

# GUEST SERVICES GUIDE



# OROVILLE/FEATHER FALLS CASINO KOA JOURNEY

Welcome! We want your stay to be as enjoyable as possible, and we look forward to sharing this special experience with you.

Guest Name:

Site#:

WiFi:



Orville/Feather Falls Casino KOA Journey | 1 Feather Falls Blvd. | Oroville, Butte County, CA 95965  
Information: (530) 533-9020 | Reservations: (800) 562-5079 | koafeatherfalls.com

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OFFICE HOURS: Open 9 a.m. - 6 p.m. daily (holidays vary) | After Hours # /Free Casino Shuttle: (530) 533-3885 | For Emergencies Please Call 911



## SO MUCH TO DO AT OUR KOA!

Here are just a few of the many activities and amenities to enjoy at our campground.

### ACTIVITIES

- Playground fun
- Horseshoes
- Bocce Ball
- Corn Hole

### AMENITIES

- Free Wi-Fi
- Free Cable TV
- Heated Pool & Spa
- Convenience Store
- Laundry & Showers
- Pet Area/Playground
- Gift Shop
- Recreation Center
- Direct Sewer/Water
- 20, 30 & 50 Amp Service
- 64 Full Hook-ups
- Fully Landscaped

### POOL RULES

1. Swim at your own risk (NO LIFEGUARD ON DUTY).
2. Pool is reserved for registered guests only.
3. Shower before entering pool.
4. No glass in the pool area.
5. No pets allowed.
6. No running or rough play.
7. Only swimwear allowed in the pool.
8. No one under 14 allowed in pool area without an adult.

**Pool & Spa open from 10AM – 10PM.**

**Pool is heated May 1 - Nov. 2, spa is heated year-round.**

## IMPORTANT TELEPHONE NUMBERS

### EMERGENCY EMS

**FIRE & POLICE: 911**

**KOA OFFICE/REGISTRATION:  
(530)533-9020**

**KOA RESERVATIONS:  
(800) 562-5079**



## GUIDELINES FOR EVERYONE'S SAFETY & ENJOYMENT

Please review the following guidelines with members of your party so that everyone has a safe and fun stay at our campground.

- **Camping fees are to be paid prior to setting up on the site.**
- **Common Courtesy:** Please do not walk or drive through other campsites. Smoking is prohibited in all common areas such as the restrooms, laundry, rec room and store/office. Please keep your campsite neat & orderly
- **Quiet Time:** 10 p.m. to 7 a.m. Please no outside music, turn down TVs and children must be quiet and at their site. Loud music, noise or rowdy behavior will not be tolerated anytime. No generators please.
- **Visitors:** Your visitors are welcome 8 a.m. to 8 p.m. but cannot bring their pets into the park and must register at the office upon arrival. Non-paid visitors may not use the showers or activity building.
- **Services:** Our store has select groceries, food, beverages, camping supplies and a variety of locally made items and souvenirs. The Campground sells propane for OPD valve tanks. Ask what to do and see in the area; we can suggest many interesting and enjoyable sites.
- **Pets:** **Pets are welcome, but state law requires a leash.** We welcome your pet as part of your family. Exercise pets in the designated pet walk area only and clean up after it with the provided scoop, plastic bags and trash can. Pets must be on leash and quiet at all times. Do not tie pets to electric and water hook-ups or leave unattended. No pets in restrooms, showers, pool, store/office, laundry, rec room or playground.
- **Children:** Children should be supervised by an adult at all times. The playground is open 8 a.m. to dusk. Please supervise your children in the playground.
- **Speed and Vehicles:** The speed limit is 5 mph in the Campground, idle speed only with no acceleration. Please drive carefully.
- **Parking:** Only one RV permitted per site; don't change your assigned space without approval. Please don't wash or work on your vehicle or RV in the Campground.
- **Other Vehicles:** Pleasure riding of motorcycles or four-wheelers is not allowed in the Campground. Please keep bicycles on roadways only and maintain a slow speed.
- **Laws:** **Help us keep our precious grass healthy. Do not park or put artificial grass or carpet on grassy areas.** The sprinkler system operates several times a day in hot periods, so please put things inside that you don't want wet. **Lawn Watering Times: 12AM - 6AM**
- **God's Creatures:** Wild animals may visit the Campground at night. Please do not leave out food containers and/or coolers; otherwise, Mr. Skunk and Mrs. Raccoon may be uninvited guests for dinner.
- **Cleanliness:** We take pride in keeping our Campground clean and presentable; please notify us if anything needs attention.
- **Garbage:** The dumpster is located at the end of Plum Lane & Elderberry Lane, toward the rear of the park. Trash is to be wrapped in securely tied plastic bags and placed inside dumpster. Please crush all boxes before placing in dumpster. Recycling facilities are available.
- **Laundry:** The laundry room is open 24 hours with 2 locations; one behind the rec room & one in the expansion. There are no laundry products or change machines in the laundry room; please visit the store during open hours for those needs. Remove your laundry from the machines promptly, and please no tints or dyes.
- **Fire Safety:** **Weather Permitting**, small fires are permitted in fire pits only. Firewood is for sale at the office. Please don't cut our trees, bushes, or remove deadfall around the Campground. Fire pits are not for the dumping or burning of trash; please use the dumpster provided. **Fire pit is to stay on concrete at all times.**
- **Firearms and Fireworks:** Firearms and firearms of any sort are strictly prohibited, including air pistols.
- **Check-in Time:** 1:00 PM. Please check in at the Office/Gift Shop.
- **Check-Out Time:** 11:00 AM. If you'd like to stay with us for another day, please re-register before 10:00 AM, request granted upon availability. Optional late checkout fee: \$5 to 1:30pm, \$10 to 4:30pm.

## OUR SINCERE THANKS

*It's a pleasure to serve you. If there is anything we can do to make your stay more enjoyable, be sure to let us know. We're more than happy to make recommendations to our local attractions and places to see. Enjoy your stay, and see you next time!*

Happy Camping,  
Oroville, Feather Falls Casino KOA