Denali Terms/Conditions/Rules/Regulations

I. Reservations, Deposits & Cancellations

At Denali, we strive to provide a smooth and enjoyable reservation experience. The following terms outline our policies regarding deposits, payments, changes, and cancellations.

A. **Reservation & Payment Policy**
Reservations for stays less than 28 days require 100% upon booking. Reservations made within 30 days of stay require 100% of payment upon booking. Reservations for stays 28 days or longer require 50% deposit if made outside of 30 day booking window. The remaining balance is due 30 days prior to arrival and will be automatically charged to the card on file. A valid credit card is required to remain on file for the duration of your stay to cover any incidental charges, damages, or outstanding balances.

B. Refund & Cancellation Policy

Cancellations made more than 60 days prior to the arrival date are eligible for a full refund.

Cancellations made 30 days prior to check-in will receive a 50% refund of the full reservation total.

Cancellations made within 30 days of arrival are non-refundable.

No refunds are issued for early departures, no-shows, or unused nights.

If a guest cancels a reservation, they must receive written confirmation from a Denali staff member for the cancellation to be considered valid. Verbal requests or voicemail messages are not considered confirmed until acknowledged by our team in writing.

If a reserved site becomes unavailable due to unforeseen circumstances such as repairs or emergency maintenance, The Denali Resort will attempt to relocate the guest to a comparable site or offer an alternative solution. No refunds will be issued for circumstances outside of the Resort's control.

C. **Change Policy**

Reservation changes are permitted when availability allows and are subject to additional fees/deposits.

D. **Holiday Reservations**
Holiday bookings or bookings during major lake events, including stays during Memorial Day, Independence Day, and Labor Day weekends, require full payment at the time of booking and are non-refundable. A seven-night minimum stay may apply. No discounts are available on holiday reservations.

E. **Occupancy, Guests & Additional Charges**
Rates are based on double occupancy. Additional guests may incur an extra guest fee, which will be clearly disclosed at the time of booking. A maximum of six guests per site is permitted. Reservations include utility charges.

F. **Forms of Payment**
The Denali accepts most major credit and debit cards.

G. **Office Hours & Support**
Our Management team is available Monday–Friday from 9:00 AM to 5:00 PM, Saturday from 9:00 AM to 4:00 PM (Central Time), and Sunday from 10:00 AM to 3:00 PM (Central Time). For non-medical emergencies, guests will receive an after-hours contact number upon check-in.

H. **Lot Maintenance & Condition**
All sites are thoroughly cleaned, inspected, and sanitized prior to each arrival. Guests are asked to report any concerns within two hours of check-in so that our team may promptly address them. No refunds will be issued for maintenance-related concerns. Upon departure, any excessive cleaning, damage, or violations may result in fees charged to the card on file.

II. Check-In/Check-Out

A. All guests are required to check in with Guest Services at the front gate upon arrival. During check-in, guests will review and sign the rental agreement and waiver if not previously signed, and receive a gate code for property access. For your convenience and safety, all RVs must be escorted to their assigned site by a Denali team member—self-parking is not permitted. We kindly ask that guests honor their check-in window so that each site can be professionally cleaned, sanitized, and inspected prior to your arrival.

B. Please plan your travel accordingly, as Denali does not offer overflow parking and does not accommodate late arrivals. If unavoidable delays such as traffic or mechanical issues occur, guests must contact Denali management prior to closing to discuss our limited after-hours check-in process. The latest possible after-hours arrival is 8:00 PM. Guests arriving after business hours are required to complete the check-in process the following morning.

C. Check-out time is 11:00 AM Central Time and is strictly enforced to ensure a smooth arrival for the next guest. Guests who remain on site past 11:00 AM will incur a $50 late departure fee. Departures after 1:00 PM will result in a full additional night's rental charge. For guests wishing to extend their stay, re-registration is available between 10:00 AM and 11:00 AM, subject to availability. Please note that Denali reserves the right to reclaim a site in the event of non-payment or late departure. Your cooperation with timely check-out allows our team to fully prepare each site with the attention and care Denali is known for.

