



California Outdoor
HOSPITALITY ASSOCIATION

Guest Registration

"Published for the benefit
of CalOHA Members"

This White Paper Series is generated for the benefit of CalOHA member parks.

© Copyright 2022 California Outdoor Hospitality Association

Guest Registration

Short Term (Transient Overnighters)

Here you will find information on California specific requirements for registering a customer at your park. You will also find helpful suggestions to help minimize future problems. CampCalNOW has developed several products designed specifically for short term or transient guest management. You will find links to sample registration forms, rear view mirror tags, and required signage.

Registration Forms

All RV parks and campgrounds within the state of California are required to collect each customer's name, address, make, model and license of their vehicle and the dates of occupancy per California Health & Safety Code Section 18871.9.

18871.9. Every person who owns or operates an incidental camping area with an attendant on the premises shall keep a register in which shall be entered all of the following:

- (a) The name and address of the owner or occupant of each recreational vehicle or each person in a camping party.
- (b) The make, type and license number of the recreational vehicle and the state in which the recreational vehicle is registered, and the year of registration as shown on the license plates attached to it when a recreational vehicle is to be located on a lot.
- (c) Dates of occupancy, not to exceed 30 days annually.

The most common way of collecting this information is by using a registration form that can also act as a receipt for your guest. A single registration form may only cover 30 days of occupancy. For guests staying by the month, you will need a registration form for each month of occupancy.

In addition, we recommend that you add the following verbiage to your registration form. By doing so you can legally serve one of the 72-hour removal notices for guests who have been in your park for less than 30 days.

Notice to Guests

A Recreational Vehicle may be removed from the premises without judicial hearing if the occupant has been in the Park for 30 Days or Less for any of the following reasons:

1. Failed to pay for his/her occupancy in the park, or
2. Failed to comply with the park's rules and regulations pursuant to CA Civil Code Sections 799.20 et. seq.
3. Failure to Vacate on specified date pursuant to CA Civil Code Section 1866.

I have received a copy of the park's rules & regulations.

Signature of Guest _____

Traffic law enforcement agency: i.e. (XXX) XXX-XXXX

The management reserves the right to refuse service to anyone and will not be responsible for accidents, injuries or loss of money, jewelry or valuables of any kind.

Make sure to have the guest sign the registration form verifying that they have been informed of your rules and CA Civil Code Sections 799.20 et. seq. and 1866.

Late Arrivals

Many parks have a late arrival check-in center that is weatherproof. Leave a map out each evening showing which sites are still available along with blank registration forms. Ask the late arrival to fill out the form, leave payment (or instruct them to when they can pay in the morning) and drop the registration form into a mail slot or other collection device. Each morning, as early as possible, visually walk your park and check to see that you have a registration form for each and every site and vehicle.

Innkeeper's Law

CampCalNOW was successful in extending coverage of the Innkeeper's Law to RV parks & campgrounds:

California Penal Code Section 537: (a) Any person who obtains any food, fuel, services, or accommodations at a hotel, inn, restaurant, boardinghouse, lodginghouse, apartment house, bungalow court, motel, marina, marine facility, autocamp, ski area, or public or private campground, without paying therefor, with intent to defraud the proprietor or manager thereof, or who obtains credit at an hotel, inn, restaurant, boardinghouse, lodginghouse, apartment house, bungalow court, motel, marina, marine facility, autocamp, or public or private campground by the use of any false pretense, or who, after obtaining credit, food, fuel, services, or accommodations, at an hotel, inn, restaurant, boardinghouse, lodginghouse, apartment house, bungalow court, motel, marina, marine facility, autocamp, or public or private campground, absconds, or surreptitiously, or by force, menace, or threats, removes any part of his or her baggage therefrom with the intent not to pay for

Good Morning Forms

This handy 4" x 6" form in triplicate NCR is for tagging those late arrivals who fail to use the night registration. It welcomes campers to your park, invites them to stop and register, and provides you with space to record their license number. It also references Penal Code 537, the California Innkeepers Law, and informing them that failure to register is a crime.

Innkeeper's Sign

An 11" x 14" silk-screened plastic sign stating that anyone leaving your park without paying is liable for either a fine not to exceed \$1000 or imprisonment in the county jail for a term not to exceed six months, or both (California Penal Code Section 537). You should have one posted at your night registration area and perhaps in each bathroom.

Good Morning forms and the Innkeeper Sign can be ordered from the CampCalNOW office or website.

Vehicle Tracking

In order to keep track of all vehicles within your park, rearview mirror tags are a handy tool. By color, you can identify if the vehicle is just visiting for the day or if the vehicle is a primary or secondary car for

a campsite. Most also provide a large section (readable from the road) what day the vehicle is expected to depart. There are several vendors that supply such tags; CampCalNOW is one of them. Our car, camp or day tags come in three different colors and can be ordered in bulk.

Another way to track vehicles is with the registration form. Write the departure date in large print on the guest's copy of the registration form and ask the guest to tape the form on the inside of their windshield.



Provided for the benefit of CalOHA Members

California Outdoor Hospitality Association

PO Box 5648, Auburn, CA 95604 | (530) 885-1624 | www.CalOHA.org