



Camping Resort Club
23756 Arena Drive
Rapid City, SD 57702

Business Line: 605-399-2582
Reservations: 800-605-4278
www.hartranchresort.com

SHOW YOUR MEMBERSHIP PRIDE!

HART MART

New and exciting clothing, gifts and souvenirs will be featured in the Hart Mart this season! Be sure to stop by frequently as new merchandise is always arriving!



WHO TO CONTACT

Clip and Save!

Tim Schnabel, Resort Manager
resortmanager@hartranchresort.com
605-399-2582 Ext. 3117

Delbert Maxfield, Maintenance Supervisor
maintenance@hartranchresort.com
605-939-3123 Ext. 3123

Arlene Guthmiller, Housekeeping Supervisor
housekeeping@hartranchresort.com
605-939-3115 Ext. 3115

Bobbee Guggenmos, Reservations Supervisor
reservations@hartranchresort.com
605-399-2582 Ext. 3103

Ivy Allard, Accounting Supervisor
accounting@hartranchresort.com
605-939-3100 Ext. 3100

Paul Alink, Accounting Assistant (Billing questions), Ext. 3105

Jackie Maude, Sales/Membership Services Supervisor
sales@hartranchresort.com
jackie@hartranchresort.com
605-399-2582 or 605-939-3112

Diana Miller, Hart Mart Supervisor
605-399-2582 Ext. 3130

Kathy Payne, Activities Supervisor
605-399-2582 Ext. 3110

Malcolm Knopf, Pool Supervisor,
605-399-2582 Ext. 3119

Bob White, Security Supervisor
605-399-2582 Ext. 3120

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RESORT NEWS
Spring 2012



What You Will Find Inside...

- ♥ Visit our website...
www.hartranchresort.com
- ♥ Annual Membership Meeting
June 23rd, 2012 at 10 AM
- ♥ Presidents Message from
Karen Ripperda
- ♥ Resort Updates...



Reservations

With summer fast approaching, don't forget to call as soon as possible to book your reservations at the ranch! Members can book their reservations up to 60 days prior to their expected arrival date.

E.g.—Arrival on June 15th—call April 15th.



2011-2012 Board of Directors

PresidentKaren Ripperda
Vice PresidentHarry Hixon
SecretaryVikki Day
Treasurer Mathew Johnson
Membership.....Jim Walls
Email address: bod@hartranchresort.com

PRESIDENTS MESSAGE

Winter, 2012

Karen Ripperda

We just completed the first Board of Directors meeting for the New Year. It was a great meeting, with our new Resort Manager in place, he brought some new ideas and suggestions to the board that we will continue to explore with regard to the future growth and revitalization of Hart Ranch Camping Resort.

Some exciting things we're looking forward to this spring are: fiber optic cable providing us the ability to increase the capacity for our member's internet usage. We also approved an expenditure to do another phase to strengthen the internet signal within in the Resort. Camping resorts offers a unique challenge with the size of our rigs, and the metal blocking the paths of the signals, but we continue to strive to make our service better.

The new spa has been installed, and the decking will be completed early this spring. The fantastic winter weather that South Dakota has been enjoying certainly has benefited our staff to be able to complete outside work this year.

The biggest challenge that Tim Schnabel, our Resort Manager, the staff, and your Board has dealt with is the June 24, 2011 hail storm damage. By the time you read this newsletter, hopefully everything will be worked out with our insurance company, and all bids will be awarded to repair the damage. We will be re-staining the Lodge and Hart Mart along with several of our cabins. So when you get here this spring, the Resort should look great!

In closing, I just want to thank Jackie Maude for stepping into the interim Resort Manager position prior to Tim coming on board. We want to welcome Ivy Allard back, and know she will continue to do a great job as our Business Manager. We also welcome Paul Alink in our accounting department in the Accounts Receivable area.