III. Lost & Found

A. Denali is not responsible for any personal items left behind in guest sites or common areas. If you believe you have misplaced an item during your stay, please contact the Welcome Center as soon as possible. Should an item be found after your departure, we will be happy to return it to you once a shipping label is provided.

IV. Property Condition & Damage

A. We ask that all guests take a moment to observe the condition of their assigned site upon arrival. Each site will be professionally inspected following departure. Any excessive cleaning or damage found will result in fees being applied to the credit card on file. These charges are determined by our Maintenance Supervisor and Management Team based on the nature and extent of the issue. We thank you in advance for helping us keep The Denali in exceptional condition for all who visit.

V. Lot Assignments & Availability

A. For safety and the overall efficiency of operation, site assignment or parking arrangements may change, remaining the prerogative of the Lessor throughout the term of the lease; however, we will attempt to accommodate Lessee's desires when possible. Site preferences are not guaranteed and do not warrant refunds or rate adjustments should a change become necessary. In such cases, substitutions will be made with accommodations comparable to the original selection.

VI. Resort Management Rights

A. To ensure the safety, comfort, and high standards of our community, Denali Resort management reserves the right to terminate a guest's stay and require immediate departure at any time and at its sole discretion. The management reserves the right to remove any camper who fails to pay the rent when due or who willfully violates any of the park rules and regulations. The management reserves the right to remove the unit and all possessions of the camper from the park and store the same, all at the campers' expense until full restitution is made.

VII. Children

A. For everyone's safety and enjoyment, children under 14 must be accompanied by an adult at all times while on property. We kindly ask that children do not walk, ride bikes, or play through neighboring lots. Please help us maintain a peaceful environment by encouraging kids to stay within your reserved area or designated common areas. The fitness room is reserved for adult use only. Parents and guardians are responsible for their children's behavior during their stay.

VIII. Drones

A. To maintain the privacy and tranquility of our guests, The Denali Resort and surrounding area are designated as a no-fly zone. If you wish to use a drone for personal or professional purposes, please reach out to management for prior approval. Unauthorized drone use or aerial photography may result in early termination of your stay.

IX. Fire/Smoking/Firepits/Firearms

A. To preserve the safety and serenity of Denali, we kindly ask that guests follow our fire and safety guidelines. Open flames are not permitted; this includes wood-burning firepits, charcoal grills, candles, and tiki torches. Only natural gas or propane firepits and fireplaces are allowed, and propane grills must be portable, and placed safely from any structure.
B. Smoking is not permitted in any of the resort's common areas, including the Clubhouse, bathhouses, restrooms, laundry facilities, and fitness center. Some individual lots or areas may also be smoke-free—please check with management for details. For the comfort of all guests, we ask that cigarette butts be disposed of only in designated receptacles and never on the ground, in planters or landscaping.
C. For the safety and well-being of our guests, the use or display of firearms, bows and arrows, slingshots, air guns, fireworks, or any lethal weapons is strictly prohibited anywhere on or near the property.

X. Guest & Visitor Guidelines

A. To ensure a comfortable and enjoyable experience for all, we kindly ask that guests and visitors follow a few simple guidelines. Personal property belonging to site owners should not be used unless special arrangements have been made in advance with resort management. Each site may accommodate a maximum of 12 people at any given time, and all visitors must depart by 10:00 PM. Visitor vehicles are required to display a Visitor Pass at all times and may only park in the designated areas located on both sides of the Clubhouse. Please note that subleasing of any reserved lot or slip is not permitted under any circumstances.
B. Lessees and their guests shall not engage in any disorderly behavior including, but not limited to profane language, slander, libel, harassment of employees or their guests, disturbing the peace, display or broadcast of profane or indecorous music or images; and shall not create excessive noise within the resort at any time.
C. No Lessee shall have anyone outside the immediate family on Resort property without Lessee escort; nor shall Lessee receive any kind of monetary reparations for allowing guests to stay at Resort. Subletting of RV's or other accommodations on Resort property, either temporarily or permanently, is always expressly prohibited. Violation of this rule is cause for immediate lease termination and dismissal.

