



2025

**Champions Riverside
Resort Bible**

Table of Contents

Campspot.....	2-36
1. Sign in to Campspot.....	3
2. Reservation Grid.....	4
3. Booking a Reservation in Campspot.....	7
Adding a Golf Cart.....	10
Locking in a Site.....	11
Promo Code/Gift Certificate/Cash/WACO Payment Entries.....	13
4. View Booked Reservations.....	17
5. Print off Check-In Packet Information.....	18
6. Edit Existing Reservations.....	18
7. Splitting a Payment with Two Credit Cards.....	27
How to Check In/Check Out a Guest.....	29-34
How to Check In a Guest.....	30
How to Check Out a Guest.....	34
Golf Carts.....	35-37
Golf Cart Check Out Procedure.....	36
Seasonal Camper Information.....	38-41
Other Forms.....	42-48
Gaming Procedures.....	43
Selling Gift Certificate Procedure.....	43
What We All Need to Know.....	44
Camper Rules.....	47
Campground Map.....	48



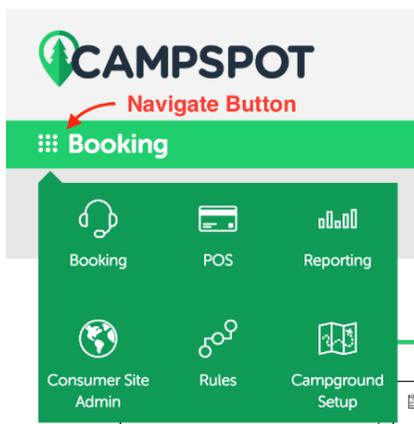
CAMPSPOT

1. Sign in to Campspot

To sign in to Campspot, open a web browser (e.g., Chrome, Firefox, Safari) and visit the following link: <https://reservation.campspot.com/admin>. This is the web address you will always use to access Campspot. Here, you will see the main sign in page and be prompted to input your Campspot username and password. **SAVE THIS BOOKMARK** in your **GOOGLE ACCOUNT**.

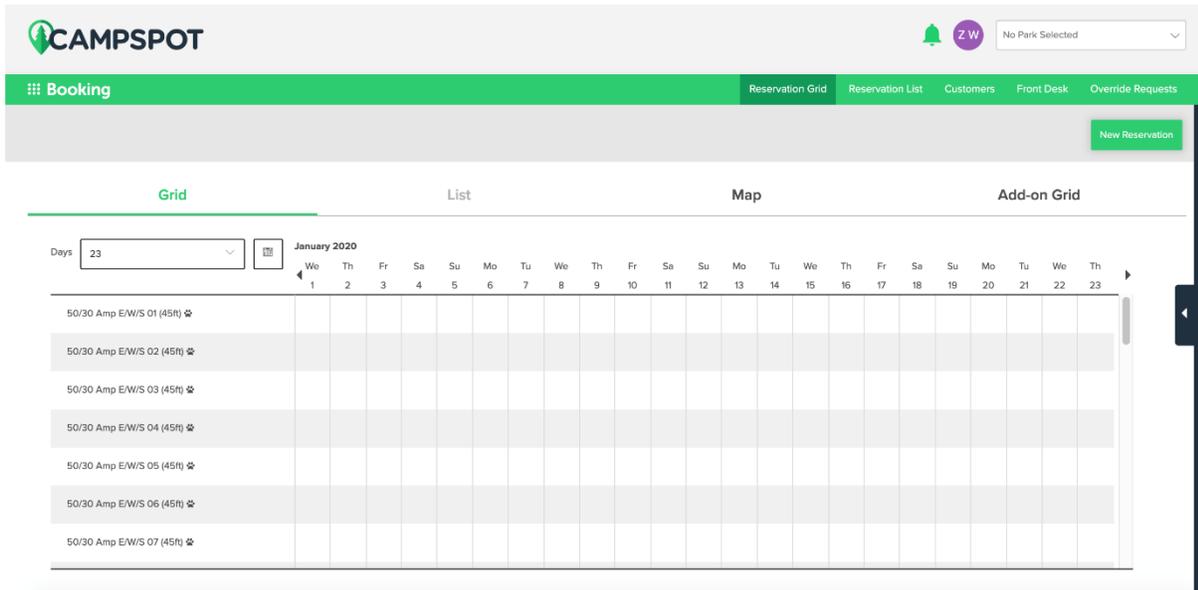
General Users will receive an email showing them their login/password. The link MUST be used within so many minutes of it being sent. So once you receive an update from us stating the logins have been created, PLEASE watch for your login/password and activate your account to avoid additional steps.

Campspot has six main sections that you can navigate between by clicking the navigate button, situated on the left of the top navigation bar. Upon login, you are brought to the Grid & Reservation page of the Booking section.



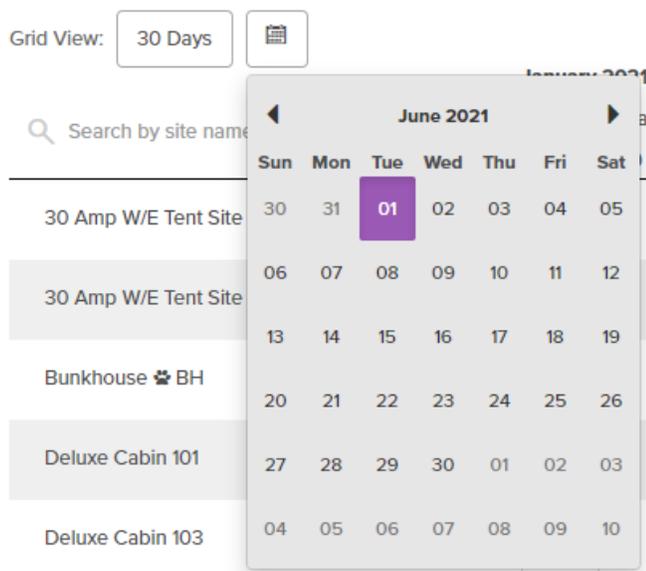
2. Reservation Grid

The first page in the Booking section of Campspot is the Reservation Grid. This is where you can view, edit, search, and most importantly create reservations for your campground.

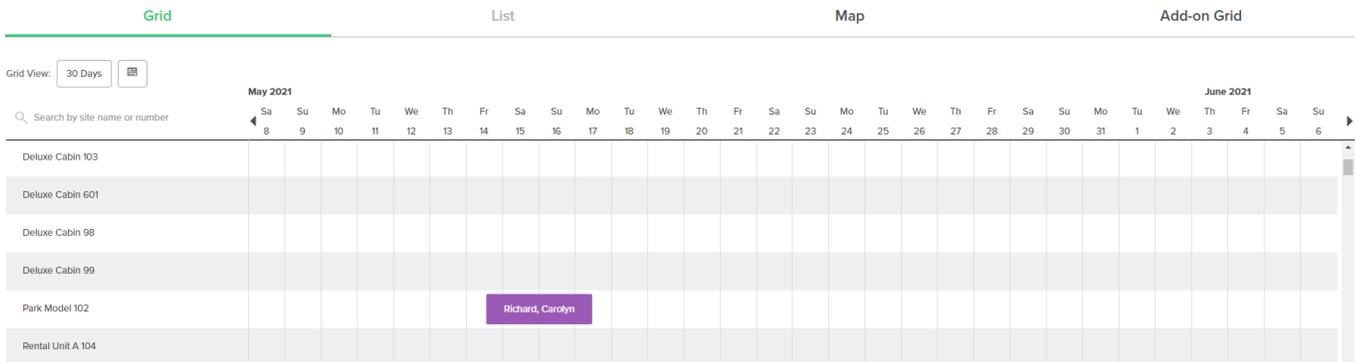


THE RESERVATION GRID CONSISTS OF FOUR TABS:

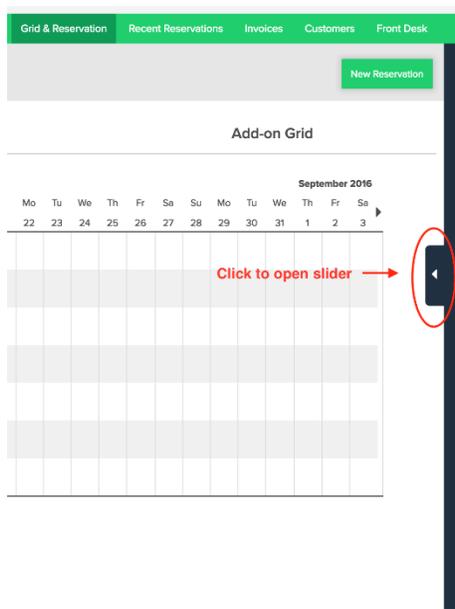
- **GRID** - Grid is where you can see a visualization of your past, current, and future reservations. There are 3 ways to filter the grid:
DATE FILTERING: The top of the grid displays the calendar dates that reservations are being shown for. At the top-left of the grid, you will notice a drop-down to select a number of days next to a calendar date picker. Use these to modify the number of days that the grid will show, and the starting date of the grid. For example, the image below shows a selection that will display 30 consecutive days, starting from the date of June 1, 2021.



- **SITE FILTERING:** The left portion of the grid displays a list of the campsites currently in Campspot at your campground. This list creates rows in the grid for reservations to be displayed on. Reservations display on the grid as purple blocks, with text that shows the name of the guest that booked the reservation. For example, a six night reservation booked by guest Carolyn Richard, for Park Model 102 starting on May 14 would appear on the grid as it does in the image below.



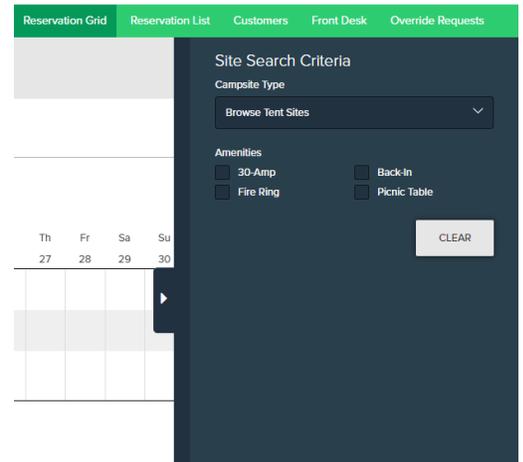
When you click on the purple reservation block on the grid, a Reservation Detail modal pops up for the reservation you clicked on.



- **SILDER w/ CHECKBOX:** All the way on the right of the Grid tab is a dark blue box with a white arrow in it. Clicking this arrow will open up the side-slider in Campspot. To close the slider, click the arrow a second time.

Opening up the slider on the Grid tab allows you to select a campsite type, as well as amenities to filter the reservations that show up on the grid. When you select a campsite type, or any amenities, the grid is automatically filtered to show only reservations that match or contain the selected values.

The example shown in the image here shows filter selections to show only reservations on the grid of tent sites that come with a picnic table and cable. To clear the filter selections to show all reservations again, click the 'clear' button at the bottom of the slider.

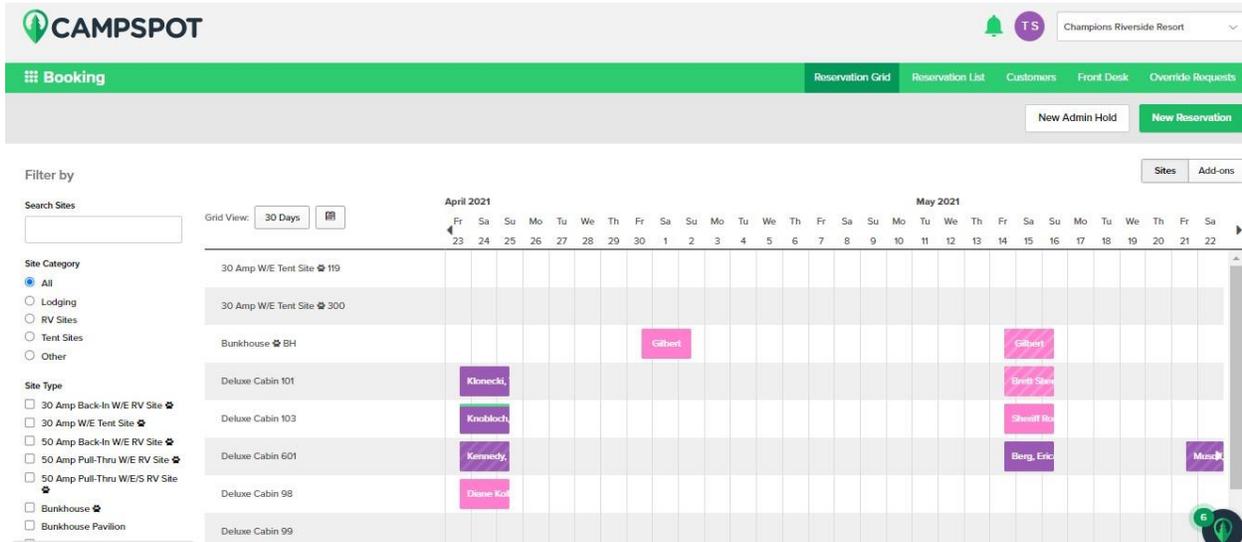


- **LIST** - When in the process of booking a reservation, after the initial search, List will show you a comprehensive list of all available matching sites.
- **MAP** - Map will show you a map of your campground. When in the process of booking a reservation, Map will show you where any available matching sites are located on the campground.
- **ADD-ON GRID** - Much like the standard Grid, the Add-on Grid gives you a visualization of what add-ons you have available by date. In our site/situation, add-ons are golf carts only. Everything else (additional daily occupancy and additional vehicles) can be added in the standard reservation area/adjusted in the billing/invoicing tab.

