

**MORALE, WELFARE AND RECREATION
NAVAL SUBMARINE BASE
KINGS BAY, GEORGIA 31547**

24 April 2020

MORALE, WELFARE AND RECREATION RV PARK OPERATIONS MANUAL

1. Purpose. To establish policies and procedures for the safe operation of the Eagle Hammock Recreational Vehicle (RV) Park.
2. Scope. These policies and procedures apply to all MWR Employees and authorized patrons of the Eagle Hammock RV Park.
3. Procedure. The Employees of Eagle Hammock RV Park and the Camp Host(s) are responsible for the implementation and administration of this program manual. This manual shall be reviewed annually by the Park manager to ensure applicability, currency, and consistency with all other Federal, DoD, SECNAV and Navy policy. This manual will remain in effect for 5 years, unless revised or cancelled in the interim, and will be re-issued by the 5-year anniversary date if still required.
4. My point of contact for this program is the RV Park Manager, commercial: (912) 674-1073.

//s//

ROBERT P. SPINNENEWER

EAGLE HAMMOCK RV PARK

OPERATIONS Manual

**Naval Submarine Base
Kings Bay, Georgia 31547
912-573-5262**

Table of Contents

Section/Subject	Page Number
Approval Letter-----	1
Title Page-----	2
Table of Contents -----	3
1 Introduction -----	4
2 Eligibility -----	4
3 Responsibilities -----	4-5
4 Safety & Emergency Information -----	5
5 Length of Stay -----	5-6
6 Reservations -----	6
7 Confirmation of Reservation -----	6
8 Cancellations -----	6
9 Refunds -----	6
10 Registration -----	6-7
11 Check Out -----	7
12 Site & Cabin Occupancy and Usage -----	7-8
13 Vehicles -----	8-9
14 Water Usage -----	9
15 Sewer -----	9
16 Pets and Animals -----	9-10
17 Children -----	10-11
18 Campground Facilities -----	11-12
19 Fires & Fire Rings -----	12
20 Quiet Hours -----	12
21 Sanitation -----	13
22 Base Policies -----	13
23 Fishing -----	13
24 Cabins -----	13-14

1. Introduction

- a. Eagle Hammock RV Park is located on Naval Submarine Base, Kings Bay, Georgia. The campground opened in 2004 and includes 70 level concrete sites with full hookups, and two cabins. Located in the center of the campground is a community building with full kitchen facility, laundry, showers and restrooms. Additionally, ADA handicapped sites and restroom/shower facility is available to the disabled camper. There is a separate dump station located in the park as you exit. Picnic tables and fire rings are located at each site along with internet connectivity, wireless internet, and cable television. Rules and regulations for the park are explained in the following sections.

2. Eligibility

- b. Eagle Hammock RV Park is operated by the Kings Bay Morale, Welfare and Recreation Department. The park is open to active and retired military, reservists, authorized DoD civilians, and full time contractors on a space available basis.
- c. ID must be presented upon registration.
- d. During the months of May through October, eligible personnel may sponsor no more than 1 guest RV/Camper on a space available basis. Guests must be naturalized or US citizens.
- e. A sponsored guest must have their sponsor present at check in and must present proper identification. All sponsors will be responsible for clearing their guests through Security and/or Pass and ID. All sponsors must remain with their guests at all times and are responsible for their behavior and activities.

3. Responsibilities

- a. It is the responsibility of all registered guests to ensure that all regulations are followed.
- b. If violations are observed, notification to Eagle Hammock RV Park Office, Manager, or Camp Host is advised.

- c. Registered guests will be held responsible for any damage or destruction to the RV Park facility, whether it is building facilities, equipment, or grounds.
- d. Camp Hosts will remind all park patrons of campground guidelines. It is the responsibility of everyone to ensure a safe and secure environment for all to enjoy.