XI. Mail

A. For your convenience, packages may be delivered to the Clubhouse during your stay. Please note that guests are solely responsible for tracking, receiving, and collecting their mail and parcels. The Denali Resort and its staff do not accept liability for lost, delayed, or misdirected items, and are not responsible for forwarding mail after your departure. By choosing to have items delivered to the resort, guests accept full responsibility for their receipt.

XII. Motorhome/Rv Requirements

A. To preserve the high standards of The Denali Resort, we maintain specific guidelines for RV eligibility. We welcome RVs/motorhomes between 30 and 45 feet in length. RVs must be 10 years old or newer unless prior approval has been granted; management reserves the right to decline entry based on age, condition, safety, or overall appearance. Vehicles must be kept in good working condition with no leaks of any kind and must be maintained in a condition that they be immediately mobile, and moveable should the need arise.
B. All RVs must be fully self-contained, with functional bathroom, toilet, and kitchen facilities. For the comfort and consistency of our community, The Denali does not allow truck campers, tents, pop-ups, van conversions, storage trailer conversions, or any non-RVIA-certified vehicles. Commercial trucks, tow vehicles, and maintenance work are also prohibited unless performed by a resort-approved vendor.
C. Once parked and checked in, your RV may not be used for transportation within or outside the resort. These policies help maintain the refined atmosphere our guests have come to expect.

XIII. Pets

A. Denali Resort is proud to be a pet-friendly community; however, maintaining a clean, quiet, and respectful environment for all guests is our priority. A maximum of two (2) registered pets are permitted per site. Pets must always be on a leash no longer than six (6) feet and under the owner's control at all times. Pets are not permitted to roam freely, be tied to trees or fixtures, or be left unattended outside—whether on the guest's lot or in any other area of the resort.

B. For health and safety reasons, pets are strictly prohibited from entering resort buildings, including the Clubhouse, fitness center, bathhouses, pool area, restrooms, laundry facilities, storage buildings, and waterways. Pets are also not permitted on empty sites, neighboring lots, or on any site furniture, including chairs, loungers, or cushions. Walking pets across or along neighboring lots is not allowed; guests are encouraged to walk their pets on designated streets and to utilize approved pet relief areas located throughout the property.
C. To preserve the peaceful atmosphere of the resort, excessive barking, disruptive behavior, or any display of aggression by pets will not be tolerated. Denali Resort reserves the right to determine the suitability of any pet, and management may refuse or revoke accommodations based on a pet's behavior.
D. Dog pens, outdoor pet enclosures, and temporary fencing are not permitted. All patio furniture or outdoor accessories for pets must be approved by management, and in certain cases—particularly for extended stays—guests may be required to utilize specific approved vendors for outdoor furniture to maintain uniformity and safety standards.
E. Service animals trained to perform specific tasks for individuals with disabilities, as defined by the Americans with Disabilities Act (ADA), are welcome at Denali Resort. Guests requiring a service animal must notify resort management prior to arrival. Emotional support animals, therapy dogs, or companion pets that do not meet ADA definitions may not be granted the same access and must comply with all pet-related rules outlined above.

XIV. Pool/Amenities

A. The pool and spa areas are open daily from 7:00 AM to 10:00 PM. The pool itself is generally accessible from 9:00 AM until dusk, in accordance with local safety standards. Guests are welcome to enjoy these spaces at their leisure, but please note that no lifeguard is on duty—swimming is strictly at your own risk.
B. To ensure the safety and enjoyment of all, we kindly ask that all pool rules be followed at all times. Glass containers are not permitted within the pool area under any circumstances. Pool gates must remain closed and latched at all times, as required by Missouri safety regulations.
C. The Fitness Center is available daily from 5:00 AM to 10:00 PM and is intended for adult use only. Guests under the age of 14 are not permitted to use fitness equipment for their own safety.
D. PThe pickleball courts are designated for pickleball only—other activities are not permitted in these areas.

