



**RESIDENT'S HANDBOOK
RULES & POLICIES
2017-2018**

**Wilder Corporation
2536 Countryside Blvd.
Suite 250
Clearwater, Florida 33763**

Dear Resident of the Texas Wilder Resorts –

I would like to say "Welcome" to all our new friends that are joining us this year and at the same time give a warm "Welcome Back" to all our friends that join us each year for some fun and warm weather.

Each and every one of you is appreciated by us and very important to the future of our Resorts. You're Managers, Office Staff, Housekeeping Staff, Greeters and Maintenance Personnel have been working hard this past Off-Season getting things ready for your return.

They have been cleaning and updating items in the halls and the offices to give us a fresh look. They have also been getting some equipment fixed and replaced, some pools and spas resurfaced, some asphalt put down, and glitches in the WIFI resolved. We still have some unexpected issues with the WIFI but I assure you that we are continuing our pursuit of resolutions to those as well. We are in the process of rolling out a new program at our front desks to better handle our service to you in that area. It has been a busy Off-season here in the Rio Grande Valley.

Did we get everything accomplished that we had hoped to get accomplished, no we did not. But, we will pick up where we left off at the end of the 2017-2018 Seasons and keep going. We got some updates done to rental units, although we did not get as far as we had hoped with the other projects we had going.

With your help and understanding, we will continue updating the Resorts so they are places that you can be proud of coming to and referring your Friends to. The more Friends and Acquaintances that you can bring with you, the more we can get done in the future. It is my hope that you will help us fill up the resorts and help make our resorts the most sought after locations in the Valley.

Welcome to the Rio Grande Valley Winter Season of 2017-2018. It is our hope that you find this to be one of the best Seasons you have had here in the Valley and will continue desiring to come back year after year to stay with us. We would love to have you come down and live with us year round. Our facilities are still open and many of your local friends are already here.

Have a GREAT SEASON!!!!!!

Rick Spilman
Texas Division Manager

EMERGENCY PHONE NUMBERS – ALL 956 AREA CODE EXCEPT 911

- Pharr Fire-Rescue-Police Emergencies-----911
- Tip O’Texas Welcome Center----- 787-3727
- Tip O’ Texas Office (also Welcome Center after hours)----- 787-9959
- McAllen Heart Hospital (general information) ----- 994-2000
- McAllen Medical Center (emergency) ----- 632-4100
- McAllen Medical Center (general information) ----- 632-4000
- Rio Grande Regional Hospital (emergency) ----- 632-6443
- Rio Grande Regional Hospital (general information) ----- 632-6000
- Doctors Hospital at Renaissance, 5501 S. McColl, Edinburg---- 362-8677
- Pharr Police Non-Emergency----- 784-7700
- Pharr Police Anonymous Tip Line----- 787-8477
- Pharr Police Night & Weekends Trouble ----- 787-8546
- Southside Night Clinic, 719 Savannah, McAllen----- 631-5995
- Iglesias Medical Clinic, 712 S. Cage @Sam Houston----- 783-1900
- First Responders----- (See Next Page)



TIP O' TEXAS FIRST RESPONDERS

We will have an addendum page to ad when our First Responders are in the Resort. Generally from the beginning of November 1st thru April 1st.

In an emergency, when you know you will be needing an ambulance, call 911 first and give them your name, phone number and Lot #. Tell the 911 operator you are at Tip O' Texas RV Resort, 101 E. Sioux Rd., Pharr, TX and request Medicare Ambulance. If you are not asked to stay on the line with the 911 operator, call Tip O' Texas Welcome Center @ 956-787-3727 (or have another party call) and give them your lot number and name. When the emergency vehicles arrive, the greeter can still direct them to the correct address inside the park. (As long as 911 has your lot number, the greeter can still direct them.)