Reservation Grid is where you start the process of creating a reservation.

3. Booking a Reservation in Campspot

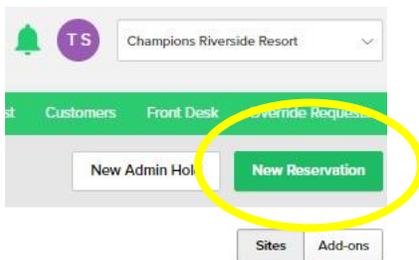
To begin booking a reservation from within Campspot, navigate to the Reservation Grid page



within the Booking section of Campspot.

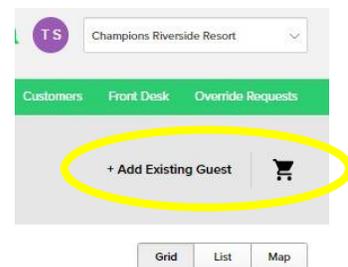
In the top-right corner of this page is a green 'New Reservation' button.

- a. **CLICK 'NEW RESERVATION'**

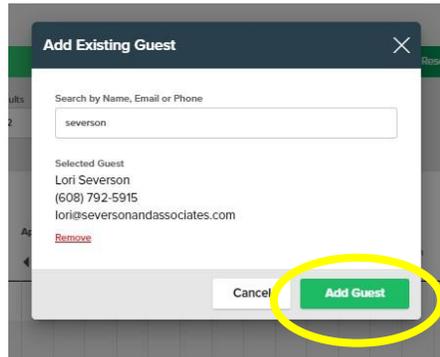
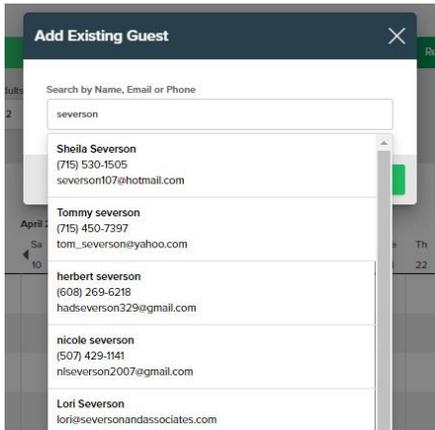


HERE!

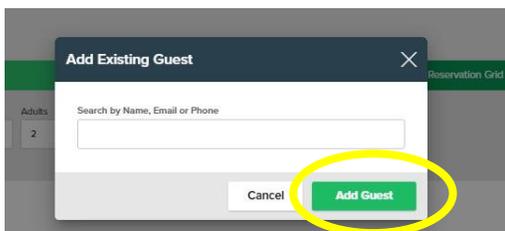
- b. **SEARCH FOR YOUR GUESTS NAME BY CLICKING "Add Existing Guest."** Surprisingly, some guests don't remember staying with us, yet their information IS in Campspot. This avoids duplication and additional work/clean up. **PLEASE SEARCH FOR THEIR NAME**



If their name shows up, click on it to add it to the reservation.

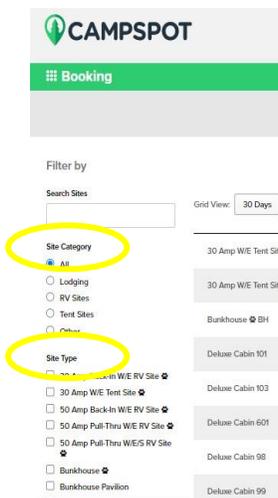


If their name doesn't show up in the listing below the search bar, simply choose the 'Cancel' option and proceed with the rest of the reservation.



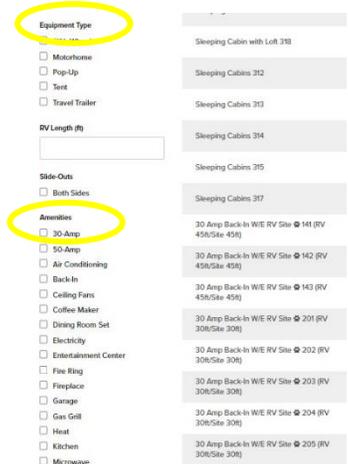
NARROW DOWN THE SEARCH:

You are able to narrow down a 'New Reservation' based on a number of criteria: Site Category (if someone is looking for a lodging site vs. RV site), Site Type (specific amps for those that require 50 amps for example), Equipment Type (to look at sites that are pull-thru only for example), and Amenities.

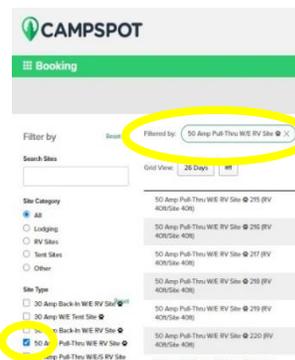


Checking ANY of these boxes will limit the choices of site options you see as you enter in the dates your guest is seeking to book!

As you can see here, with the '50 Amp Pull-Thru W/E RV Site' box checked, the "Filtered by" options pop up at the top.

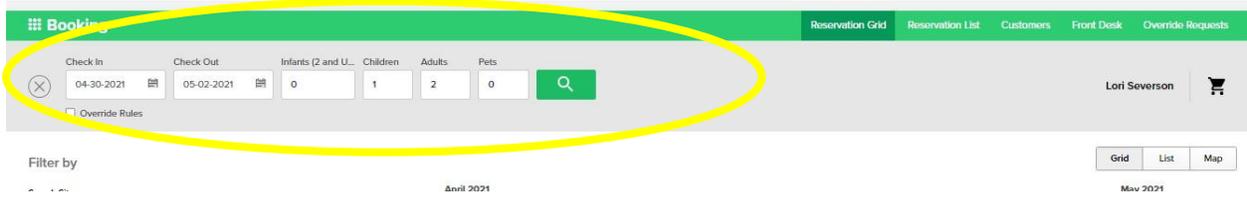


TO GIVE YOURSELF THE MOST OPTIONS FOR BOOKING, YOU CAN LEAVE THESE FILTERS UNCHECKED!



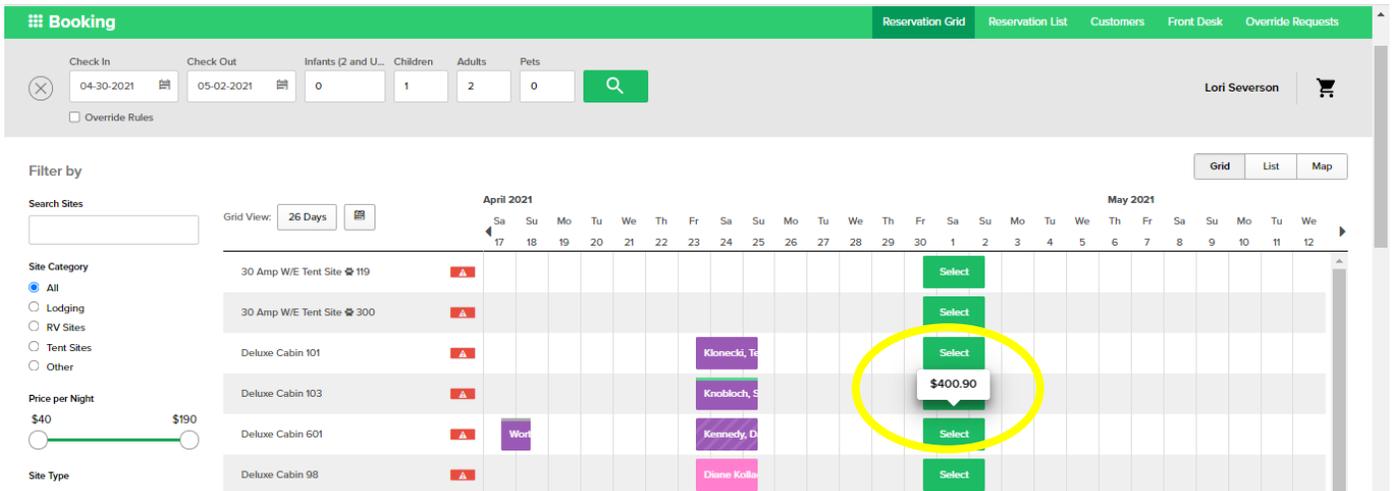
c. ENTER IN DATES & NUMBER OF GUESTS:

Enter in the dates of the reservation, as well as the number of infants, children, adults, and pets. Then click the 'Magnifying Glass' search option next to the date/people staying.



d. CHOOSE SITE:

In this instance, our guest is choosing a Cabin. As you can see, when you hover over the site showing the available 'SELECT' button, it always displays the rate, for the timeframe of the stay you have entered above.



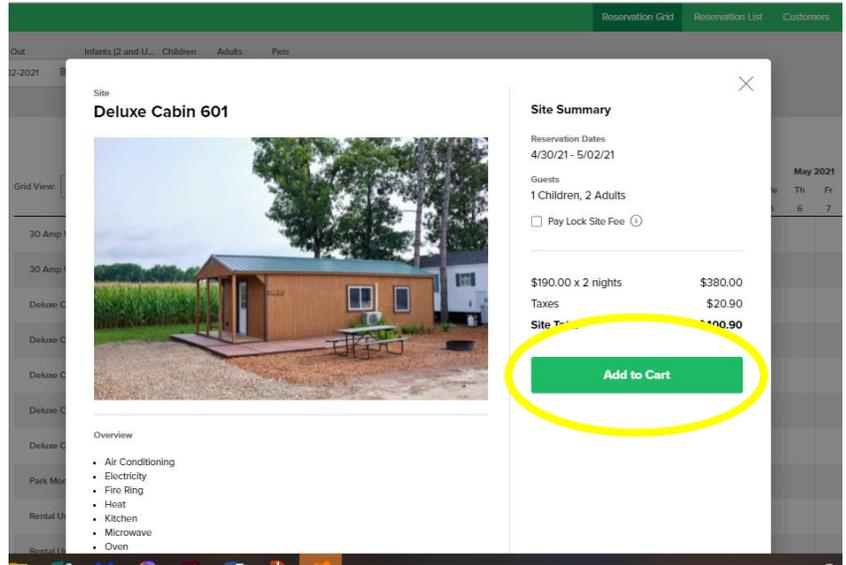
e. ADD TO CART:

When you click on the site the guest wants to book, a Site Summary will pop up. Confirm everything with the guest and click on the 'Add to Cart' button.

f. ADD GOLF CART:

If your guest is adding on a golf cart, you'll want to click on 'View Add-On's' here.

You can also click on 'Remove from Cart' if you get to this screen and the guest changes their mind, and would like another site.



Click on the Golf Cart

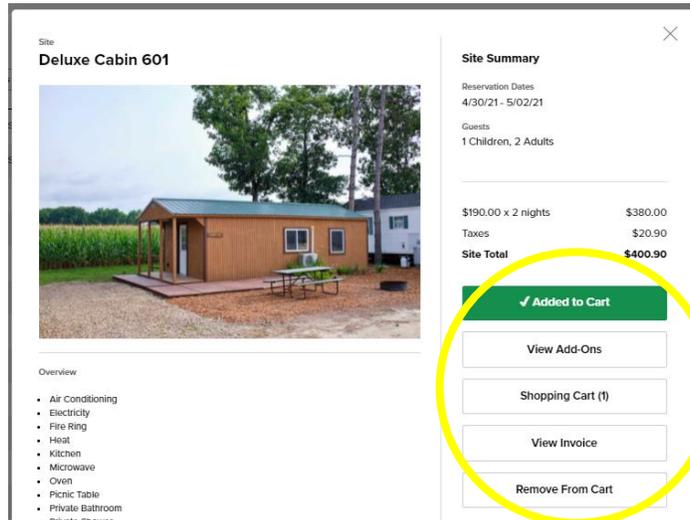
< 30 Amp Back-In W/E RV Site 142
Available Add-ons

Available for Entire Reservation

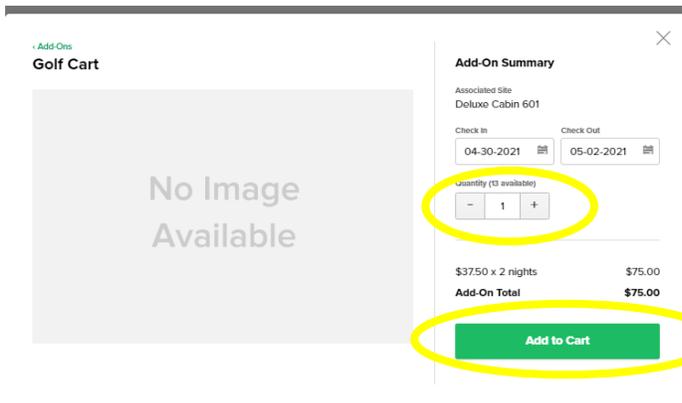


Golf Cart (36 available)
\$68.00 per night
\$136.00 for reservation

Click on the quantity of golf carts the guest would like to rent for their stay.