XV. Site Policies

A. Denali is committed to maintaining a peaceful, upscale environment for all guests. Quiet hours are strictly observed between 10:00 PM and 8:00 AM Central Time (Sunday-Thursday) and 11:00 PM and 8:00 AM Central Time (Friday-Saturday). During these hours, all guests are expected to limit noise and activity out of courtesy to their neighbors.
B. Guests are expected to maintain a clean, orderly, and respectful environment throughout their stay. Temporary structures including tents, outdoor sleeping arrangements, canopies, sheds, inflatable items and freestanding shade structures are strictly prohibited. This includes mattresses, cots, sleeping bags, pop-up shade tents, and any type of freestanding satellite dishes. Slide-outs and awnings must remain within the concrete pad footprint when fully extended. For safety and aesthetics, no clotheslines, drying racks, or other makeshift structures are allowed.
C. To preserve the integrity and uniform aesthetic of The Denali Resort, guests are strictly prohibited from constructing or modifying any portion of their site without consent from Denali Management. This includes, but is not limited to, building or installing pergolas, sheds, pavilions, permanent coverings, enclosures, or any structural additions. The installation of permanent features around grills, fire features, or patios is not permitted under any circumstances. While some temporary shade structures or coverings may be considered, they must be pre-approved in writing by Resort Management, and approval is not guaranteed. A limited amount of travel/leisure furniture is allowed on-site and is based on management discretion. All outdoor furnishings, including patio sets and decorative items, must also receive management approval. For extended stays, the use of resort-approved vendors for outdoor furnishings may be required to ensure consistency, safety, and quality standards. Personalization of your site must always align with the Resort's standards and must be approved by Denali Management. Unauthorized modifications or unapproved furniture may result in removal at the guest's expense and could lead to termination of the reservation.
D. Excessive storage of personal items is prohibited. Inflatables, playsets, plastic bins, and large recreational equipment must be stored neatly or kept within the RV or patio area.
E. Nothing may be tied or affixed to any trees.
F. No large propane tanks (above 40#) stored outside of RV.

G. Signs, banners, advertisements, or solicitations of any kind are not allowed on any vehicle, RV, or lot without express written approval from resort management. This includes political signage and personal business promotions.

H. No “For Sale” signs, advertising, soliciting, or business operation will be allowed on Resort property except by Lessor approval. For security reasons, known Brokers or RV owners only shall accompany all prospective purchasers within Resort to view RV. “For Sale” flyers may be displayed at the Resort office at designated places only.

I. The opening or discharge within the Resort of any regulated materials, paints, thinners, solvents, waste, sewage, or petroleum products of any type or in any amount, and all other activity negatively impacting water and/or environmental quality is prohibited.

J. Trash must be disposed of in designated dumpsters located throughout the resort. Lessee’s shall not set trash out overnight allowing animals to tear open and scatter. All trash must be in closed/tied plastic garbage bags. No bulky or large items permitted.

K. To maintain a polished and serene setting, all guests are expected to keep their site clean, orderly, and consistent with resort standards. Violations may result in fines, removal of unapproved items, or potential loss of rental privileges.

L. Sewer connections are provided for all RV’s at every site. It is contrary to local, State, and Federal laws to discharge any chemical, household gray water, or sanitary waste (treated or untreated) anywhere except into the approved sewer system. Lessee agrees to abide by, and have his RV adhere to, all Federal, State, local and Corps of Engineers laws, regulations, rules, statues, regulations, and requirements. Lessor shall have the right, but not the obligation, to inspect all RV’s at the resort to determine compliance with the above requirements or RV’s mechanical status. Lessee agrees to remove his RV immediately from the Resort at his own expense, if found by Lessor to be in violation of any of the above laws, and to indemnify Lessor for any liability or fines incurred because of such violations. All sewer connections must have a sewer ring and support for the sewer hose to allow proper gravity drainage.

XVI. Vehicles/Parking

A. To maintain safety, aesthetics, and the integrity of our grounds each site is designed for one RV and a maximum of one additional vehicle, plus one golf cart, which must only be operated by a licensed driver. Occupancy is limited to six individuals per site, regardless of age.