4. **Safety/Emergency Information**

- a. Call 911 and notify them that you are aboard Kings Bay SUBASE.
- b. Notify Eagle Hammock RV Park office or Camp Host on duty as soon as possible.
- c. During threatening destructive weather, patrons will check with Eagle Hammock office or park staff for current weather conditions.
- d. In Tropical Cyclone Condition III, evacuation of the park will be at the discretion of the Commanding Officer. In Tropical Cyclone Condition II, evacuation is mandatory.
- e. All campers are responsible for removing their camping unit and all other personal property from their site upon mandatory evacuations.
- f. In the event of mandatory evacuations, a credit will be applied to park patrons' account for the length of time the evacuation occurs, or upon return to the Eagle Hammock RV Park.

5. **Length of Stay**

- a. A reservation can be made for up to a one hundred and eighty (180) night stay for standard back-in and pull-through RV sites and ninety (90) nights for lakefront sites. Cabin reservations must be made for a minimum of two (2) nights and may not exceed thirty (30) nights.
- b. Extensions may be requested by completing a Request of Extension form. This form available in the RV Office.
- c. Extension Requests are approved/disapproved at the discretion of park management.

d. Length of stay is subject to availability and may be changed at a later date.

6. **Reservations**

- a. Active duty military (all branches) and reservists may make reservations up to twelve (12) months in advance. All other eligible patrons may make reservations up to six (6) months in advance.
- b. Reservations will be held until check out time the following day after reservation arrival time. If guest has not arrived, cancellation policies will be enforced.

7. **Confirmation of Reservation**

- a. A credit card or cash is required to guarantee a reservation prior to arrival. The reservation will be held and charges will be applied upon arrival.
- b. Upon receipt of a credit card or cash, a confirmation number may be given. ("CRS" number found at the top of reservation screen in EPITOME.) This confirmation will also be e-mailed to the guest if an e-mail address was provided.

8. **Cancellations**

- a. Reservations may be cancelled at any time by calling the Eagle Hammock RV Park office at (912) 573-5262.

9. **Refunds**

- a. No refunds will be given for early departures except in the event of medical emergencies, weather evacuations, or other applicable states of emergency. Management has final decision for all refunds.

10. **Registration**

- a. Check in time is 1400 hrs.
- b. All arrivals are required to check in (with proper ID) at Eagle Hammock RV Park Office or with the on-duty camp host after office hours.
- c. The Park Office will operate on a summer and winter schedule, which will be posted on office door.

- d. The Camp Host on Duty may be found in the A row in sites A1 and A2. Site number will be listed in the "Late Arrivals Booth."
- e. Guests will provide Eagle Hammock Office with tag number of all vehicles upon request.
- f. Sponsors (with proper ID) will check in with their sponsored guests.

11. **Check Out**

- a. Check out time is 1100 hrs.
- b. Guests are asked to check out with the office or with the Camp Host on duty prior to departure.
- c. If site or cabin is not vacated by check out time, one additional night's charge will accrue.
- d. Any unpaid charges incurred will be charged to the card on file on the next business day.

12. **Site & Cabin Occupancy and Usage**

- a. All RV's, campers, and other authorized vehicles must be parked on the assigned site and use assigned site driveways.
- b. No tent camping will be allowed.
- c. Campsites & Cabins are restricted to registered campers and their guests with up to a total of six (6) people per unit.
- d. One camping unit, two vehicles and no more than one motorcycle or golf cart per site are allowed (for a total of 1 unit and 3 other). Parking in the grass is prohibited.
- e. Camping units & Cabins cannot be subleased or released to other personnel; the individual renting the campsite and/or Cabin must occupy the unit.
- f. Camping units may not be vacated or left unoccupied for more 48 hours without management approval. Any one leaving the park for an extended period of time must notify Eagle Hammock RV Park Office. A phone number must

be on file where the owner may be reached in the event a problem arises as well as contact information for the individual responsible for the unit in their absence.

- g. Sites & Cabins are not to be used for commercial ventures.
- h. In ground gardening, permanent landscaping, or any type of "homestead" appearance is strictly prohibited. "Yard Signage" is permitted in mulch, not in the grass.
- i. Clotheslines, fences, dog lots, storage sheds, etc. are not permitted. No items will be tied to vegetation or trees. Structures of any kind will not be permitted (excepting screen rooms no larger than 10' X 10' off of the grass).
- j. All trash will be placed in dumpsters provided at each end of the park. (Personal household trash from camping unit must not be deposited in trash receptacles in the community building, laundry or restrooms/showers. No Hazardous materials may be disposed of in RV Park; see office for guidance on HAZMAT disposal.
- k. Outside personal items must remain on the concrete pad. No such items may be placed on grass area.
- l. Nothing on sites may detract from aesthetics of the park.
- m. All appliances will be contained within the camping unit. Electric heating devices, etc. must be plugged inside the camping unit, not into electric pedestal.