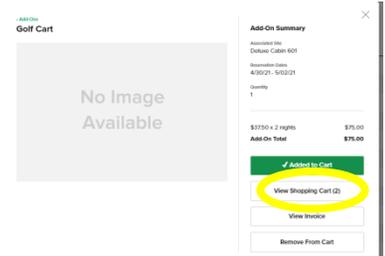


This is NOT the number of nights, as you can see that's populated already below in their night total (here as 2).



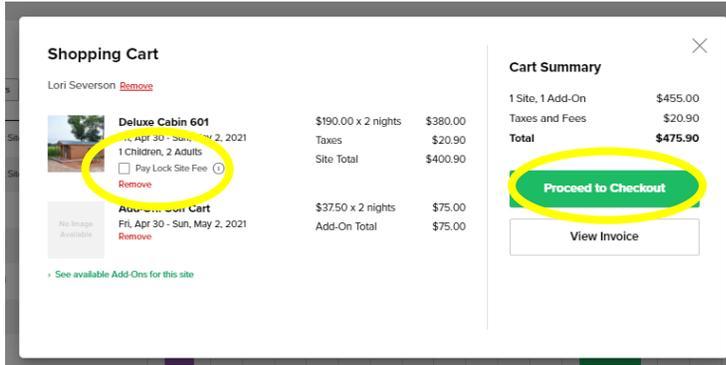
Click on the 'Add to Cart' button.

Click on the 'View Shopping Cart' button to proceed.



g. LOCKING A SITE:

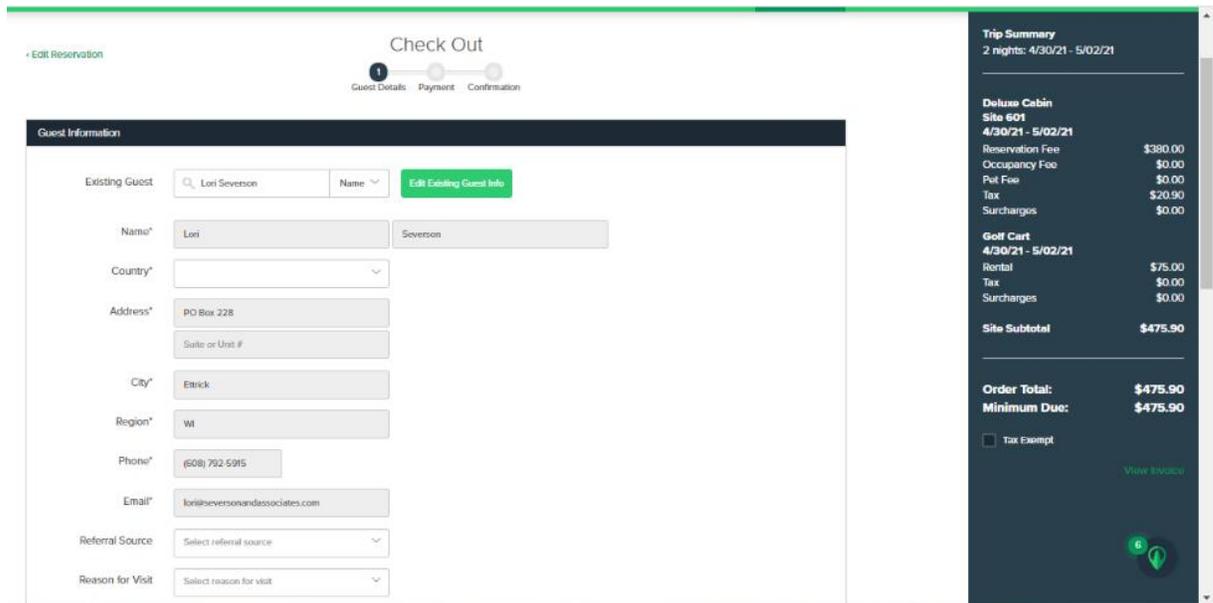
If a guest would like to lock in their site (specifically getting the exact site # vs. a site of that type), you can check the box here to lock it in for an additional \$15/night fee.



AND IF EVERYTHING LOOKS GOOD, CLICK ON THE 'PROCEED TO CHECKOUT' TO PROCESS PAYMENT.

h. ENTER GUEST DETAILS:

The guest details page of the reservation flow in Campspot includes a sidebar summary of the reservation, as well as a number of sections to fill out with details about the guest you are booking the reservation for. Anything already in our system will populate in GRAY boxes.



TWO REQUIRED FIELDS MUST BE COMPLETED BEFORE YOU CAN MOVE ON IN THIS STEP: Referral Step and Reason for Visit.

- CONFIRM THIS INFORMATION IS ACCURATE with the guest on the phone/in person. If there is information partially populated here, or there is information that is no longer

Check Out

Guest Details Payment Confirmation

valid, complete or update the appropriate fields by clicking on "Edit Existing Guest." The section boxes will be white instead of grayed out.

The screenshot shows the 'Guest Information' form with the following fields:

- Existing Guest: Tina Severson (with a dropdown arrow and an 'Edit Existing Guest Info' button highlighted in yellow)
- Name*: Tina Severson
- Country*: United States
- Address*: 1715 Elm Court, Suite or Unit #
- Postal Code*: 54636
- Phone*: (608) 386-3673
- Email*: tinfooper@gmail.com
- Referral Source*: Select referral source
- Reason for Visit*: Select reason for visit

- The 'Billing Information' section

collects name and address information specific to a guest's billing details if the billing information is different from the information entered in the 'Guest Information' section earlier. If the information is the same as the guest information, simply check the 'Billing information same as guest information' checkbox.

The screenshot shows the 'Billing Information' form with the following fields:

- Billing information same as guest information
- Name*: First, Last
- Country*: [Dropdown]
- Address*: Address, Suite or Unit #
- City, [Dropdown], Zip

- **PROMO CODES** from applicable gift certificates will be entered here. The guest **MUST** use the applicable Promo Code, for the proper dates, site type, etc. for the code to be valid/work here. Promo codes are a combination of letters and numbers and traditionally noted on the left hand side of the box as pictured here.



- In the 'Comments/Payment Information' section of the reservation flow in Campspot includes a 'Comments/Special Needs' box to leave a message. If you leave a message in this box, it is saved in Campspot on the Reservation Detail

Promo Codes

Promo Code

Discounts

Discount

Select discount

Apply Discount

Comments/Payment Information

Terms of Service
Cancellation Policy
Refund Policy

Order Total: \$122.38
Minimum Due: \$122.38

Comments/Special Needs

Continue to Payment

Continue to Pencil-In Hold Details

that is associated with the reservation.

- Once all the required fields are filled out on this guest details page, the 'Continue to Payment', 'Continue to Pencil-In Hold Details', and if there are multiple sites selected, the 'Continue to Group Reservation' buttons become active. Click the applicable button to continue the reservation.

Comments/Payment Information

[Terms of Service](#)
[Cancellation Policy](#)
[Refund Policy](#)

Order Total: **\$122.38**
 Minimum Due: **\$122.38**

Comments/Special Needs

Continue to Payment

Continue to Pencil-In Hold Details

- Choose the appropriate Payment Method and click “CONTINUE” at the bottom of the payment screen.

CAMPSPOT

Booking Reservation Card

Check Out

1. Payment Method

Payment Amount

Total Balance **\$122.38**

Other Amount *Amount must be greater than minimum due

Payment Method

Credit Card

Cash

Transfer External Payment

Credit Card Terminal

Transfer Internal Payment

Check

Certificate

Gift Card

Gift Card Terminal

Payment Reason

May provide a payment note here:

- For this example with a Credit Card, enter in all the requested information and keep the boxes checked to send a confirmation to the guest with their reservation details.

CAMPSPOT

Booking Reservation Card

Check Out

1. Payment Method

2. Payment Entry

Selected Payment Amount: **\$122.38** Selected Payment Method: **Credit Card**

Card Number*

Expiration Date* /

Security Code (CVV)*

Send email confirmation to guest

Save credit card for future use

Check \$122.38

Credit Card transactions should all be completed IN CAMPSPOT and NOT in the standard CC terminal at the bar till or store – they should all be done in this software/online.

- **IF SOMEONE IS PAYING WITH A CHAMPIONS CERTIFICATE – NOT A PROMO CODE, but a GIFT CERTIFICATE.**

- If someone is paying with a Champions Gift certificate and has no other add-ons, their balance will show just the remaining booking fees, taxes and lock in fees, should they have opted to lock in. You must choose “Certificate” as the payment option and enter in the AMOUNT of the certificate, vs the full balance, the Certificate code at the prompts to complete the transaction. If they had any additional items (extra occupancy fees above 5 people on their site, golf cart, etc.), then you can process with a CC as usual.

Promo Codes

Promo Code

Applied Promo Code

252NRV
✖

Discounts

Discount

Select discount
▼

Apply Discount

Comments/Payment Information

[Terms of Service](#)
[Cancellation Policy](#)
[Refund Policy](#)

Order Total: \$21.10
Minimum Due: \$21.10

Trip Summary
 2 nights: 4/18/25 - 4/20/25

30 Amp Back-In W/E RV Site 🌟
 Site 203
 4/18/25 - 4/20/25

Reservation Fee	\$0.00
Occupancy Fee	\$0.00
Pet Fee	\$0.00
Tax	\$1.10
Surcharges	\$5.00
Lock Fee	\$15.00
Site Subtotal	\$21.10

Order Total: \$21.10
Minimum Due: \$21.10

Tax Exempt

[View Invoice](#)

The screenshot displays the 'Check Out' interface. At the top, a green navigation bar includes 'Booking', 'Reservation Grid', 'Reservation List', 'Customers', 'Front Desk', and 'Override Requests'. Below this, a progress bar indicates the current step is 'Payment' (step 2 of 3). The main content area is titled '1. Payment Method' and is divided into three sections: 'Payment Amount', 'Payment Method', and 'Payment Reason'. In the 'Payment Amount' section, the 'Total Balance' is \$0.00. The 'Payment Method' section has five radio button options: 'Credit Card', 'Cash', 'Transfer External Payment' (which is selected), 'Credit Card Terminal', and 'Transfer Internal Payment'. The 'Payment Reason' section contains a text area with the prompt 'May provide a payment note here.'. On the right side, a dark sidebar titled 'Trip Summary' shows details for '30 Amp Back-In W/E RV Site' (Site 141) for dates 4/20/20 - 4/22/20. It lists various fees (Reservation Fee, Occupancy Fee, Pet Fee, Tax, Surcharges) all at \$0.00, resulting in a 'Site Subtotal' and 'Trip Total' of \$0.00. A 'Minimum Due' is also \$0.00. There are checkboxes for 'Override minimum due' and 'Tax Exempt', and a 'View Invoice' link at the bottom.

- **IF SOMEONE IS PAYING WITH CASH or a WACO CERTIFICATE:**
 - Choose, “Transfer External Payment” for the payment option.
 - In the “Payments Reason” section, list, “Paid in Cash or Paid in WACO and deposited into till” with the date noted.
 - Print off invoice/guest check in packet and put copy in an envelope, along with payment. If WACO certificate, record it as such. If check/cash, record it as such. Your invoice copy will explain the payment. Drop entire envelope in safe, or with your till deposit – just be sure to keep the transaction all together in one envelope and separate from your till transactions.
 - **To clarify, NO CAMPING transaction should be ran through the bar POS/till.** The transactions will be ran, tracked and reconciled through Campspot. **Do NOT use the bar credit card machine to run these transactions – all credit card transactions should be performed on the Campspot site.**
 - **What if they pay with cash and need change?** Make change of their largest bill first from your till and use that money to make the change/work the transaction. There should not be any funds taken from your till, other than in this instance to make change.

4. View Booked Reservations

- Click on the “Reservation List” to quickly see the most current 50 reservations in Campspot.