B. Each site allows for one motorcoach and one passenger vehicle. A second vehicle is permitted for an additional $10 per day. All vehicles must display a valid vehicle pass while on resort property. No parking is allowed on streets, grass, or on any lot other than the one you are assigned. Vehicles must be fully parked within the concrete pad area — not extending beyond it in any direction. All vehicles on property must maintain current registration and be in safe operating condition. Unidentified, unauthorized or mis-parked vehicles will be subject to surcharge or towing at the Lessee’s and/or vehicle owners’ expense.

C. No customer operated motorized vehicles permitted on marina docks or walkways at any time.

D. Trailers, tow dollies, jet skis, boats, and cargo haulers are not permitted on individual sites. Should you need storage, a limited number of spots may be available off-site for an additional fee, offered on a first-come, first-served basis. Guests must notify the office at time of booking or check-in if accommodations for such vehicles are needed. Overnight parking at the clubhouse is not allowed.

E. Utility vehicles such as golf carts, side x sides, mopeds, bicycles, etc. are to be used only for the purpose of transporting Lessees and their guests. All operators of any vehicle on Resort property must be at least 16 years of age and possess a valid State Driver License. All vehicles must have headlights and proper brake/marker lights to be operated at night. Vehicles must not cause any nuisance to other Lessees, guests, employees, etc., either due to their operation, noise, dust, etc. While on Resort parking lots, utility vehicles must be parked in areas designated for “Utility Vehicle Parking” and shall not occupy normal automobile or tow vehicle/boat trailer parking spaces at any time. For your safety and that of others, please come to a complete stop at all marked stop signs throughout the resort.

F. The resort speed limit is 10 MPH for all motorized vehicles, and is strictly enforced to ensure the safety of guests, pets, and staff.

G. Washing of RVs or vehicles is permitted only with prior approval from Denali Management, and a cleaning fee may apply. Unauthorized washing is not allowed. Only approved vendors may perform vehicle or coach washing and other routine services on-site. No contractor or vendor shall be allowed at the Resort without prior approval of Denali Management for each visit; each showing evidence of adequate General Liability and Worker’s Compensation Insurance coverage. No RV shall be repaired or cleaned with non-approved chemicals. No repair work is to be done on-site unless approved by Denali Management and vendor name and contact information is provided. ALL Vendors/Contractors MUST check-in at the office prior to commencement of any work.

H. In the event that a mechanical defect or emergency places the property of the Lessee or any other Lessee's property in danger, Lessee grants Lessor the right, but not the responsibility, to take such action as Lessor, in its sole discretion, deems necessary to safeguard any property located within the Resort. Lessee agrees to pay Lessor for any and all reasonable expenses, which Lessor incurred on behalf of Lessee. Lessee must be able to move their RV out of the resort within 24-hour notice and immediately during emergencies.

XVII. Weather/Evacuation

A. The safety of our guests is our top priority. In the event of severe weather, including tornado warnings, thunderstorms, floods, or wildfires, guests must comply immediately with all emergency instructions and evacuation orders issued by local, state, or resort authorities.

B. Weather-Related Cancellations and Refunds:
For severe weather events resulting in mandatory evacuations or unsafe conditions making continued stay impractical, guests may cancel or shorten their stay and receive a refund for unused nights. Refunds are only applicable if the evacuation is officially mandated by emergency services or government agencies. Please note that cancellations due to weather-related discomfort or voluntary departure without official orders will not be eligible for refunds.

C. Severe Weather Preparedness:
Guests are responsible for monitoring weather alerts during their stay and preparing accordingly. The resort is not responsible for loss or damage caused by severe weather, including property damage, personal injury, or evacuation-related costs.

D. The resort reserves the right to modify or update this policy at any time in response to evolving weather conditions or state and local regulations.

