

APPENDIX L

MOBILE HOME RENTAL POLICY

The Toledo Bend Recreation Site (TBRS) has 12 fully furnished two-bedroom units, 4 cabins, and 3 yurts available for use by eligible patrons year round. Each, except the yurts, is equipped with microwave, furniture, stove, refrigerator, television, cooking items and utensils. The yurts only have a microwave and a refrigerator. The living room sofa converts to a double bed. The mobile homes, cabins, and yurts have central air conditioning and heating. Personal items such as bedding and linens are not provided.

RESERVATIONS:

1. Reservations for the mobile homes, cabins, and yurts are accepted by the TBRS by calling (318) 565-4235 or 1-(888) 718-9088 (toll free) or walk in.
2. Reservations for the mobile homes, cabins, and yurts are reserved for **Active duty Military** the first eight (8) days of the month (i.e., reservations for July begin the first of June and continue through the month). After the 8th day of the month, all eligible patrons can reserve mobile homes, cabins, and yurts on a first come, first served basis for the current and following month. Patrons may reserve up to two mobile homes, cabins, and yurts in their name. If more than two are required, a written justification for exception to policy must be submitted to the manager at TBRS, 1310 Army Rec Road, Florien, Louisiana 71429. If approved by the Garrison Commander, correspondence will be forwarded to the Chief, Community Recreation Division, and then to Toledo Bend and reservation dates will be blocked off.
3. A standby list will be maintained at the Checkout Center. Vacancies caused by **cancellations or "no shows"** will be filled from this list on a **first come, first served basis**, according to who called, first, with priority going to Active Duty Military.
 - a. A 48-hour cancellation notice is required. All **"no-shows"** will be charged for on night
 - b. The following exceptions will be granted for less than 48-hours cancellations:
 1. Emergency or illness
 2. Deployment
 3. Duty

Reservation deposit of one night usage fee is required. All deposits mailed to TBRS must be received not later than 10 days after reservation is made. Therefore, reservation is guaranteed.

- a. **Credit Card:** Number and expiration date will be entered on reservation sheet. Card will not be billed unless customer fails to cancel as required by SOP

b. **Cash:** Cash will be placed in an envelope, labeled with customer name, mobile home number and dates. Envelope will be placed in the safe and annotated on the customer information sheet. Deposit will be returned to customer at check in.

c. **Check:** Checks will be marked with mobile home number and dated. Check will be placed in the safe. Check will be returned to customer upon check in.

c. Patron's who have reservation are required to check in at the TBRS equipment check out office located adjacent to the marina, Bldg 10022.

1. Check in begins at 1500.

2. Payments for mobile home rental are to be made when checking in.

3. TBRS staff will be responsible in conducting a joint inventory of all property located in the mobile home prior to occupancy. The patron is required to verify each item and sign a receipt of property.

4. **ENERGY POLICY:** Patrons are requested to set the A/C at 78 degrees and the heat at 68 degrees. Conservation of energy will help maintain low rental prices for the homes.

5. **SECURITY POLICY:** Patrons are requested to turn on the outside light at dusk and off at dawn.

6. **DEPARTURE:** Checkout time, **No Later Than 1200**, except on **SUNDAY, @ 1400**. Patrons are required to contact the TBRS staff in sufficient time to meet this deadline. Patrons are required to ensure that the mobile homes are clean prior to checking out.

7. **GENERAL SAFETY:** For the safety of children, persons under the age of 18 are not allowed to remain in the mobile homes without adult supervision.

8. **REFUND POLICY:** Refund request must be submitted in writing with reason, name, address and copy of contract. Refunds will be process for the following reasons:

- a. Emergency or Illness
- b. Deployment
- c. Duty

Refund requests must be submitted to Manager, TBRS, forwarded to Chief, Community Recreation Division for approval. Patrons paying by cash or check may wait up to six weeks to receive the refund.