Confirmation	First Name	Last Name	Phone	Group	Site	Arrival	Departure	Nights	Modified	Occupants	Balance	Status	
<input type="checkbox"/>	00000001988	Justin	Brooks	(608) 712-2987		30 Amp Back-in W/E RV Site - 202	5.15.20	5.17.20	2	3.19.20	0 / 2 / 2 / 0 - 4	\$0.00	Confirmed
<input type="checkbox"/>	00000001952	Jerry	Frank	(608) 606-0453		50 Amp Pull-Thru W/E/S RV Site - 11	8.06.20	8.09.20	3	3.16.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001956	Steven	Marlin	(715) 225-9345		50 Amp Back-in W/E RV Site - 610	5.01.20	5.03.20	2	3.16.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001955	Darlene	Zachernitz	(715) 743-6222		50 Amp Back-in W/E RV Site - 626	5.08.20	5.10.20	2	3.16.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001954	Jessica	Vanderzande	(507) 450-4972		Rental Unit F - 426	8.06.20	8.09.20	3	3.16.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001953	MIKE	JOHNSON	(612) 819-0965		50 Amp Pull-Thru W/E/S RV Site - 25	5.22.20	5.25.20	3	3.15.20	0 / 2 / 1 / 0 - 3	\$0.00	Confirmed
<input type="checkbox"/>	00000001952	Thomas	Allman	(419) 554-8098		50 Amp Back-in W/E RV Site - 630	7.10.20	7.12.20	2	3.15.20	0 / 2 / 2 / 0 - 4	\$0.00	Confirmed
<input type="checkbox"/>	00000001951	Duane	Benov	(715) 338-0181		50 Amp Back-in W/E RV Site - 622	8.06.20	8.09.20	3	3.13.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001950	Duane	Benov	(715) 338-0181		50 Amp Back-in W/E RV Site - 621	8.06.20	8.09.20	3	3.13.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001950	Mike	Boumeester	(651) 442-3608		50 Amp Pull-Thru W/E/S RV Site - 26	5.22.20	5.25.20	3	3.12.20	0 / 1 / 2 / 0 - 3	\$0.00	Confirmed
<input type="checkbox"/>	00000001949	Mike	Buffin	(920) 655-0730		30 Amp Back-in W/E RV Site - 202	4.03.20	4.05.20	2	3.12.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001948	Karen	Lawson	(715) 781-1700		50 Amp Pull-Thru W/E/S RV Site - 27	5.22.20	5.25.20	3	3.11.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001947	Jamie	Turozet	(719) 680-3095		Rental Unit B - 105	5.29.20	5.31.20	2	3.11.20	0 / 2 / 2 / 0 - 4	\$0.00	Confirmed
<input type="checkbox"/>	00000001946	JANINE	EHBAT	(608) 626-3751		50 Amp Back-in W/E RV Site - 145	5.22.20	5.25.20	3	3.10.20	0 / 0 / 2 / 0 - 2	\$0.00	Confirmed
<input type="checkbox"/>	00000001945	Kim	Ehrat	(608) 863-1215		50 Amp Back-in W/E RV Site - 146	5.22.20	5.25.20	3	3.10.20	0 / 3 / 3 / 0 - 6	\$0.00	Confirmed

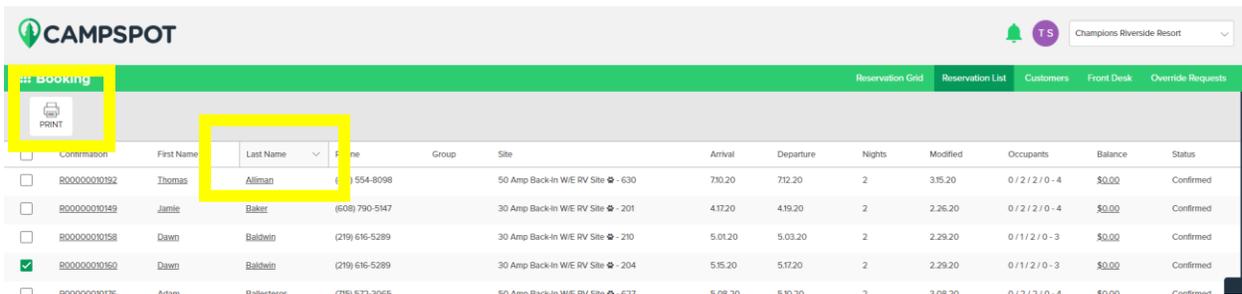
This view allows you to click on the headers of each column and sort based on date, site, customer last name, or when the reservation date was entered/modified allowing for quick sorting and easy access to print off check in packets in a specific date range.

- If you'd like to see reservations in a specific time frame to print off packets or see who's coming in for a specific event, chose the “Reservation Grid.” Here you can change the number of days displayed, by clicking/entering in your desired day range, as well as the dates you'd like to see.

The screenshot shows the 'Reservation Grid' view. At the top, there are tabs for 'Grid', 'List', 'Map', and 'Add-on Grid'. A blue arrow points to the 'Grid' tab. Below the tabs, there is a 'Grid View: 22 Days' dropdown menu highlighted with a yellow box. Below the menu is a calendar grid for June and July 2020. The grid shows reservation slots for various sites, with names like 'Gallon, Amber', 'Rigdon, Debbie', 'Burke, Sheila', 'Haye, teigen', 'John', 'Rickman, Josh', 'Roberts, Misty', and 'Kosner, Amy' displayed in colored boxes.

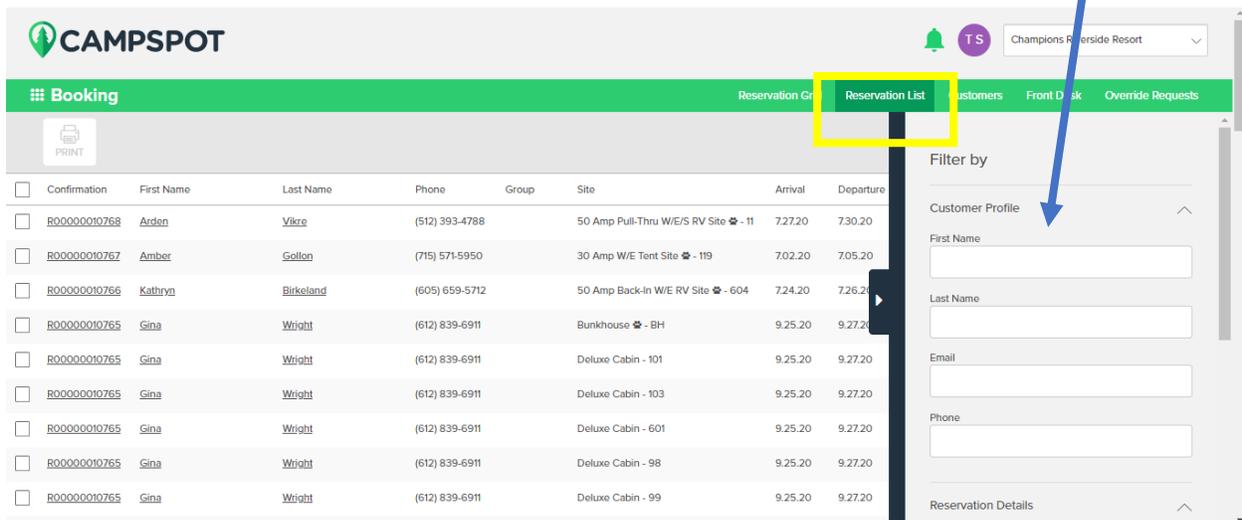
5. Print off Check-In Packet Information

- To print off a specific guest's check in packet:
 - In the "Reservation Grid," select the "Last Name" column and then choose the Guest's reservation that needs to be printed.
 - Click on the "PRINT" icon in the upper left corner of the screen.



6. EDIT EXISTING RESERVATION

- To make any adjustment to a current reservation, start with the following:
 - Sign on to Campspot (see page 3) and Click into the "Reservations List"
 - Enter in the guest's last name, phone or email – whatever you have to search with.



- Click on the appropriate reservation – be sure to check the arrival dates are accurate, should the guest have more than one reservation with us:

CAMPSPOT Champions Riverside Resort

Booking | Reservation Grid | Reservation List | Customers | Front Desk | Override Requests

PRINT

Confirmation	First Name	Last Name	Phone	Group	Site	Arrival	Departure	Nights
<input type="checkbox"/> R00000010768	Arden	Vikre	(512) 393-4788		50 Amp Pull-Thru W/E/S RV Site - 11	7.27.20	7.30.20	3
<input type="checkbox"/> R00000009966	Arden	Vikre	Not Available		50 Amp Pull-Thru W/E RV Site - 221	7.14.19	7.18.19	4

Filter by

Customer Profile

First Name

Last Name: Vikre

Email

Phone

Reservation Details

- Click on the “EDIT” button at the top right:

CAMPSPOT Champions Riverside Resort

Reservation **R00000010768** | EMAIL | **EDIT** | PRINT | MORE

Booking | PRINT

Confirmation # R00000010768 | Dates Jul 27 - Jul 30, 2020 | Referral Source Other | Reason for Visit Vacation | Status Confirmed

Guest: Arden Vikre, 502 Village West Dr., San Marcos, TX 78666, USA, (512) 393-4788, avikre@austin.rr.com

Reservation Total: \$119.22 | Outstanding Balance: \$0.00

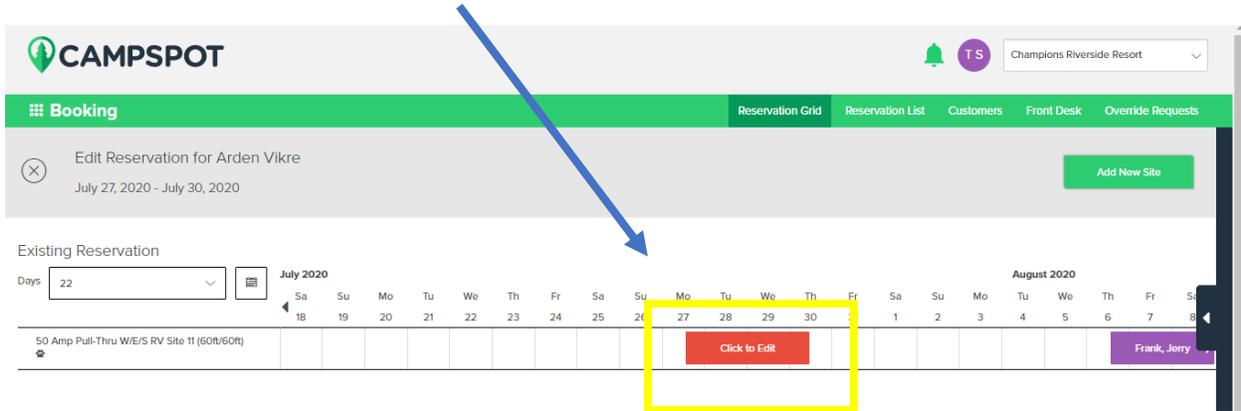
Reservation | Billing

Reservation Items

CANCEL | REVERT | CHECK IN | CHECK OUT | NO SHOW | REASSIGN | LOCK | UNLOCK

Description	Dates	Guests	Locked?	Status

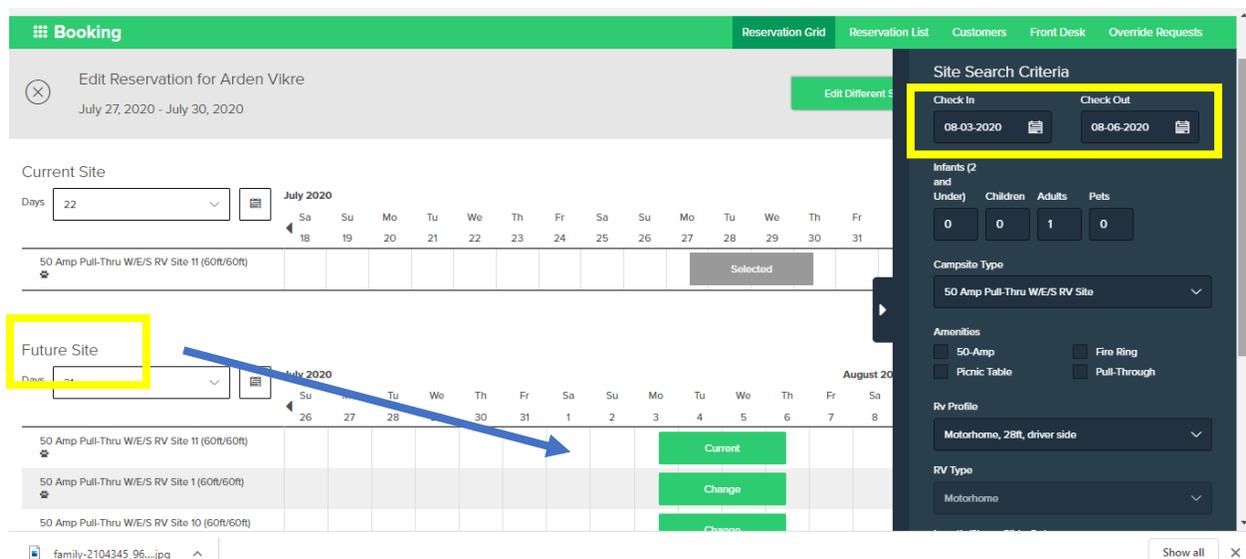
- Click on the “Click to Edit” Button, which would be displaying your guest’s current site:



Your screen will adjust to show ALL sites that are available. To filter to match your guest’s requirements more specifically, complete the search grid in the black box to the right.

