. We reserve the right to evict any person(s) without refund for detrimental conduct.