



## Hagan-Stone Campground: Policies and Procedures

Thank you for selecting Hagan-Stone Park as your campground of choice. Please see our policies and procedures below.

### Section A

#### **1. How to Reserve:**

- You can access our online camping reservations at [County Parks | Guilford County, NC \(guilfordcountync.gov\)](https://www.guilfordcountync.gov) When making online reservations, please book all intended nights of stay. If you need to extend your stay, availability is subject to change, and limitations might apply. Please note online reservations can only be made up to three (3) days prior to the date of your arrival. If making a reservation three (3) days or less prior to your reservation date, please call our office.
- You can call our office at (336)641-2090 Monday- Friday 8 am- 4:30 pm.

#### **2. Reservation Limitations:**

- Please note that when making reservations, whether online or over the phone, the site that you are reserving will be registered under your name alone. Any adjustments or modifications to the reservation must be made by the renter/ account holder. No subletting is allowed.
- Tent Sites: Two (2) night minimum and four (4) night maximum. Tent pad and designated area to be used to maintain boundary and privacy
- RV Sites: Maximum of 14 nights within a 28 day period. Maximum of six (6) people per site. Two (2) night minimum when booking for Friday or Saturday.
- No sites will be placed on hold. Sites are secured only after payment is rendered.
- Reservation extensions can be requested. However, please note that your current site is subject to availability.
- Pull-up/Drop-in reservations must be made on site before 4pm prior to setting up your campsite.

#### **3. Forms of Payment:**

- Only cash or credit cards will be accepted as payment for campsites.
- No personal checks will be accepted.

#### **4. Refund Policy:**

- Camping is an outdoor activity and is subject to inclement weather. No refunds will be issued solely because of inclement weather.
- When applicable, refunds will be processed in 14-21 business days.
- If a cancellation request is received more than seven (7) days prior to the start of a reservation, the following administrative fees will be applied:
  - \$3 per night for tent sites
  - \$5 per night for RV sites
  - \$10 per night for group sites
- Requests to reschedule reservations must be made more than seven (7) days prior to the reservation start date.
- Cancellations **MUST** be made more than seven (7) days prior to the date of your arrival: NO EXCEPTIONS, no credits, no rescheduling or refunds will be applied.



- Adjustments and modifications to reservations must be made by renter/ account holder.

## **5. Check-in Procedure:**

- No formal check in is required. Guests can report directly to their site if reservations are made in advance.
- No early arrivals or late departures are allowed.
- If arriving after park closure, please drive in on the exit side of the park.
- Check in: 2 pm  
Check out: 12 pm
- We request that all park guests be checked in and settled before quiet hours begin at 10 pm.
- When arriving after park closes, please ensure minimum setup after dark to keep from disturbing other campers.

## **Section B: Rules and Regulations**

### **1. Quiet Hours:**

- 10 pm – 7 am
- Please make every effort to abide by the quiet hours, including but not limited to loud music, dog barking, loud chatter/talk, and T.V. and radio volume.
- Please limit vehicle movement after quiet hours and use low beams when traveling at night.

### **2. Park Hours (Subject to change):**

- Summer (June – August) 8 am – 8 pm
- Winter (November – February) 8 am - 5:30 pm
- Spring (March – May) 8 am – 7 pm
- Fall (September - October) 8 am – 7 pm
- Once park closes, all camping guests must remain inside the campground area and refrain from venturing to other areas of the park. This includes, but is not limited to: trails, fishing areas, the aquatic center, open spaces and roadways. Guests will continue to be allowed to enter and exit the park by vehicle only.
- Visitors are allowed during park open hours. Visitors must exit at park closing.

### **3. Environmental Protection Rules:**

- No pruning trees or wood gathering. Please do not disturb vegetation or plant life in any way. No trenching or digging. If hammock camping, please ensure that your hammock can be set up without disturbing or modifying the trees or ground in any way.

### **4. Dump Stations and Waste Water:**

- Use of the dump station is limited only to registered guests. No outside dumping is permitted.
- Dump stations are reserved for registered guests to use during their stay and upon checkout from the campground. Campers are not to use dump stations upon arrival.
- Gray and black water tanks, as well as all other plumbing and water connections, must be free of leaks and stored properly. It is prohibited to allow gray water runoffs directly on the ground.
- Temporary outdoor showers are not permitted.



- Please do not flush wipes of any kind, even those labeled as “flushable”. Please refrain from placing foreign objects into the dump station such as rocks, sticks, and vinyl gloves.