TO CHANGE THE RESERVATION DATE:

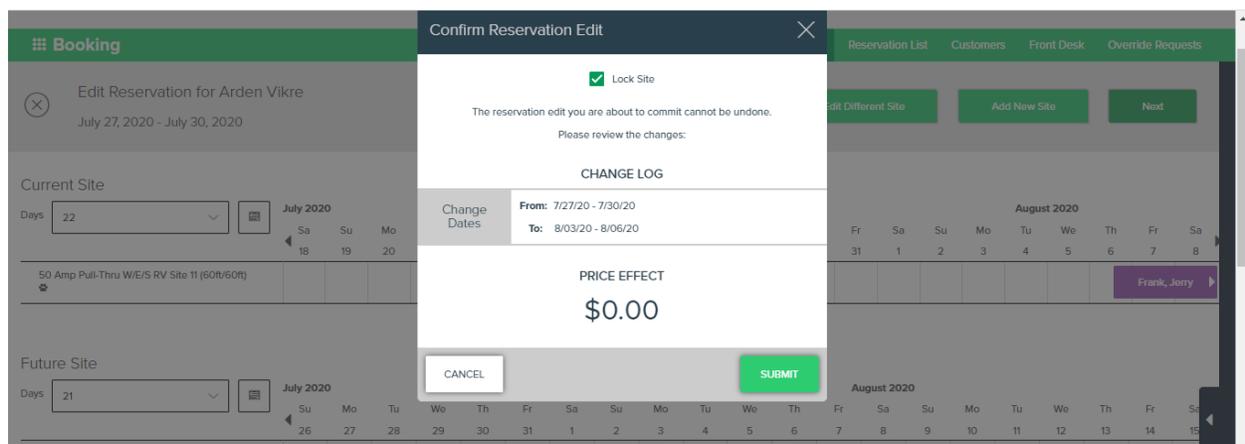
- Adjust your desired check in and checkout dates and sites of similar Type and that fit the specifics listed with the original reservation (number of people, pets, RV length and amenities) will show in the drop down below the Current Site and be listed as “Future Site” options.
 - In this example, the current site is available, on the desired dates you’re changing the reservation to, so click on “CURRENT” in the “FUTURE SITE” area at the bottom of your screen. This will change the site to the correct dates, while KEEPING the same site location/number. Scroll down to see other sites available in that same date range.



- Click “NEXT” in the upper right corner to finalize the change in reservation. You’ll note \$0 in the current balance box on the screen, as you didn’t change anything but dates.

Your changes in price will be displayed on this final screen and if everything looks accurate.

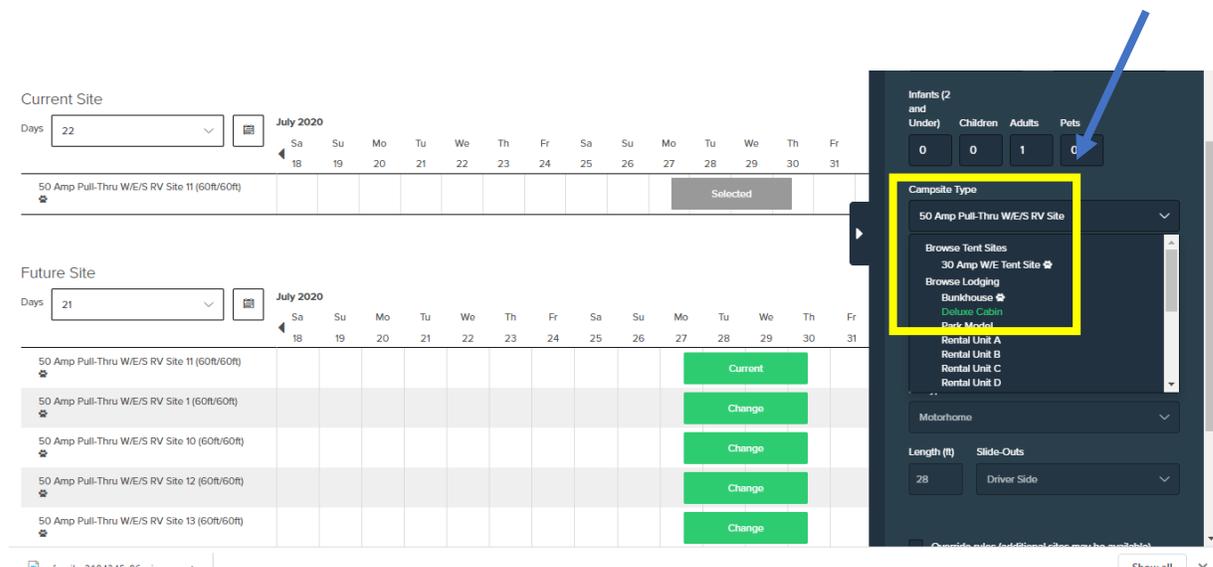
- Click on “SUBMIT” to complete the reservation edit. You’ll then come to an invoice summary, where you can print the changes, or email to a guest based on the links in the upper right corner of the invoice summary details page.



TO CHANGE SITE TYPE:

As an example, if you want to move them to a Deluxe Cabin, you would:

- Start with all the same steps as listed on page 21-22, STOP at page 22!
- Select “Deluxe Cabin” from the “Campsite Type” drop down menu. Then only Deluxe Cabins, available during the specified dates, will show up for you to “Change”



the reservation.

- Once you've got the site you want, you'll see the "FUTURE SITE" turn to gray, showing it selected on the grid.
- As your guest is upgrading from an RV site to a Deluxe Cabin, they will need to pay the **difference of what they previously paid, vs. the rate of a Deluxe cabin for the date ranges.** You can see the balance listed below in the "Current Balance" box:

The screenshot shows the Campspot booking interface for a reservation titled "Edit Reservation for Arden Vikre" from July 27, 2020, to July 30, 2020. At the top, there is a navigation bar with "Booking" selected. Below the reservation title, a "Current Balance" box displays "+\$489.52" with a "show edit details" link. To the right are buttons for "Edit Different Site", "Add New Site", and "Next". The "Current Site" section shows a calendar for July 2020 with site "50 Amp Pull-Thru W/E/S RV Site 11 (60ft/60ft)" selected for the dates July 27-30. The "Future Site" section shows a calendar for August 2020 with site "Deluxe Cabin 101" selected for the dates August 27-30. The "Next" button is highlighted with a yellow box.

- If they are paying with a credit card, process payment as you would with any other transaction in Campspot (see page 17).
- If the guest is paying with cash or a WACO certificate, use the same process as you would for cash payments with a site (see page 18).
- Click "NEXT" in the upper right corner to finalize the change in reservation.

This screenshot is similar to the previous one, showing the same reservation details. A blue arrow points from the top right towards the "Next" button, which is highlighted with a yellow box. The "Current Balance" of +\$489.52 and the site selection for both the current and future sites remain the same.

Your changes in price will be displayed on the Review Reservation Changes screen and if everything looks accurate, hit "SUBMIT" to complete the reservation edit. You'll then come to an invoice summary, where you can print the changes, or email to a guest based on the links in the upper right corner of the invoice summary details page.

Review Reservation Changes
✕

Please review your reservation changes and confirm. This price difference does not include changes to any miscellaneous charges configured on this reservation. These charges will show on invoice after confirming changes.

Total Price Difference

+ \$266.23

Summary of changes

Change Dates	From: 5/30/25 - 6/01/25
	To: 5/29/25 - 6/01/25

Deluxe Cabin w/ Bunks - Pond View C03 Detailed Overview

Updated Invoice

Deluxe Cabin w/ Bunks - Pond View C03 (May 29 - Jun 1, 2025)
Children: 3, Adults: 4

Dates	Item	Rate	Total
May 29 - May 30 Dates added	Base Rate	\$245.00 x 1 night	\$245.00 ...
	Fee - Online Reservation Booking Fee	-	\$4.00 ...
	Fee added		
	Fee - Surcharge	-	\$7.35 ...
	Fee added		
	Tax - Sales Tax - Camping		\$14.10
▶ May 30 - Jun 1	Base Rate	\$245.00 x 2 nights	\$490.00
	Fee - Online Reservation Booking Fee	-	\$4.00
	Fee removed		
	Fee - Surcharge	-	\$14.70
	Tax - Sales Tax - Camping		\$27.76

Cancel
Confirm Changes

TO ADD A GOLF CART TO AN EXISTING RESERVATION:

- Start off by navigating to the current reservation to edit. Even though you aren't changing the reservation, you're changing the ADD ON, or adding on a golf cart, so the initial steps are the same.
- You aren't changing anything in terms of the date/site type, but you are still altering the reservation to now have a GOLF CART added, so you will want to choose the same date/site (which will pop up as the first one) in the "FUTURE SITE" area.

The screenshot shows the booking system interface. At the top, there's a green navigation bar with 'Booking' and other options. Below it, the reservation details for 'Arden Vikre' are shown. The 'Current Site' section displays a calendar for July 2020 with a date of 22 selected. The 'Future Site' section is highlighted with a yellow box and shows a date of 21 selected. A blue arrow points from the 'Current Site' section to the 'Future Site' section. The 'Current' button in the 'Future Site' section is also highlighted with a yellow box. On the right side, there's a 'Site Search Criteria' panel with various filters and options.

- Once you click on "CURRENT," the boxes will go gray and if you scroll down a little, you'll see an option to add Golf Carts pop up in the "Add On" Section.

The screenshot shows the booking system interface after clicking 'CURRENT'. The 'Current Site' section is now grayed out. The 'Future Site' section is highlighted with a yellow box and shows a date of 21 selected. Below it, the 'Adjust Add-ons' section is also highlighted with a yellow box and shows 'Golf Cart (13 total)' with three green buttons labeled '13'. The 'Adjust Add-ons' section also shows a calendar for July 2020 with a date of 21 selected.

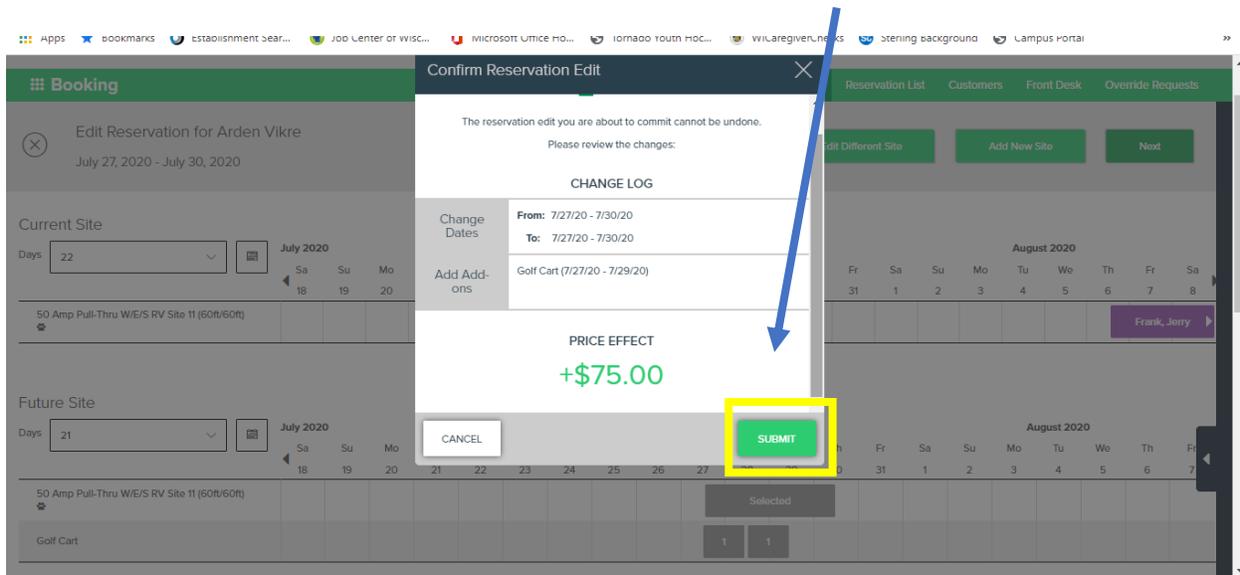
- Click on the green squares to indicate which dates your guest would like to add the golf cart to their reservation. As you choose your dates, the full inventory of golf carts available will decrease by 1 number and the “FUTURE SITE” will update with a grayed selection of golf carts being added on to the reservation.

The screenshots illustrate the process of adding golf carts to a reservation. The first screenshot shows a calendar for July 2020 with a date selected. The second screenshot shows the 'Future Site' section with a yellow box highlighting the 'Selected' button and the 'Golf Cart' section showing '1' for three dates. The third screenshot shows the 'Adjust Add-ons' section with a yellow box highlighting the '12' quantity for three dates.

- When you scroll back up, you'll see the balance owed on the “Current Balance” tab for the golf cart Add On.
- Click on the “Next” button in the upper right hand corner.

The screenshot shows the Campspot interface with the 'Current Balance' tab selected. A yellow box highlights the '\$75.00' balance and the 'Next' button. A blue arrow points to the 'Next' button.

- A summary of your changes will pop up. Review for accuracy and if everything looks good, click on “SUBMIT” in the lower right hand corner.



- If guest is paying with a credit card, process payment as you would with any other transaction in Campspot (see page 17)
 - If the guest is paying with cash or a WACO certificate, use the same process as you would for cash payments with a site (see page 18)
 - Be sure to have the guest sign the golf cart waiver and place the signed copy in the corresponding golf cart number in the file cabinet by the registration desk.