Paul has had a huge job to help get our new software system to generate all of our billings; and he is doing a great job. We are pleased that Bobbee Guggenmos has accepted the position as Reservation Supervisor. It is a pleasure to see Bobbee's smiling face as we come through our front door. It is always a pleasure to know that Arlene, Delbert, Michael, Jack, and all of our 'winter' employees continue to do a wonderful job whether it is in maintenance "fixing up" things, or housekeeping that continues to make our Lodge, Cabins, and Comfort Stations welcoming for our guests. Thank you, all of you.

I look forward to seeing you all at our next Board meeting June 23!

Karen Ripperda
President



ANDERSON UPGRADE

On your next visit to the Ranch, be sure to check out the Anderson Lodge! With renovations nearly complete, upgraded mattresses, linens, new paint, carpeting and appliances will be sure to make your next stay there a comfortable one! The best news is that members will be able to enjoy the same low rate. During time periods that we frequently have rental units available, we will be opening up a limited inventory to non-members at an appreciable non-member rate. Be watching for special event packages that may include honeymoon, anniversary or "just because you're special!" themes.



Fire Danger VERY HIGH Across the Black Hills

PLEASE USE EVERY PRECAUTION!

Lack of rain or snow has pushed the fire danger level to very high, and Fire Managers are urging the public to use caution in the woods with activities that have potential to start a fire.

When the fire danger level is very high, fires can start easily from all causes and immediately after ignition, spread rapidly and increase quickly in intensity. Fires burning in light fuels may quickly develop high intensity characteristics such as long-distance spotting and fire whirlwinds when they burn into heavier fuels.

*Grasses are extremely dry and fire will spread rapidly from even a spark!
Be extremely careful with cigarettes!*

RESALE UPDATE.

Please contact Jackie with questions about purchasing or selling your membership. If you know anyone who is interested in becoming a member at beautiful Hart Ranch Resort, be sure to mention this program to them. We are also now offering a referral bonus of \$50 for any member who refers someone who attends a presentation and purchases a new Hart Ranch membership! As a reminder, all maintenance fees must be current before a membership can change ownership or be mutually release.

To remove a deceased member from a membership, please provide a copy of the death certificate or obituary.

2012 ANNUAL MEMBERSHIP MEETING

Saturday, June 23rd, 2012
Meeting begins at 10am
www.hartranchresort.com

GROUNDS UPDATE

Elmer Pritchard

Spring is just around the corner and we are looking forward to getting back to seeing the trees leaf out. Just a reminder that Hart Ranch has a program in place to contribute to the purchase of trees in memory of a loved one and also the purchase of benches like the ones you see throughout the park. We planted 46 new trees over the last two years and will be planting more this year. We are looking forward to some grounds improvements this year. We have lost some of our grounds personnel that we had last year so we need some applications for grounds. This includes trash pick-up and maybe some weekend hours.

We have openings for workcampers and hourly personnel.

See you this Spring/summer.



ADOPT A TREE

Please consider donating \$75.00 to the Ranch to plant a tree in your name or your loved ones name.



WANT ADS

Wait Staff and Snack Bar

Part time summer help in needed for the restaurant and snack bar, all shifts. Flexible hours but must work weekends. Experience helpful but not necessary, we will train the right candidates. We hire attitude and personality over experience! Hired candidates will ensure that the customers experience with us is outstanding, will work well in a team orientated environment and will actively keep the dining room, snack bar and kitchen clean and neat. Must have great people skills. Contact Carrie at carriec@canyonlakeresorts.com or call at 605-388-8000 ex. 6.

Cooks

Part time summer help is needed for the restaurant. Line or short order cooking experience preferred. Must work weekends. Must work well in a team-orientated environment and will actively keep the kitchen and snack bar are clean and neat. Contact Carrie at carriec@canyonlakeresorts.com or call 605-388-8000 ex. 6.

Security

Part-time to full-time seasonal security shifts available. Shifts would be 3p-11p or 11p-7a, weekdays and/or weekends. Previous experience in security or law enforcement setting is preferred but not mandatory. Must be self-motivated, customer-service oriented and able to handle potentially tense situations in a professional, solution-oriented manner. Please email resume to resortmanager@hartranchresort.com or call 605-939-3117.



