



December 18, 2019



RE: Margaritaville RV Resort at Lake Lanier Islands rules and regulations

Dear Mr. [REDACTED]

I sent the attached letter to Mr. [REDACTED] at Margaritaville RV Resort at Lake Lanier Islands. It was received there and signed for by S. Hall on December 11, 2019. To this date, I have not received a response.

You will agree after reading my letter, while what happened to us caused a huge inconvenience for us, for someone who travels hundreds of miles to get to Margaritaville RV Resort at Lake Lanier Islands, this could be a much greater inconvenience. We would appreciate the courtesy of a response as soon as possible. If you could somehow expedite this, we would be greatly appreciative.

Thank you for your consideration,

Carla S. Rose
Runaway Roses
runawayrosesadventure@gmail.com

ATTACHMENT: Letter to [REDACTED] on December 9, 2019.



December 9, 2019

Mr. [REDACTED]

Mr. [REDACTED],

First of all, let me preface this letter to say, it is by no means intended to threaten, charge, demean or accuse Margaritaville RV Resort of anything at all, we simply want to clarify a few things so that we can educate our camping community on this topic. As a truck camper owner, we're trying to represent a community that is obviously under-represented. With that said, if a proper representative from Margaritaville RV Resort or Lake Lanier Islands could kindly respond to this letter, we would be most appreciative. This could be a beneficial exchange for everyone, in that if someone could answer these questions for us, we could explain this to our community and it could potentially alleviate this from happening with other campers. I think that could make everyone much happier. We will share the information you provide to us as far and wide as is possible for us.

On Friday, December 6, 2019, my husband and I had planned our annual Christmas Camping trip. This year's trip was going to be to Margaritaville RV Resort at Lake Lanier Islands. When we arrived, the lady at the front desk looked for our reservation in the system but she was having an issue finding our reservation which I thought was strange but after all that happened, I realize what was going on. A lady ([REDACTED]) sped up to the office on a golf cart and came running in and out of breath to tell us that we were not allowed because we were in a truck camper. I really tried to compose myself because I had heard of things like this happening to other truck camper owners but now it was happening to us. I'm going to try to be as brief, precise and to the point about this as I can but I want you to understand why this is an issue to me and what state of mind we were in at the time we arrived at the resort. It took us all day to get packed up to go camping that day, we were tired and ready to settle into our spot at Margaritaville RV Resort for our vacation weekend, ready to unwind and relax and get ready for our fun-filled weekend of carnivals, good food, the magical nights of lights, etc. What we got when we arrived there was not anything like that. In fact, we were forced to Shoal Creek Campground over 8 miles away to pick a site after dark, we did not get settled into our spot until well after 7:30pm that evening. While this WAS a big deal for us, it could be an even much bigger deal for someone who may have traveled hundreds of miles to get to your resort.

I asked [REDACTED], the office supervisor, why truck campers were not allowed and I told her, "the type of camper that we have can cost up to \$50,000, why is it that we are not allowed?" Verbatim, she said, "truck campers are not allowed at this resort." I thought back to the website and I remembered reading in the confirmation that said, "No pop-up rv units are allowed in the park. ***2009 and older RV units require prior approval. Email a photo to park management at

RVResort@MargaritavilleLanierIslands.com ", (which seemed odd to me). I did not read anything about truck campers not being allowed there.

This is exactly what the website said on December 6, 2019 and still says on December 9, 2019, "Margaritaville RV Resort welcomes most types of motorized and towable RVs: Class A, B and C Motorhomes, Fifth Wheels and Travel Trailers." Again, please note it says nothing about truck campers whether they be allowed or disallowed. As a side note, I visited Margaritaville RV Resort earlier this year on May 11th and just drove through to look at it because I knew at some point we might like to go there. When I drove through, I saw an Earthroamer truck camper camping there. So, for her to say truck campers are not allowed is simply not true. After she said that, I said, "I saw an Earthroamer truck camper here this past summer camping." She said, "With Earthroamers you cannot remove them from the truck." If specifically slide in truck campers are not allowed then the website or the email confirmation a person receives before arriving to the park should say so and it did not at the time and currently still does not say this. If truck campers present a safety issue, then the website should also explain that. People who own truck campers are not understanding these terms and are taking it to mean that they are being discriminated against. Honestly at that very moment, that is how I felt.

I am writing this letter because my husband and I run a YouTube channel called the Runaway Roses as well as a Runaway Roses Facebook Page. We have owned several RVs and currently own a truck camper. Our social media community is a mix of RV and truck camper owners who look to us for information. We try to inform and educate the entire camping community on everything from campers to RV repair and maintenance. While we only have 2,658 subscribers, we have had over 505,000 views on our videos to date.

We are definitely not and would not try to stop anyone from enjoying Lake Lanier, Margaritaville RV Resort or the islands because as Georgia residents, we (my husband and I) certainly would not be able to enjoy lake camping like we do without its existence. With that said, we would just like an explanation as to why truck campers are not allowed there. If it is for safety related reasons, then please explain why in detail. We are very practical and reasonable people, so clearly we could understand if safety were the case. We would also like to know, if it is safety related, then please also answer this, "Would it be possible to give a guest who wants to stay at the resort and has a truck camper the option to stay there as long as they agree (in writing of course) to keep the camper on their truck for the length of their stay?" If we had been allowed to stay at the resort, we would not have had a reason to remove the camper from the truck because we wouldn't have left the island. We also would have been glad to sign something saying that we would not remove the camper from the truck. We were NOT given this option, but instead we were made to feel VERY discriminated against.

Another question that I'm sure the other RV owners on our channel are curious about your resort, as you request in your camping confirmation when someone submits a photo to you for a camper older than 2009, who makes the call as to whether a camper is allowed or not? Second, what are the criteria used when making this determination? Also, one more clarification, why are pop-up campers not allowed? I have thoroughly read the resort website and have read all of the guidelines mentioned there but would like a little more depth in explanation. The guidelines mentioned on the website seem to leave a lot open for interpretation and are very convoluted at the least.

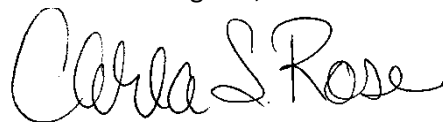
Just to reiterate the specific questions we'd like to hear an in-depth response to are:

1. Why are truck campers not allowed at Margaritaville RV Resort?
2. If it is safety related then why are truck campers allowed to camp at Shoal Creek Campground and not Margaritaville RV Resort?
3. Also, if it is safety related would it be possible to give a guest who wants to stay at the resort and has a truck camper the option to stay there as long as they agree (in writing of course) to keep the camper on their truck for the length of their stay?
4. When someone submits a photo of a camper older than 2009, who determines whether that camper is allowed or not?
5. What are the criteria used for allowing a camper older than 2009?
6. Why are pop up campers not allowed there?

You or any other qualified resort representative can respond to this letter at runawayrosesadventure@gmail.com.

Thank you for your time, we look forward to hearing back from you with a response soon. Maybe at some point in the future, as truck camper owners we can enjoy Margaritaville RV Resort like the rest of the campers who are allowed.

Best Regards,

A handwritten signature in black ink that reads "Carla S. Rose". The signature is written in a cursive, flowing style.

Carla S. Rose
Runaway Roses

Attachment 1: Photo of our Northern Lite Truck Camper at Shoal Creek Campground on December 8, 2019.

Attachment 2: Photo of Earthroamer Truck Camper that I saw camping at Margaritaville RV Resort on May 11, 2019.

Attachment 1



Attachment 2