7. SPLITTING A PAYMENT WITH TWO CREDIT CARDS:

- Create a reservation you normally would, following steps listed on pages 7-17.
- When you get to the payment screen, click the “Other Amount” box and enter in the amount you wish to put on the first credit card. Be sure to add a note as to why there would be any outstanding balance on the reservation in “Payment Reason.”
- You will also need to choose the “Override Minimum Due” box in the Trip Summary on the bottom/left. This will allow you to leave the remaining balance open for an additional card in the split payment.
- Enter in payment details, email to guest and process payment.

Check Out

1. Payment Method

Payment Amount

Total Balance: **\$844.00**

Other Amount: **\$ 344.00**

*Amount must be greater than minimum due

Payment Method

Credit Card

Cash

Transfer External Payment

Credit Card Terminal

Transfer Internal Payment

Check

Certificate

Payment Reason

Personal CC to pay a portion of the 30 day stay. Work CC to pay for the rest and will update when we get billing address associated with that CC.

Trip Summary

30 night : 7/07/20 - 8/06/20

50 Amp Pull-Thru W/E/S RV Site

Site 26

7/07/20 - 8/06/20

Reservation Fee \$800.00

Occupancy Fee \$0.00

Pet Fee \$0.00

Tax \$44.00

Surcharges \$0.00

Site Subtotal **\$844.00**

Trip Total: **\$844.00**

Override minimum due

Tax Exempt

[View Invoice](#)

- Finally, click on the “View Invoice” in green in the lower bottom/right of the Trip Summary section.
- From here, you can click on “Pay” in the upper menu to complete the rest of the transaction using the other card. Remember, if the card has a different billing address associated with it, you’ll need that address/information to proceed with the payment.

Reservation R00000010858

EMAIL LINK **PAY** REFUND

Reservation Summary

Confirmation #	Dates	Referral Source	Reason for Visit	Status
R00000010858	Jul 7 - Aug 6, 2020	Other	Work	Confirmed

Guest: Shay Barnes, 258 Freemon Blv, West Columbia, TX 77486, USA (936) 641-8851, shaybarnes11@yahoo.com

Reservation Total: **\$844.00**

Outstanding Balance: **\$500.00**

Billing Summary

Invoice Number	Created	Reservation Total	Outstanding Balance
I00000013240	Jul 14, 2020	\$844.00	\$500.00

Promo Codes: Applied Promo Code

Discounts: Applied Discount

What if you forgot to click the “View Invoice” and still need to pay the remaining balance?

No problem!

- Just get to the reservation (searching by guest last name in Guest, or using the “Reservation List” here would be the easiest, as the most current reservation will be right at the top.
- When the Reservation Summary pops up, you’ll see there is no option to click “Pay.” You need to first click on the Red Reservation Total with the “Outstanding Balance” listed.

Reservation R00000010858

Reservation Summary

Confirmation #	Dates	Referral Source	Reason for Visit	Status
R00000010858	Jul 7 - Aug 6, 2020	Other	Work	Confirmed

Guest: Shay Barnes, 258 Freeman Blv, West Columbia, TX 77486, USA (936) 641-8851, shay.barnes1@yahoo.com

Reservation Total: \$844.00
Outstanding Balance: \$500.00

Reservation Items

Description	Dates	Guests	Locked?	Status
50 Amp Pull-Thru W/E/S RV Site 26	Jul 7 - Aug 6, 2020	Adults: 1	Unlocked	Confirmed

- THEN, the “Pay” option will appear at the top of the screen and you can proceed like a normal credit card payment. Enter in the address associated with the new CC in the “Payment Reasons” box, as you did on Page 30.

Reservation R00000010858

Reservation Summary

Confirmation #	Dates	Referral Source	Reason for Visit	Status
R00000010858	Jul 7 - Aug 6, 2020	Other	Work	Confirmed

Guest: Shay Barnes, 258 Freeman Blv, West Columbia, TX 77486, USA (936) 641-8851, shay.barnes1@yahoo.com

Reservation Total: \$844.00
Outstanding Balance: \$500.00

Billing Summary

Invoice Number	Created	Reservation Total	Outstanding Balance
I00000013240	Jul 14, 2020	\$844.00	\$500.00

How to Check In/Check Out A Guest

How to Check In a Guest

Confirm campsite is clean and ready for check-in.

Ask guests name, find premade packet in alphabetized (by last name) file folders next to printer.

- If folder is not found, look up guest’s information on Campspot and print. You can access this information by looking up the Guests last name, the reservation in the Reservation Grid, OR while you check them into “FRONT DESK.”
- Click on the box in front of their reservation and print packet if need be.

Confirmation	First Name	Last Name	Phone	Group	Site	Terms & Conditions	Arrival	Departure	Nights	Occupants	Balance	Status
000000922	Jack	Groeholz	(507) 382-0964		50 Amp Pull-Thru W/E/S RV Site - 11	Not Accepted	4.16.21	4.29.21	13	0 / 0 / 2 / 0 - 2	\$0.00	Not Accepted
000000937	Jasmita	Petroto	(608) 799-4515		50 Amp Pull-Thru W/E RV Site - 223	Not Accepted	4.23.21	4.25.21	2	0 / 2 / 2 / 0 - 4		Not Accepted
000000951	Wayne & Coleste	Baatch	(715) 985-3810		Seasonal Site - 105	Accepted	4.01.21	10.31.21	213	0 / 0 / 2 / 0 - 2		Checked-in

- Have guests sign check in packet if they did not use express check in online.
 - There will be a signature line on the last page if they didn't). This will also be noted in the 'Terms & Conditions' column as “Not Accepted.”
 - Click on the guest’s ‘Reservation’ confirmation number and scroll down to the ‘Terms & Conditions’ section. Click on ‘Edit.’
 - Next click on the ‘Guest signed printed paper copy.’ And then click on ‘Save Changes’ and close out of Reservation to get back to the FRONT DESK screen.

50 Amp Pull-Thru W/E/S RV Site 11
Travel Trailer, 41ft, both sides

Apr 16 - Apr 29, 2021 | Adults: 2 | Unlocked | Confirmed

Terms & Conditions Edit

Terms & Conditions

Guest has not accepted the Terms & Conditions.
Have the guest sign the E-Signature or select an option below.

E-Sign Terms & Conditions

Guest signed printed paper copy

Cancel Save Changes

- If the 'Terms & Conditions' have been accepted, you can check the box in front of the reservation and click on the 'Check-In' button at the top of the screen.

The screenshot shows a software interface for managing arrivals. At the top, there are three tabs: 'Arrivals' (with a notification icon), 'Departures', and 'Who's in the Park'. Below the tabs is a toolbar with buttons for 'PRINT LIST', 'PRINT', 'REVE', 'CHECK IN' (circled in yellow), and 'SHOW'. The main area is a table with columns: Confirmation, First Name, Last Name, Phone, Group, Site, Terms & Conditions, Arrival, Departure, Nights, Occupants, Balance, and Status. The date 'Friday, April 23, 2021' is shown in the top right.

Confirmation	First Name	Last Name	Phone	Group	Site	Terms & Conditions	Arrival	Departure	Nights	Occupants	Balance	Status	
<input checked="" type="checkbox"/>	80000001922	Jack	Greenholz	(507) 382-0964		50 Amp Pull-Thru W/E/S RV Site - 11	Not Accepted	4.16.21	4.29.21	13	0 / 0 / 2 / 0 - 2	\$0.00	
<input type="checkbox"/>	80000001937	Jasmine	Petroto	(608) 799-4515		50 Amp Pull-Thru W/E RV Site - 223	Not Accepted	4.23.21	4.25.21	2	0 / 2 / 2 / 0 - 4	:	
<input type="checkbox"/>	80000001951	Wayne & Celeste	Baatch	(715) 985-3810		Seasonal Site - 106	Accepted	4.01.21	10.31.21	213	0 / 0 / 2 / 0 - 2	:	Checked-In
<input type="checkbox"/>	80000001950	Dale and Leslie	Dandrewar	(507) 272-2267		Seasonal Site - New Addition - 30	Accepted	4.01.21	10.31.21	213	0 / 0 / 2 / 0 - 2	:	Checked-In

- Review how many people are staying with them (check number listed on packet and wristbands to see if they match) Sites are allowed up to 5 guests per site. It is \$10 per person per day for all guests staying after that as long as they are within the family unit – otherwise they should be getting an additional site!
- If they need to add more people to their stay this can be done using Campspot-edit their reservation information and ask guests to either apply to card on file (if there is one) or use a new card to pay for additional. Each guest needs a wristband if over the age of 2.
- Inform guests of their site number and give them their car pass (only one car pass per site unless they pay for an additional one, the cost is \$5 and can be processed through the POS system).
- Direct guest to the CampersApp and show them where to download if they don't have it. Show them how to find the Activities section, as well as how to order on the app for food, firewood, etc.
- Mark the guests' site on the map and draw a line showing them the route to their site.
- Ask if guests have any questions.

CHECK IN CABIN/RENTAL UNIT/BUNK HOUSE

- Follow same process for checking in as above, until you get to the review of # of people.
- Review how many people are staying with them (check number listed on packet and wristbands to see if they match). Rental Units include up to 5 people. Cabins include up to 8 people, and the bunkhouse includes 22 people. It is \$10 per person per day for all additional guests.
- If they need to add more people to their stay this can be done using Campspot-edit their reservation information and ask guests to either apply to card on file (if there is one) or use a new card to pay for additional. Each guest needs a wristband if over the age of 2.
- When checking into a rental unit, be sure the renter understands to check the list to be sure all items listed on the check in list are in the unit. If the unit is left unclean or

missing items, their Credit Card will be charged a minimum of \$100 cleaning fee. We will notify them before charging the card.

- Go over “Check out procedure” with guest so they are aware of what to do when they check out. Check out times is noon for rentals & 11 am for campsites. They may request a late check-out. Be sure to check the computer to see if the site is available. On rentals be sure cleaning times work.
- Inform guests of their rental unit number and give them their rental unit key.
- Give guest their cars pass (only one car pass per site unless they pay for an additional one, the cost is \$5 and can be processed through the POS system).
- Direct guest to the CampersApp and show them where to download if they don’t have it. Show them how to find the Activities section, as well as how to order on the app for food, firewood, etc.
- Mark the guests’ site on the map and draw a line showing them the route to their rental unit.
- Ask if guests have any questions.

IF THEY ADDED A GOLF CART TO THEIR STAY

- A golf cart should be assigned their name if they booked in advance. Find file folder and key that matches their assigned number. Call security to do a cart check and the security staff member will walk them through operation and complete a form.
- Have guest fill out both sides of rental agreement.
- No unlicensed guests are allowed to drive the golf cart, inform guest that it will be taken away.
- Inform guests where carts are located and to meet security there.
- Inform them to bring the cart back to where they got it at the end of their rental period and that they are to bring the key to the office and ask for Security to be called to check it back in.
- Security to mark that the guest picked up their cart on check out form.
- Security should take pictures of the cart before and after.

If adding a golf cart at check in (if there are any available)

- Look up reservation information on Campspot.
- Edit reservation to include golf cart during their stay. Process remaining balance with their card on file (if there is one) or take a new card. Proceed with golf cart check out routine.



CABIN RENTAL AGREEMENT

Renter Name(s): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Date: _____ to _____ Phone Number: _____

Hereby, agrees to rent Cabin on site # _____ at Champions Riverside Resort for the period above in accordance with the following terms and Conditions:

1. Renter agrees to abide by all Park Rules (in brochure) and insure that Renter, Renter's family, guest and visitors follow the same. Anyone asked to leave the campground for failure to follow Park rules will result in a forfeiture of your deposit and all fees paid.
Renter acknowledges that they have received a copy of, read and understand the above Park Rules.
2. Renter agrees NO SMOKING inside of cabins and further agrees to pay a \$500 fine and cleaning fee if renter, renter's family, guest or visitors smoke inside the unit.
3. Renter agrees that NO PETS are allowed, either in the unit (other than the Bunkhouse which is limited to one pet) or outside the unit (pet safety) and further agrees to a \$200 cleaning fee if renter, renter's family, guest or visitors bring a pet into the cabin.
4. Renter agrees to return all keys issued by the park at the end of the rental period and further agrees to pay a \$100 relocking fee if renter, renter's family, guest, or visitors fail to return any of the keys.
5. Renter agrees that upon entering the unit they will check all cabin inventory against the inventory list provided and will report any missing items immediately. Renter further agrees to assume responsible that all cabin inventory items are accounted for before checking out and agrees to pay established replacement costs for any items found missing after Renter checks out. Champions Riverside Resort agrees to inform Renter of any discrepancies within 3 days of check out. Renter must return any missing items within 7 days thereafter to avoid replacement costs.
6. Renter agrees to inform management as soon as possible of any damages or items not in working order.
7. Renter agrees to properly clean all pots & pans, dishes, glasses, flatware and utensils used and sweep out cabin before leaving. Garbage is to be taken to dumpsters, located by the dump station.
8. Renter agrees if unit is left in an unclean condition, the credit card on file will be charged a minimum of \$100 cleaning fee. Champions Riverside Resort agrees to inform Renter of any discrepancies within 3 days of check out.
9. Renter agrees to hold Champions Riverside Resort, harmless against all claims, actions and demands for damages or otherwise that could arise either as a result of damage to the property of the renter's family, guest or visitors while within the campground, or as a result of injuries sustained by Renter, Renter's family, guests or visitors, within the campground. Any and all damages or losses, personal or otherwise, shall be at the risk of the Renter and not Champions Riverside Resort. Renter agrees to carry appropriate insurance for above.
10. Renter agrees that the official check-in time is 4pm on the date of arrival. A fee may occur for early check-in.
11. Renter agrees that the official check-out time is 12pm on their designated departure date. Renter agrees that there are no refunds for early departure.
12. Renter agrees that if personal property is left on the premises after contract has expired that it shall be deemed that you abandoned the property and that the Park shall deal with it as provided by laws, sec. 704.05(5), Wis. Stats.