50¢ OFF
Ice Cream Cone
or Large Dish
At the Chuckwagon
 Valid Summer of 2012
 Expires 9-3-12

Classified Section

As a service to Hart Ranch members, we are re-introducing the Hart Ranch Classifieds. If any member, employee, or associate member would like to list something for sale, or something they are looking to purchase, please email resortmanager@hartranchresort.com with the details and we'll publish in the next available newsletter at no charge!



TWO CENTS FROM TIM!

This has been a remarkable 4 months so far! I've had the opportunity to meet many of you, or speak to you over the phone and have appreciated the feedback that I've received. I'm looking forward to making the summer of 2012 the best season yet! The staff's focus has been non-stop on looking at ways to improve operations at Hart Ranch. We hope you will be pleased with the changes that have and will continue to take place. The number one question that we continuously ask is "what can we do to increase the value of your Hart Ranch membership". We strive to improve the quality and variety of services offered. One of the consistent messages that I hear is "if only it was like when I bought back in '84". Unfortunately we can't go back. Instead, we will continue to look for ways to most efficiently manage a resort property of this magnitude in changing economic times. We are constantly working on ideas to increase the variety, quality and quantity of activities and events offered at the resort. As always, the best ideas have always come from our members. Please be sure to stop by and say hello the next time you're at the lodge! I'd love to meet you!



WEBSITE UPDATE

We will be working throughout the summer with a local vendor to overhaul our Website. Once complete, this will be a tool that we can use more effectively for marketing purposes, member services as well as on-going communication. We have numerous concerns about the ability and difficulties with making online payments, ease and effectiveness of maintaining updates as well as overall appearance. We have addressed the issue of being able to make online reservations as well. However, due to the complexity of the rules and regulations, it would be nearly impossible to implement a system that could effectively integrate information involving all of the necessary member details. That being said, however, we will continue to research various resources for making online reservations a reality for Hart Ranch members!

STORAGE SITES AVAILABLE!

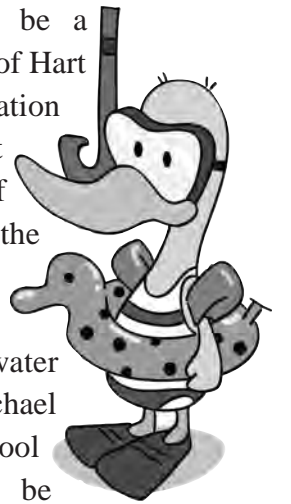
With the high price of gas, don't forget about the fenced storage location for your RV or camper! For \$182.00 per year, you can take advantage of a cost-savings opportunity by not having to drive or pull your camper across the country. By comparison, local storage rates range in price from \$120 to \$240 per month! This is a fantastic savings!

In addition, we have installed a security gate that requires a Personal Identification Number (P.I.N.) to be entered before the gate will open. There is also an "eye" that will cause the gate to remain open while you drive through and then close only after your vehicle has completely entered, or exited, the storage area. Your P.I.N. can be received by stopping at the lodge and signing a P.I.N. verification form. As a reminder, access to the fenced storage location is limited to the following hours:

8am – 4pm : Oct.1 – Apr.30
8am – 8pm : May 1 – Sept.30

POOL UPDATE

The summer season looks to be a promising one in the centerpiece of Hart Ranch. Updates to the pool operation include installation of a new hot tub, new deck, and paint. One of the most exciting updates is the installation of a new sand filter system that will greatly increase the effectiveness of the pool water filtration system. In addition, Michael Guggenmos has completed his pool certification training and will be overseeing the chemical and mechanical components of the pool area. We are also pleased to announce that Malcolm Knopf will be supervising the employees of the swimming pool and brings his years of management experience to this department. Among his primary goals will be to provide an exceptional customer service experience for adults and kids alike.



Safety will always be the number one priority for everyone visiting the pool area. In that regards, we are asking members for their help in addressing the concern of pool bacteria. One of the best ways to keep a pool uncontaminated is through proper bathing prior to enter the pool. The following link provides some valuable information as to the necessity of requiring proper showering before entering the swimming pool. See link <http://www.livescience.com/14684-shower-swimming.html>. Unfortunately, normal chlorination levels aren't always able to control a bacteria outbreak. Please help your fellow members by making sure everyone showers thoroughly before entering the swimming pool! Some things just aren't meant to be shared!