13. **Vehicles**

- a. A speed limit of 5 MPH will be strictly enforced throughout the park.
- b. Two vehicles per registered guest are authorized. Additionally, each guest may have one motorcycle OR one golf cart but not both. See office for additional parking arrangements if you have daytime guests.
- c. No towable items will be permitted in sites.
- d. Roads and driveways must not be obstructed.

- e. Park only in designated areas, no parking on grass.
- f. Vehicle repairs/maintenance work (i.e. Oil changing, brake bleeding, flushing radiators, etc.) is not permitted. A do-it-yourself Auto Skills Center is located on base for your convenience.
- g. All restricted areas must be respected.
- h. All drivers must operate their vehicles in accordance with posted base regulations and applicable Federal, State and local laws.

14. **Water Usage**

- a. Park patrons must take responsibility for any water leaks from water pipe hookups, hoses, etc. as soon as possible. Conserve water.
- b. Washing of vehicles - Owners may use a bucket of water and a brush to remove road debris from their vehicle and/or RV. Use of water hoses and spraying of vehicles is prohibited.

15. **Sewer**

- a. Sewer hoses must have an airtight fitting (i.e. elbow or sewer seal donut).
- b. Dumping of gray or black tanks on the ground is strictly prohibited.
- c. All sewage/waste water will be dumped in provided sewers on site, or at the dump station. If spillage occurs, hose down area immediately and/or notify Camp Host or office so corrective action may be taken as soon as possible.
- d. Environmental problems must be addressed immediately for everyone's safety. Please report to Eagle Hammock RV Park office, Manager, or Camp Host any problems observed.

16. **Pets and Animals**

- a. Maximum of two (2) pets/animals are authorized in Cabins. The pet fee is \$15 per pet per night.
- b. All park patrons must register their pets/animals at the Eagle Hammock Park Office at time of check in and provide

written verification of their pets' current rabies vaccination and/or have tags available.

- c. Pet walk areas are designated on each end of the park. A fenced Dog Run area is located adjacent to the community center. Do not walk pets on the site of any other guest.
- d. Pets are not permitted in the community center, bath facilities, laundry facility, or Eagle Hammock RV Park Office.
- e. Animals must be confined within the camper when owners are away. No pets are to be left tied up, fenced, etc. unattended. Erecting fencing for animals is not permitted. Small cages on concrete pads are acceptable, but owners must be in attendance at all times when pets are outside.
- f. Constant disturbances such as barking, growling, or any sign of aggressiveness will NOT be permitted.
- g. All animals must be under the positive control of a responsible adult at all times. Please do NOT unleash your pet until it is safely inside the camper or Dog Run area.
- h. Park patrons must pick up after their pets. Waste bags are available at Pet Walk and Dog Run locations.
- i. If a pet annoys, constitutes a danger to other guests, or is found running loose, the Manager has the authority to ask owners to leave the campground.
- j. Owners who fail to comply with pet regulations will be required to vacate the park with no refund.
- k. Kings Bay Submarine Base regulations forbid the feeding of stray animals or wildlife that may live within the park environment.

17. **Children**

- a. Parents/guardians are responsible for the safety and behavior of their children.
- b. Sidewalks and breezeways are not to be used for scooters, bicycles, skates, roller blades, skateboards, etc. (Exception: handicapped motorized scooters).

- c. Parents will be notified of any child displaying unruly behavior. Upon the first infraction, a warning will be given. Upon the second infraction, patron will be asked to leave with no refund. An incident report shall be completed.
- d. Children are not permitted to use the campground facilities as a playground.
- e. Children under the age of ten (10) years of age must be supervised at all times.