## **5. *Portable Water Connections***

- Please note that all sites share water. It is advised to put a splitter on the hydrant when setting up. It is permissible for guests who are sharing water to add or remove splitters at check in and check out. Your water may be suspended while this is occurring. Do not connect your hose directly to the faucet.
- No personal hot tubs or outdoor showers are allowed.
- Water shall not be used for washing vehicles or for outdoor recreational activities.
- During winter months, water hydrants need to be protected during freezing temperatures or disconnected when not in use, especially overnight.

## **6. *Unauthorized Activities:***

- No vehicle repairs.
- No painting.
- No vehicle washing.
- No swimming allowed in any of the ponds.
- No use of chainsaws or loud powered hand tools.
- Please do not deface any park property, including but not limited to buildings, electrical boxes, picnic tables, bathhouses and playground equipment.
- No public display of alcohol.

## **7. *Vehicle Camping***

- All vehicle camping is restricted to RV sites (B- and C-loops).
- Blinds or window covers must be arranged to establish privacy in all windows and shall remain in place for the duration of your stay.
- Generators are prohibited.
- Vehicle engines may not be started or running while camping.
- Operating space heaters and other electrical appliances inside vehicles is prohibited when utilizing our electrical services.

## **8. *Fire Pits***

- Designated fire pits must be used for all fires.
- Burning of trash is prohibited.
- All fires must always be maintained and attended.
- No burning of foreign objects or raw materials such as plastics or rubber.

### **Personal Fire Pit Requirement**

- Personal fire pits are required for use at individual sites in the C-loop. These must be raised a minimum of four (4) inches off the ground and must be enclosed on the bottom.
- No metal drums.
- No vehicle tire rims.
- Must be free of large holes.



## **Community Fire Pits**

- Please refrain from mass burning such as pallets or large limbs that do not fit in the firepit.
- All items must fit inside the fire burn area and must not extend more than one (1) foot from the top edge of the fire pit.
- Firewood is available for purchase (subject to availability). You may bring your own split firewood.

## **9. Pets**

- Please make sure that your pet is always kept on a leash or in a cage or kennel when outside of your camper or tent.
- Leashes must be no longer than six (6) feet. Tethering pets is prohibited.
- Pets must never be left unattended. This includes not leaving your pet alone inside campers when not present at the campground.
- Every attempt should be made to maintain quiet hours and prevent dogs from barking.
- Please scoop your pet's poop, properly bag it, and discard it in a designated receptacle.

## **10. Campsite Appearance**

- Campsites should always be maintained in an orderly fashion.
- No excessive clutter or storage around or underneath campers.
- One picnic table is designated per site. Do not move picnic tables to other sites.

## **11. Bathhouses**

- No pets are allowed in the bathhouse.

## **12. Campground Shelter**

- Shelter hours are from 8am – 10pm.
- Use is permitted on a first come, first serve basis for registered camping guests only.
- Please see General Park Shelter Rules for complete details.

## **13. Site Abandonment / Non-Payment of Fees**

- "Campsite abandonment" refers to any time past check-out (12pm) where guests are not present and have not vacated the site area.
- Tents are subject to removal and RVs/campers are subject to towing at owner's expense any time after checkout at the discretion of management.
- We are not responsible for any personal items that have been removed from the site.
- Camper guest reservations must be paid in full at the daily rate if you are unable to vacate the site due to mechanical issues. RVs/campers are subject to towing at owner's expense if the campsite is reserved for another campground guest.

## **14. Vehicles**

- No unlicensed vehicles are allowed.
- All licensed vehicles must remain on roadways and shall not travel on any sidewalks or grassy areas.
- Golf carts are not allowed to be operated in the campground or park.
- Vehicles designed for mobility assistance must be designated for single passengers only and shall not be capable of being operated beyond a fast-paced walk.



- All vehicles must be parked in their designated site driveways.
- Any vehicles that are unable to fit in your site driveway must be parked in the designated overflow parking area located in the center of C-Loop.
- A maximum of two (2) cars are permitted per site.

## **15. *Camping Etiquette***

- Please use good and reasonable judgment and conduct yourself in a respectful, friendly, courteous, and safe manner.
- Parents are responsible for the actions and safety of their children. Children are not to be left unattended at any time.
- Be mindful of your choice of music and please refrain from any which may be considered offensive if it can be heard outside of your camper.
- Be courteous and respectful of your space and the space of others. Please do not cut through occupied RV sites.

## **16. *Liability***

- Guilford County and Hagan-Stone Park are not responsible for any property damage or bodily injury caused by falling trees, falling limbs, or any other act of nature or man.