RULE REMINDERS: Parking:

Parking is limited to paved and concrete areas next to your site. There are paved and graveled parking lots within the Resort if additional parking is needed. Absolutely no parking on the grass at any time. Additional parking is available in the daily storage lot for a fee.



Pet Policy:

Members may bring usual household pets such as dogs, cats, and birds. When doing so the members must notify reservations and must stay in the section of the Resort that is the designated "pet area," even if they do not leave the RV. Pets are to be well-mannered and kept on a leash when outside of the recreational vehicle or pet rental unit. Pets shall be confined to the member's assigned camp-site or rental unit or to the streets and walkways within the pet area.

The resort manager or staff may request members to remove unruly, loud or misbehaving animals. Pets are not permitted in any Resort buildings, the swimming pool area, or in other recreational facilities.

Members must immediately pick up and dispose of their pet's waste in a sanitary manner. The resort manager or staff shall be the sole judge of what constitutes an acceptable pet or acceptable pet behavior.

This policy is subject to change if insurance standards change.

REMINDERS FOR SUMMER PARK USAGE

Just a quick reminder as we get closer to the summer season, to use the park, kids under the age of 18 must be accompanied by a member for day usage. Gate security will be asking for member ID's as well as verifying car decals upon entry.



HART RANCH RESORT'S WIFI NETWORK UPDATE



Michael Guggenmos

In 2011, the Park's internal WiFi network went through the first of a two phase upgrade. Comfort Stations 1,2,3,5 'Access Points' were changed to the new 'mesh' type radio that incorporates the industries latest technology, and enhanced processor speed. Comfort Stations 4 and 6 were fitted with non-mesh radios using directional antennas, while the tower and picnic shelter retained the older Cisco radios to get us through the 2011 season. At the time, there was no upgrade in the Park's overall bandwidth availability. Due to its design dynamics, the phase one upgrade could not yield a significant change in WiFi performance for the members.

Phase 2 will be completed sometime in mid-April of this year, which will include adding new 'mesh' radios at the Lodge Tower, Picnic Shelter 'A', and Comfort Station 4. This will finish the internal Park WiFi network upgrade.

We are also pleased to announce that, along with these upgrades, the Park's bandwidth will increase from three to ten megabits download speed via fiber optic cable. With the completion of phases one and two upgrades, along with the increase in overall bandwidth, members should realize a significant change in their ability to get internet access, as well as an improvement in the time it takes for web pages to load in.



HART RANCH RESTAURANT SUMMER 2012

The Canyon Lake Chophouse is pleased to announce that we will be back as your food service provider this summer at the Hart Ranch Restaurant and Snack Bar. Every day we will have breakfast served from 7:00am until 10:30am and the snack bar from 11:00am until 9:00pm. We will offer some dinner options as well on designated evenings so be sure to check with us on those specials.