XVIII. Marina/Lake

A. Within Resort harbor limits, no swimming, diving, skiing, tubing, or any towable device is allowed.

B. Water Safety & Boating Information

1. The waters surrounding our resort at Lake of the Ozarks can vary in depth, with some areas being shallow and potentially hazardous to boats with deep drafts. For your safety and the protection of our waterways, please ensure that your boat is appropriate for local conditions, and observe all posted speed limits, no-wake zones, and navigational markers. We strongly encourage guests to familiarize themselves with Missouri boating laws and safety guidelines before heading out on the water. Helpful resources include the Missouri State Highway Patrol's Boating Safety Division website at https://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/WaterPatrolDivision/index.html and the Lake of the Ozarks Water Safety Council at https://www.lozwatersafety.org. Additionally, nautical charts and water depth information for the region can be accessed through the NOAA Office of Coast Survey at https://www.nauticalcharts.noaa.gov. Always wear a life jacket, operate vessels responsibly, and be mindful of weather and water conditions to ensure a safe and enjoyable experience on the lake.

XIX. Liability, Legal Notices & Guest Responsibilities

A. By staying at Denali Resort, guests acknowledge and accept full responsibility for any damage, injury, or misconduct caused by themselves, their family members, or their guests—including children and pets. Guests agree to indemnify and hold harmless The Denali Resort, its ownership, management, employees, contractors, and affiliates from any and all claims, causes of action, losses, liabilities, damages, or expenses, including attorney's fees, arising from or related to their stay, use, or occupancy of the property, amenities, and leased sites.

B. Guests acknowledge that they are reserving their site or accommodation for a temporary stay and do so entirely at their own risk. The Denali Resort is not liable for loss, theft, vandalism, fire, accidents, falling limbs or trees, Acts of God, severe weather, or any unforeseen circumstance beyond the Resort's control. This includes, but is not limited to, personal belongings, vehicles, motorhomes, trailers, watercraft, and outdoor furnishings. Guests are responsible for securing all outdoor items during storms or high wind conditions and may be held liable for any resulting damage caused by unsecured property.

C. Upon check-in, guests will be required to review and sign a Safety Waiver. By signing, guests agree to release The Denali Resort from liability for any injury, death, or damage to property, regardless of cause, including while

staff are assisting with parking or guiding vehicles on-site. Guests further authorize The Denali Resort to charge the credit card on file for any damage, theft, excessive cleaning, or policy violations caused by any member of their party. In the event legal action is required to collect for damages or enforce compliance, the guest agrees to pay all related attorney's fees, court costs, and administrative expenses incurred by the Resort.

D. Denali Resort prohibits all commercial activities, including the operation of a business from any site, lot, or structure on property. Events or group gatherings of any kind must be approved in writing by management. Unauthorized events, excessive noise, or unruly conduct may result in immediate eviction without refund.

E. Guests found engaging in vandalism, unlawful activity, or violating resort rules may be subject to immediate eviction and may face legal consequences. By remaining on property, guests agree to all Resort rules and assume full responsibility for compliance throughout their stay.

F. In the event of any breach of this agreement, Lessee agrees to pay for any and all Lessor legal costs, including attorney fees, to collect money due Lessor. Further, the Lessee agrees to pay any and all reasonable expense itemized by the Lessor, as a result of damage or injury to any property or personnel of the Lessor, and other individuals on or about the Lessor's premises for which the Lessor might be liable, including any and all reasonable investigation and legal expense incurred by the Lessor as a result of Lessee's or it's guests activities; and to pay attorney's fees incurred by the Lessee's refusal to pay such itemized expenses after written demand by the Lessor.

G. Management reserves the right to amend, add, or remove Resort rules, terms, or conditions at any time, without prior notice, in accordance with Missouri law and for compliance with pertinent laws, regulations, and ordinances and in the best interest of resort safety, guest satisfaction, and operational needs.

H. Lessee(s) agree that they and their guest(s) shall at all times agree to and will adhere to the terms/rules and regulations within this agreement while within the resort premises, harbor limits, or any other Denali Summit LLC/Prewitt Enterprises property. Lessee's violation of the articles above shall allow Lessor to terminate reservations/stays with 5 days notice; and where health, safety, disorderly behavior, water quality, or regulatory issues are concerned; allow Lessor to request Lessee's immediate removal from the Resort, and Lessee hereby agrees to comply with such request.