18. **Campground Facilities**

- a. Common areas/facilities are provided for the enjoyment of all registered guests.
- b. Smoking is not allowed in any government building.
- c. Community building may not be used for such events which would limit use for fellow patrons.
- d. Gambling is prohibited in government facilities per OPNAVINST 3120.52A.
- e. The facilities cleanliness is the responsibility of all guests. Respect the right of all guests to use the facilities by maintaining a clean, friendly, and safe environment.
- f. The kitchen area within the community building is equipped with cooking utensils and cookware. All items used must be properly cleaned and replaced in the cabinets and drawers after use.
- g. The stove, microwave, and refrigerator are provided for registered guests. All counters, stove, microwave, etc. must be thoroughly cleaned after each use.
- h. Stove and microwave must NEVER be left unattended when in use.
- i. Items placed in the community center refrigerator must be labeled with name and site #. Upon check out, items must be removed.
- j. Laundry facilities are available 24 hours. Park patrons must provide their own detergents.

- k. There is no hot water available in washers.
- l. For the convenience of other guests, each guest may use one washer and/or dryer at a time.
- m. Rubber-backed rugs, shoes, or boots are not allowed in dryers.
- n. Pet items are strictly prohibited in all washers and dryers.
- o. Lint filters must be cleaned after each use and lint deposited in trash receptacle.
- p. All spills are to be cleaned up immediately to avoid any accidents.

19. **Fires/Fire Rings**

- a. Fire rings are provided at each site and behind the community center for campers' convenience. No other open fires are allowed.
- b. All fires will be fully extinguished before vacating the campsite. Campfires must not be left to "smolder" when retiring for the night. Fires must NOT be left unattended.
- c. Campers are responsible for keeping fires under control.
- d. Red fire poles are located in the center rows, centrally located for emergencies.
- e. Please be responsible around campfires.

20. **Quiet Hours**

- a. Quiet hours are 10:00 pm (2200 hours) to 8:00 am (0800 hours).
- b. Excessive noise such as barking dogs, screaming, generators, and loud radios/TV will not be permitted. Volume should be kept low enough so as not to disturb your fellow campers. Disorderly conduct by adults or children will not be tolerated. An incident report shall be completed for any infractions.

21. **Sanitation**

- a. Park patrons are responsible for the cleanliness of their sites and/or Cabins. Sewer caps must be replaced after unhooking the sewer hose.
- b. All trash/litter must be picked up from the campground, site or cabin, and driveways.
- c. All garbage must be placed in dumpsters provided. No garbage bags are to be left on sites upon vacating.
- d. Household garbage/trash shall not be placed in receptacles in or around community building, laundry, or bath facility.

22. **Base Policies**

- a. Bicycle riders are required to wear helmets at all times.
- b. Bicycles, skates, roller blades, etc. are prohibited on walkways and common areas.
- c. Joggers, walkers, and runners have the right of way.
- d. Firearms, firecrackers, or weapons of any kind are not permitted aboard SUBASE Kings Bay.

23. **Fishing**

- a. Fishing is allowed in Lake D from sunrise to sunset. Other areas on base also provide fishing accessibility.
- b. A base fishing permit and a State of Georgia fishing license are required and may be purchased from Outdoor Recreation (Building 1023).

24. **Cabins**

- a. Check-In is 1400 hrs. Guests should immediately notify the office or Camp Host of any damage to the cabin. Guest will be held responsible for any damages not reported upon arrival.
- b. Each cabin is furnished with cookware & utensils, basic kitchen appliances, a television, and towels & linens.

- c. Towels & Linens will be changed prior to arrival and after departure of each guest, and as requested by the guest.
- d. Check out time is 1100 hrs. Guest must check-out with office or Camp Host and pay for any charges that were accrued since, or not paid at, check-in.
- e. Prior to check-out, guests are required to:
 - Wipe down the counters
 - Empty & wipe out the refrigerator
 - Wash any dishes that were used
 - Take any garbage to the dumpster
 - Sweep out the cabin, and
 - Place all towels & linens into the hamper provided.
- f. A \$50 cleaning fee will be charged if these tasks are not completed.
- g. Park personnel will inspect and clean cabin prior to the next check-in. Any damages, losses, or lack of cleaning will be noted and charged to the prior guest. An itemized list of damages and charges will be provided to the responsible guest.