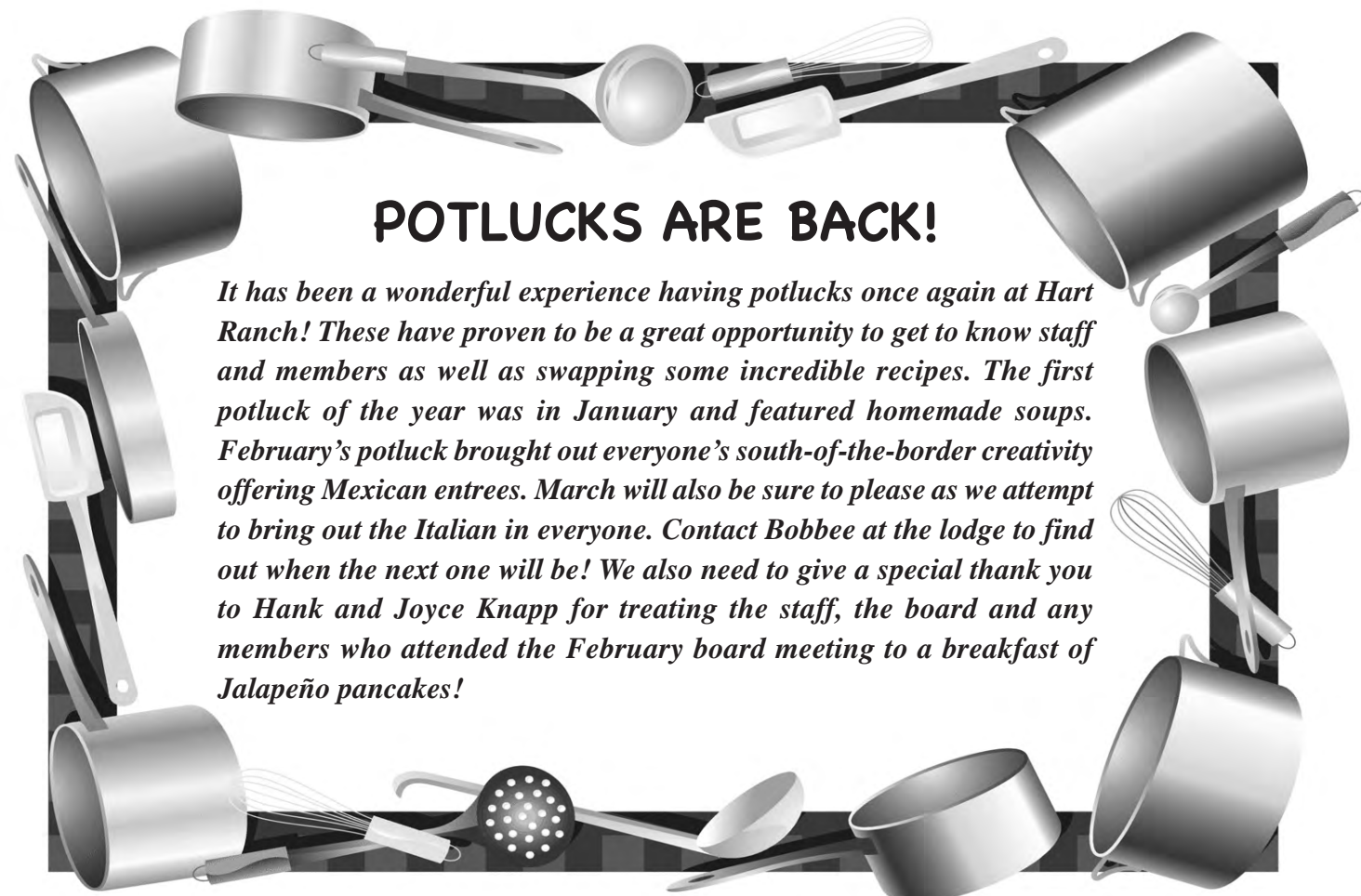
In addition to the restaurant and snack bar we can assist you in food and menu planning for family reunions, picnics, receptions or whatever you may need.

The Canyon Lake Chophouse at the Canyon Lake Resort is an event center located on the west side of Rapid City by Canyon Lake and Park. We specialize in



weddings, special events and catering on and off site. We offer a full array of catering services in Rapid City and the surrounding communities and are proud to have provided our services to some of the Black Hills area's truly wonderful events.

We look forward to meeting and serving you once again!



POTLUCKS ARE BACK!

It has been a wonderful experience having potlucks once again at Hart Ranch! These have proven to be a great opportunity to get to know staff and members as well as swapping some incredible recipes. The first potluck of the year was in January and featured homemade soups. February's potluck brought out everyone's south-of-the-border creativity offering Mexican entrees. March will also be sure to please as we attempt to bring out the Italian in everyone. Contact Bobbee at the lodge to find out when the next one will be! We also need to give a special thank you to Hank and Joyce Knapp for treating the staff, the board and any members who attended the February board meeting to a breakfast of Jalapeño pancakes!