Please be sure to check the following items upon your departure of the Rental Unit:

- Turn off the lights
- Put down any awnings
- Remove all garbage and put into dumpsters as you depart the campground
- Remove all personal belongings from the cupboards, drawers and refrigerator
- Leave the A/C on at comfortable temp – 75 degrees
- Lock the unit as you depart
- Fire should be extinguished
- Kids and Car all loaded up
- Key dropped off in the store
- Buckle up and have a SAFE drive home!

Thanks for renting and enjoying our facility! Hope to see you back "Camping" again!

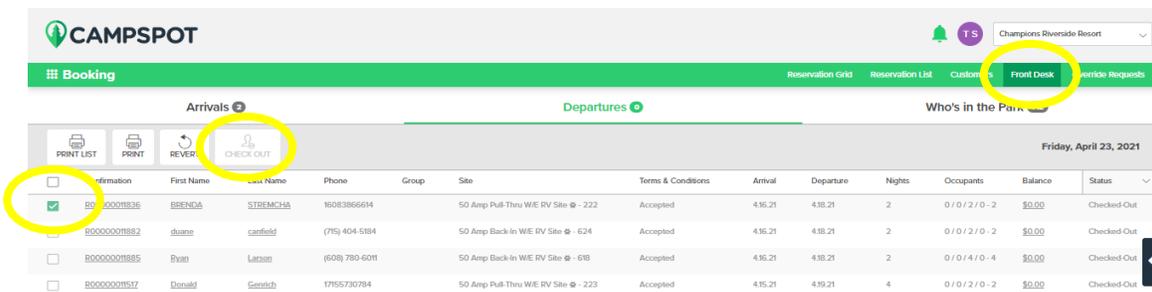
Agreed to and accept on this _____ Day of _____, 2022

Renters(s) Signature(s): _____, _____

How to Check Out a Guest

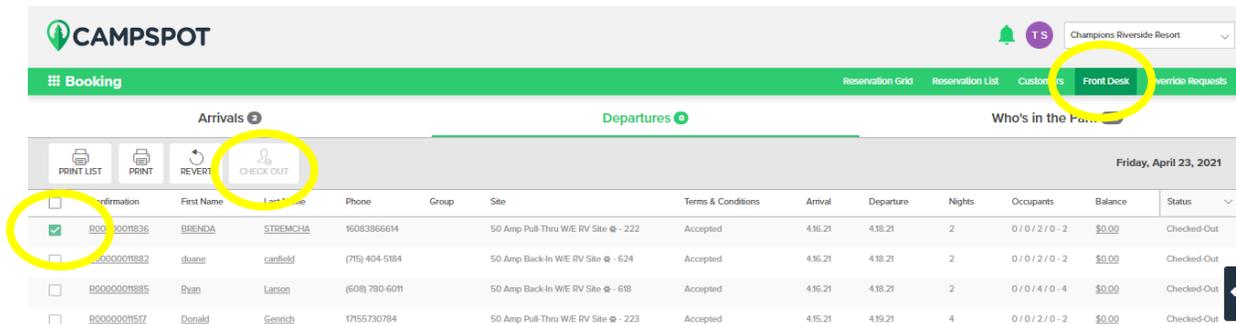
Check Out:

- Collect rental unit keys, golf cart keys, etc. Call security to check carts.
- If there are any damages (take pictures and email the manager), reach out to the customer to discuss and if the issues are rectified, charge proper amount to credit card on file. The reservation cannot be closed out with any open/pending charges.
- In Campspot, log in and go to the FRONT DESK on the top navigation bar.
- Click on the box to the left of the reservation and once highlighted, click on the 'Check Out' button on the top.



Rental Unit Check Out:

- Walk through unit and check for cleanliness, any damages, and missing items from inventory list.
- Hang Rental unit key on hook above printer.
- If there are any damages or missing items (take pictures and email the manager), reach out to the customer to discuss and if the issues are rectified, charge proper amount to credit card on file. The reservation cannot be closed out with any open/pending charges.
- In Campspot, log in and go to the FRONT DESK on the top navigation bar.
- Click on the box to the left of the reservation and once highlighted, click on the 'Check Out' button on the top.



Golf Carts

Golf Cart Check Out Procedure

- Guests can book golf carts at the time of their reservation online, over the phone, or in person. It must be added through Campspot. ***It should NOT be rung through the POS.***
- When putting check in packets together, if a guest has a golf cart added to their reservation, assign them a cart number.
- Write the Customers Name and site number next to the corresponding cart on the “Golf Cart Check Out/In” Sheet.
- Then attach the corresponding golf cart file and key to the guest’s reservation packet.
- When Guests arrive, have them fill out both sides of the Golf Cart Rental Agreement. This must be done before giving them the keys.
- Inform guests that no unlicensed drivers are eligible to operate carts.
- Inform guests that failure to follow rules/guidelines will be grounds for revocation of cart without refund.
- Place a check mark and your initials in the “Checked Out” box of the corresponding golf cart number and guest.
- Be sure Security is called to CHECK-OUT and CHECK-IN Golf Carts.

Golf Cart Add On Details	2025
Fri/Sat, daily rate = \$57.50	\$115.00
3 night pkg including weekend (so if someone stays Thurs/Fri/Sat or Fri/Sat/Sun nights, this pkg rate would apply - \$52.33 daily rate)	\$157.00
Holiday Rates - (3 night min only on Holiday weekends; \$73.00 daily rate)	\$219.00
Weekday Package Rates (applicable Mon - Thurs on any 3 nights - must book 3 nights to get discount! \$41.67 daily rate)	\$125.00
Daily Rate (single day rental no matter day unless holiday)	\$68.00

Cart Check Out Form

Golf Cart Rental Agreement (Front)

Golf Cart Check Out/In				
Cart #	Name	Site Number	Checked Out	Checked In
1	Jon Doe	311	✓ KK	
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				



Golf Cart Rental Agreement

Renter Name(s): _____ Site #: _____

Address: _____ City/State/Zip: _____

Rental Date/Time: From _____ to _____ Phone Number: _____

Hereby, agrees to rent Golf Cart # _____ at My Campground for the period above in accordance with the following terms and conditions and those guidelines listed on the back of this form:

- Renter agrees that only the licensed drivers listed below may drive the cart and that these drivers have been instructed in the cart usage and are familiar with the rules. Renter also accepts responsibility for any fines incurred by these drivers or any unauthorized users of the cart.
- Renter agrees not to drive or allow anyone to drive golf cart after consuming alcoholic beverage or while intoxicated. The Trempealeau County Sheriff Dept. will be contacted and a citation issued to anyone driving while intoxicated.
- Renter agrees that no one may sit on the driver's lap while the cart is in motion and that no one except the licensed driver listed below may steer the golf cart (i.e. a child sitting next to you may not steer the cart).
- Renter understands that pressing the gas pedal releases the brake and agrees not to allow children or others to play on cart in such a way that they may accidentally release the brake.
- Renter agrees that carts are limited to a maximum of 6 persons and that all passengers must be seated at all times while cart is in motion.
- Renter agrees that carts may not be driven during quiet hours, 10pm to 7am Sunday to Thursday and 11pm to 7am on Friday and Saturday.
- Renter agrees to obey all stop & one-way signs, and to only drive on roadways within the park. Renter agrees not to drive cart outside of park.
- Renter agrees to not drive around speed bumps.
- Renter agrees that failure to follow any of the rules will result in a \$10 fine being deducted from their security deposit. Severe safety or repeated violations will result in the renter's rights being terminated, without refund for remainder of time for the rental period.**
- Renter agrees to inform management as soon as possible of any and all damages that happen or items not in working order.
- Renter understands and acknowledges that they may incur personal injury or bodily damage while driving golf cart.
- Renter agrees to be held liable for all damage caused to a golf cart during the term of the rental.
- Renter requests that the Park rent them the golf cart and in consideration there of agree to hereby release, hold harmless, and forever discharge the Park from all actions, claims, expenses or damages of any kind growing out of or related to renting of golf cart. Renter understands and acknowledges that the Park would not allow Renter to rent golf cart without releasing and holding harmless the Park and therefore agrees to hold Park harmless against all claims, actions and demands for damages or otherwise that could arise either as a result of renting golf cart to Renter's family, guests or visitors while within the campground, or as a result of injuries sustained by Renter, Renter's family, guest, visitors, within the campground. Any and all damages or losses, personal or otherwise, shall be at the risk of the Renter and not the Park. **Renter acknowledges that this is a full and complete release for all injuries and damages, which the renter may sustain as a result of renting golf cart.**

Golf Cart Rental Agreement (Back)

Renters Name: _____ Cart Number _____

Site Number: _____

Golf Cart Rules Summary Checklist

- _____ All drivers must be licensed, have a copy of their license on file with us and be listed on account.
- _____ *Pressing gas pedal releases brake (WHEN WITH KEY IN ON)
- _____ Do not allow kids to play on a cart OR sit on driver's seat or sit on driver's lap.
- _____ All passengers must be properly seated. No standing, standing or sitting on laps. 6-person maximum.
- _____ Cart may only be driven on roadways and not be driven out of park.
- _____ May NOT drive around speed bumps, you must drive over them.
- _____ *Violation of any rule listed in this contract will result in a \$10 fine, per violation, payable when the cart is returned or deducted from the security deposit.
- _____ Renter agrees to be held liable for all damage caused to a golf cart during the term of the rental.
- _____ Sheriff's Dept will be called for any OWI or DUI.

*Cart # if the any cart has been reported for damage or anything noted below:

Renter's Signature: _____

Post-Rental Employee Initials: _____ Post-Rental Employee Initials: _____

GOLF CART INSPECTION FOR DAMAGES

NEED PHOTO OF CARTS FRONT & BACK

Agreed to and accepted on this _____ Day of _____, 2025

Renter Signature(s) _____

Additional Licensed Drivers: _____

Additional Licensed Drivers: _____

Seasonal Camper Information

How to Take Seasonal Payments

1. Grab Receipt book from office. Located in bottom right drawer under desk. **(return immediately after use)**
2. Ask Customer what their preferred form of payment is (Cash, Check, or Credit Card). If using a credit card for seasonal payments, add \$100 FEE to total (Not needed on electric bill payments)
3. Fill in Receipt book based on their payment method. SEE IMAGES BELOW.
 - a. Date
 - b. Name of person making the payment
 - c. Payment amount written out on the line and numerical value in the box provided. (Like a Check)
 - d. On the line below write, Site # and what the payment is for. Ex) "Electric Bill" or "Seasonal Payment". This is where you would write the Check Number or POS Order number is paying with a credit card.
 - e. Write payment type (Cash, Check, Credit Card, etc..)
 - f. On the "From" Line, write your name so that management knows who completed the transaction.
4. Distribute receipt copies
 - a. White=Customer
 - b. Yellow=With payment in envelope
 - c. Pink=Stays in Receipt Book
5. Place Payment and Yellow Receipt in an envelope. Mark the outside of the envelope with the following.
 - a. Seasonal Name
 - b. Site Number
 - c. "Attention Lisa"
6. Seal the envelope and drop in the safe.