TIP O TEXAS STAFF

MANAGERSAl & Sue Seprion

REGISTRATION - BUSINESS OFFICE

Office Staff: Ed Brown
Rose Cano

Business Office Hours

From October 1 to April 1
Monday – Saturday: 8 am to 5 pm; Sunday: 12 noon to 4 pm

From April 1 to October 1
Monday – Friday: 8 am to 5 pm
Saturday & Sunday: Closed

Phone (956) 787-9959

Email: office@tipotexasrv.com

Fax Number: (956) 787-4905

Website: www.tipotexasrv.com

Activity Office Hours

Activity Director: Steve & Trish Moore
Monday, Tuesday, Thursday, & Friday
9:00 AM to Noon & 1:00 PM to 3:00 PM
Closed for lunch between 12:00 Noon & 1:00 PM

Phone (956) 787 6461

Email: activitiesoffice@tipotexasrv.com

Emergency numbers and Greeter's Gate

Greeters Gate # (956) 787 3727 (During Business Hours) Office.... (956) 787-9959
Ambulance, Sheriff and Fire.....911

If you call for emergency services, always try to alert the Front Gate so we can take them directly to your lot.

WELCOME TO Tip O Texas **The Friendliest RV Resort in the Valley!**

Welcome, and thank you for choosing Tip O Texas RV Resort. Our staff is dedicated to making your stay as pleasant and enjoyable as possible. We have outstanding facilities and a wide array of planned activities. We need only your involvement to create an atmosphere of excitement and fun.

Because of the size of our resort, it requires a great deal of organization and cooperation. Included in this handbook are rules and policies to which all residents must adhere to in order to accomplish an orderly operation. We ask that you familiarize yourselves with this information and help keep this the best resort anywhere. Cooperation and harmony among the residents are a must. Friendship creates happiness and is what Tip O Texas RV Resort is all about. Please do not ask to circumvent the rules and guidelines.

Wilder Corporation has an incentive for you to bring new friends into Tip O Texas. Refer a friend who hasn't been at Tip O Texas in three years – or who is a newcomer to our park. The new person has to occupy an RV site for one month or more. The resident that recommended the new person will receive **CASH** rewards! The certificate booklets with exact information on amounts, etc. are available at the business office.

Please keep this booklet handy; it is loaded with new and valuable information that will help familiarize you with our facilities and activities. If you should need more information, please don't hesitate to let us know.

Thank you again for giving us the opportunity to make your stay in the 'Valley' enjoyable and filled with many happy memories. Let us know what we can do to make your stay here everything you wish it to be. We sincerely hope that you will enjoy your stay with us and that you will spend many more enjoyable seasons with us. Please take advantage of all there is to do at Tip O Texas.

Al & Sue Septrion
Resort Managers

TIP O TEXAS RV RESORT POLICIES, RULES AND REGULATIONS

The Wilder Corporation and Tip O Texas RV Resort, through its managers, will establish, revise, amend or delete policies, rules, and/or regulations, which the Wilder Corporation, in its sole discretion, deems necessary.

Policies, rules, and regulations affecting the daily operation and management of the Resort shall be implemented and enforced by the Managers. In order to maintain the desired high quality of life, **ALL RULES AND REGULATIONS MUST BE OBSERVED BY ALL OUR RESIDENTS AND THEIR GUESTS AT ALL TIMES.** These rules and regulations are designed to maintain a neat and orderly appearance and operation of the community to allow each resident maximum freedom possible without interfering with the rights and enjoyment of others.

Every resident and guest agrees to abide by the rules and regulations of Tip O Texas, as they may exist and/or be changed from time to time; and agree to vacate the Resort if requested to do so by the Manager due to the violation of any rule.

MANAGEMENT RESERVES THE RIGHT TO EVICT A RESIDENT FOR ANY OF THE FOLLOWING REASONS: (a) Failure to register and pay for guests; (b) Breaking or disregarding resort rules whether they are written, printed, painted, or verbally attested to by management; and (c) Disrupting the peace and tranquility of the resort either verbally or physically in any manner. Property left on resort premises longer than thirty (30) days after the end of paid reservation period will be considered abandoned and will be removed at owner's expense.

MANAGEMENT reserves the right to make necessary changes which are in the best interest of the resort. Regulations are an integral part of the rental agreement.

Non-compliance with the regulations could result in eviction or non-renewal of rent. We reserve the right to refuse any reservation. Neither the Management nor our employees assume any responsibility for theft, pilferage, fire, loss or damage to Person or Property of any kind of any resident or visitor within the confines of Tip O Texas.

Thank you,

The Wilder Corporation