CASH PAYMENT

RECEIPT		DATE <u>12-15-20</u>	No. <u>147584</u>
RECEIVED FROM <u>John Doe</u>		\$ <u>150.00</u>	
<u>One hundred fifty and NO/100</u> DOLLARS			
<input type="radio"/> FOR RENT <input type="radio"/> FOR <u>Seasonal Site #</u>		<u>cash</u>	
ACCOUNT		<input checked="" type="radio"/> CASH <input type="radio"/> CHECK <input type="radio"/> MONEY ORDER <input type="radio"/> CREDIT CARD	FROM <u>Lisa</u> TO _____
PAYMENT			BY _____
BAL. DUE			

A-2701
T-46800

CHECK PAYMENT

RECEIPT DATE 12-15-20 No. 147582
RECEIVED FROM John Doe \$ 400.00
Four hundred and NO/100 DOLLARS
 FOR RENT seasonal pmt site # CK#4432
 FOR _____
ACCOUNT _____
PAYMENT _____
BAL. DUE _____
 CASH
 CHECK
 MONEY ORDER
 CREDIT CARD
FROM Lisa TO _____
BY _____
A-2701
T-46800

*Record Check Number on Receipt

CREDIT CARD PAYMENT

RECEIPT DATE 12-15-20 No. 147585
RECEIVED FROM John Doe \$ 142.18
One hundred forty two and 18/100 DOLLARS
 FOR RENT Seasonal site # electric pd pas
 FOR _____
ACCOUNT _____
PAYMENT _____
BAL. DUE _____
 CASH
 CHECK
 MONEY ORDER
 CREDIT CARD
FROM Lisa TO _____
BY _____
A-2701
T-46800

*Complete Transaction by going to "Store" -> "Seasonal Camping" -> "Type Amount"

*Record POS Order number on Receipt

*If seasonal payments add \$100 FEE to total (Not needed on electric bill payments)

How to Add Golf Cart to a Seasonal Guest:

- Find guests current reservation.
- Chose to EDIT reservation.
- Choose the date for the single-day or weekend dates for the golf cart add on. Remember to choose the CURRENT site – you aren’t changing the site, only adding on the cart!

The screenshot shows the 'Edit Reservation' screen for Joel & Melissa Travis, covering the period from April 1, 2025, to October 31, 2025. The current balance is \$136.00. The interface includes a calendar for selecting dates and a 'Site Search Criteria' sidebar on the right. The sidebar shows search parameters: Check In (04-01-2025), Check Out (10-31-2025), 1 Children, 2 Adults, and 0 Pets. The 'Campsite Type' is 'Seasonal Pond View', the 'RV Profile' is 'Travel Trailer, 30ft, both sides', and the 'RV Type' is 'Travel Trailer'. The 'Length (ft)' is 30 and 'Slide-Outs' are 'Both Sides'. A 'Select on Grid' button is visible at the bottom of the sidebar.

You'll see the balance come up in Campspot as what's owed at the top of the screen.

Click into "Show Edit Details" at the top of the screen.

The reservation price difference of adding the golf cart will be reflected here. Choose to "CONFIRM CHANGES" and collect payment.

If the Seasonal Guest does not have a CC on file, you'll have to add the CC information.

You can do this same process for someone who is staying as a guest of the seasonal – just do NOT save the payment type when entering in the CC!

The 'Review Reservation Changes' modal displays the following information:

- Total Price Difference:** +\$136.00
- Summary of changes:** Adjust Add-ons from: No add-ons To: Golf Cart (10/22/25 - 10/24/25)
- Seasonal Pond View 825 Detailed Overview:** Updated Invoice for Seasonal Pond View 825 (Apr 1 - Oct 31, 2025) with 1 Child and 2 Adults.
- Updated Add-on Details:** Golf Cart (Oct 22 - Oct 24, 2025) Add-on added. Base Rate: \$68.00 x 2 nights = \$136.00.

Buttons for 'Cancel' and 'Confirm Changes' are located at the bottom right of the modal.

Other Information

Gaming Procedures

Gaming Procedures: Pull Tabs

- Payouts are made upon verifying the card – be sure to check serial numbers.
- Serial numbers are taped on the gaming desk.
- Cross off the amount won making sure you can still read it and initial the card as pd.
- If the pull tab machine is low or has maintenance issues call the manager as soon as possible.
- Count the gaming bag upon your shift and ending your shift – initial
- Winners print out must be signed by customer and initialed by the bartender.
- Employees may play pull tabs after their shift but never during.
- Employees must be extremely confidential when talking about customers winning or losing. None of this is our business or other customers information. Talking about this affects the perception the guest has of opportunity to win or lose. The gambling piece in general should be treated as the customers business – if they want to announce it – that’s fine. We should never watch them or comment on their personal gaming business one way or the other.

Selling Gift Certificate Procedure

- Ask customer the amount they would like.
- Ask what denomination increments they would like.
- Ring through POS system. “Camp Store”-> “Purchase Gift Certificate”->enter amount->complete transaction.
- Call manager on duty to get certificates from safe.
- Write date sold and initial.
- **When redeeming certificates, check expiration dates (valid through) initial.**



What We All Need to Know

Wood Deliveries:

- Bagged Wood \$8+tax – no gator loads this year in case anyone asks!
- Can pay in store, bar, or upon delivery (if cash)
- Walkie Maintenance when needed. Enunciate, repeat site numbers, Pd or not Pd.

Ice:

- \$3 for a 7lb bag
- Located on the outside of Bar & Grill

Propane:

- Sizes: 20 # or 30#
- Ring it in POS
- Radio Maintenance to exchange
- Located outside pavilion

Arcade:

- Redemption – call club center or refer to activity schedule for times to redeem.
- Repairs or lost tokens – security

Visitors:

- All visitors must pay \$15/person/day if they are visiting someone in the campground.
- They must register on the iPad set up at registration, no exceptions.
- Children under 2 there is no charge
- If they want to drive in its \$5, the car passes are in the registration area marked in a drawer below the cash register.
- Check with management if we are allowing visitors during that weekend.

Pool Use:

- Visitors Sunday – Thursday only; campers Sunday - Saturday
- Must have wristbands
- Open 10 am – dusk daily
- No lifeguard, swim at own risk, no glass by the pool, must use swim diapers
- ~~Check Champs2995@gmail.com password is Powwow2995 (this was for COVID, but will keep account active in case we need to use it again)~~

Pond Use: Anyone disobeying the rules will be asked to leave.

- Hours: 10am to Dusk - (*Hours may vary due to weather or campground discretion*)
- NO LIFEGUARD ON DUTY - SWIM AT YOUR OWN RISK
- Champions Riverside Resort wristband is required to use swim pond. Anyone without a wristband caught in the pond or on the beach will be fined \$50.00.
- Participants/Minors under the age of 16 MUST be accompanied by an adult. (Parents/legal guardian of participants aged 16-17 must complete the online waiver [or a paper copy] before being admitted to the pond.)
- NO CARRY INS ARE ALLOWED.
- Lifejackets are REQUIRED for all ages.
- No dives, flips, somersaults, etc. from any of the inflatables.
- Please do not overload, collapse, unhook or flip any of the inflatables.
- No sharp objects in pockets while using inflatables.
- Respectful behavior and taking turns are expected.
- Pond will close during bad weather and at campground management discretion.
- No pets allowed on the beach or in the water.
- Do not throw sand, mud or rocks.
- No glass containers allowed on the beach or in the water.
- No swimming after dark.
- Please pick up your trash, do not litter.
- Please keep radio volume to a minimum.
- No motor or electric vehicles on the beach.
- No pool chairs in the pond.
- Pond will be closed when lightening or thunder are present.
- Please be considerate and respectful of all other guests.
- This is a lined pond; please do not screw or pound stakes, umbrellas, or anything into the sand within 10 feet of water line. Please stop digging as soon as the black liner is showing.

Golf Cart:

Golf Cart Add On Details	2025
Fri/Sat, daily rate = \$57.50	\$115.00
3 night pkg including weekend (so if someone stays Thurs/Fri/Sat or Fri/Sat/Sun nights, this pkg rate would apply - \$52.33 daily rate)	\$157.00
Holiday Rates - (3 night min only on Holiday weekends; \$73.00 daily rate)	\$219.00
Weekday Package Rates (applicable Mon - Thurs on any 3 nights - must book 3 nights to get discount! \$41.67 daily rate)	\$125.00
Daily Rate (single day rental no matter day unless holiday)	\$68.00

- Must fill out agreement
- No drivers under the age of 16
- Make sure carts are checked in/out

CampersApp

DOWNLOAD THIS ON YOUR PHONE SO YOU ARE EDUCATED IN WHAT'S HAPPENING

- Menu items on here
- Activities for the weekend are on here
- Pricing for deliveries and requests

Activity Schedule

- EVERYONE SHOULD HAVE THIS IN YOUR POCKET ALL WEEKEND
- Check Employee Facebook/Schedulefly for additional notes/updates
- Seasonals have paper/disposable yellow bands for their guests & children and a green silicone wristband for themselves.
- Anyone in the pool or on the grounds MUST have a wristband. Check with Registration to see what the color band is currently for non-seasonal campers/guests.

Pump Outs

- Seasonals must sign up and pay on CampersApp – by Sunday for the following Monday \$20 fee with a tank / \$50 in an emergency.
- We do not allow anyone who is NOT staying with us to use the dump station.

Camper Rules



Champions Thanks You for Camping with us!

Please enjoy your stay and let us know if we can make your stay more pleasurable! Give us a call at 608-582-3707 if you would like Dinner Delivered to your campsite - \$3.00 Delivery Fee! Stay connected FREE Wi-Fi Hotspot located around the bar and grill and store!

Champions Riverside Resort believes that Safety and Fun are the two most important priorities in our campground, therefore we ask that you observe all campground Rules and Signs posted throughout the campground. Please notify any situation that may require our attention. **Please review the terms and conditions of your reservation to see a full list of rules/regulations. All reservations on NON-REFUNDABLE.**

Campsite Definition – One family unit is allowed to camp per site. No more than 5 people per family unit. Your pet must be tagged upon check in and be current on all vaccinations. Pets are not allowed in the rental units and park model. Each site has 1 picnic table, fire pit, water and electric.

Quiet Hours - 11:00pm to 8:00am (enforced by security personnel). Quiet time means no loud radio; no loud talking or laughing outside of unit; no loud amplified sound at any time. A quiet gathering is acceptable as long as it is not disturbing to other guests. Security personnel conduct periodic patrols, day and night. Decisions of security personnel are absolutely final pertaining to noise, campfires and other infringements of the rules. Any drunkenness, profanity or obnoxious nuisances will not be tolerated and may result in immediate ejection from the park without refund, or it may serve for grounds for confining one to their campsite until management so deems to release them. **Firearms are prohibited.** Call security immediately if you are being disturbed.

Visitors – All visitors that are not paid campers must register with the office. There is a \$15.00 per person per day charge to use our facility. Visitors are not allowed to bring in pets to the campground.

Swimming Pool (Swim at Your Own Risk) - Our pool is open from 10am until dusk daily. Adult supervision is REQUIRED at all times at the pool. There is NO DIVING, FLIPPING, HORSE PLAY, OR PHYSICAL CONTACT while in the pool. There is no Lifeguard on duty at this location. Thanks for your consideration! Please dispose of all glass beverages before entering pool area. Appropriate swimwear must be worn including swim diapers, which can be purchased at Champions Club Center.

Swimming Pond (Swim at Your Own Risk) – Opens at 10 am until dusk daily. Life jackets required to be in swim pond on any inflatables. No lifeguard on duty. No glass on beach. Stay off the rocks. Participants/Minors under the age of 16 MUST be accompanied by an adult. (Parents/legal guardian of participants aged 16-17 must complete the online waiver [or a paper copy] before being admitted to the pond.) Appropriate swimwear must be worn including swim diapers, which can be purchased at Champions Club Center.

Campers/Children/Guests – Minors are not allowed to smoke or drink alcohol in the common areas or around the campground and will be asked to go back to their campsite. Be sure that all the guests in your group know where the store or office is in case of an emergency such as a lost camper; all campers should use this area as a meeting place. Be sure that all children know the number of their campsite in case of separation. Curfew for children is 11pm... please talk to your children about respecting the campground property. We reserve the right to restrict children to their site if their behavior is unacceptable. Registered camper shall be liable for damage to the site and the campground caused by them, their children, guests and/or invitees and shall pay for all repairs. Any person, whose conduct is offensive to other campers, or the management, will be required to leave. Management will determine "Offensive conduct" as each instance arises, and management's decision will be final. Local Law Enforcement will be called to deal with drunken and disorderly conduct.

Campfires - Fires may be built in designated areas only. Be sure fires are extinguished before leaving campsite. **Due to the increased spread of diseases to the trees, please do not bring in Firewood if you are outside of a 25-mile radius to Champions or from any quarantined area. (Subject to change)**

Garbage - All campers must place garbage in the dumpsters located near the dump station.

Rental Items – Golf Carts – see separate rental agreements for rates and rules.

For Sale – Wood LP Gas and Ice

This facility DOES NOT ALLOW any weapons to be carried on any person or in any vehicle while on this property.

Campsite Check Out Time is 11:00 am - Rental Units Check Out Time is 12:00pm

Camping is an outdoor experience and we do not have control over the discomfort that Mother Nature may bring. Therefore, we do not give refunds or rain checks due to circumstances out of our control. Our park is privately owned, therefore, Champions Riverside Resort reserves the right to remove campers or their guest(s) that are inconsiderate to others or who have infringed any of the rules set forth without refund. We also have the ability to have flexible hours of operation, varying with season, which will be posted on the door of the Office or in the weekend calendar of events. Wisconsin State Law prohibits the dumping of any wastewater onto the ground.

Hospital/Clinic: Urgent Care Mayo Clinic Health Systems Onalaska: 191 Theatre Road, Onalaska, WI 54650 | 608-392-5000 and Gunderson Health Urgent Care: 3111 Gunderson Drive Onalaska, WI 54605 | 608-775-8658

Champions Riverside Resort W16751 Pow Wow Lane Galesville WI 54630

