

# Frequently Asked Questions

## GENERAL INFORMATION

- **ARE DRONES ALLOWED ON THE RESORT?** For owner and guest privacy, no unauthorized drone usage of any kind is allowed.
- **DOES LVL HAVE A LOST AND FOUND?** Yes, Lost & Found items will be kept up to 30 days. Lost & Found is located at the Service Center 314-530-1648.
- **WHAT'S THE LATEST ON THE SEWER TREATMENT PLANT?**  
A facility plan addendum is under consideration for submittal to MoDNR Spring of 2025. LVL stays in contact with the DNR who is onboard with the process. LVL remains compliant under the Abatement Order on Consent (AOC) which was agreed upon with the DNR April 2021. Currently a completion date has not been determined pending DNR turn-time.
- **WHERE CAN I GET WI-FI SERVICE?** There are over 40 Wi-Fi access points installed across the resort including Aquatics, Lake Expo, Fort Wilderness, Reservations, Villas, Condos, Lake House, and in the areas near RV Sites 613, 635, 735, and 755. We also have extended Wi-Fi service to the Gathering Place, Lodge, Boathouse, and Stables.
- **WHAT IS THE LVL MARIJUANA POLICY?** LVL reserves the right to establish a drug free premises. Therefore, use of medical marijuana anywhere on the resort is prohibited. Anyone found in violation of this policy will be subject to: expulsion, banishment, fines, loss of rental fees, and additional cleaning fees. As well, any and all law enforcement involvement deemed necessary by Resort Management will be pursued.
- **HOW DO I UPGRADE MY OWNERSHIP?** You may upgrade at any time by calling Financial Services 1-800-489-2100 EXT 2246 or 314-665-2389 for available options.
- **TRANSFER OF OWNERSHIP-** Depending on the type of deed to be transferred fees range between \$1560.00 to 1596.00. If transferred to owners offspring or listed associate the transfer fee is 50%. For a Resale Packet or more information contact Financial Services at 1-800-489-2100 EXT 2246 or 314-665-2389, or email at [financialservices@lostvalleylake.com](mailto:financialservices@lostvalleylake.com).
- **WHAT IS MAR & LVL RELATIONSHIP?** Lost Valley Lake Resort Club, Inc. is managed by MAR (MidAmerica Resorts), the Managing Company and operated under the established business Declaration of Restrictions, By-Laws and Shared Rules and Restrictions. MAR is owned by the property developer and his family who developed the Resort and gave the land, buildings and all amenities to establish Lost Valley Lake Resort Club, Inc. in 1982. MAR owns the LVL unsold memberships with voting rights, until 99% of the memberships are sold. MAR continues as the managing company as written in the company By-Laws and under the established Management Agreement until 2032 or 99% of memberships are sold.  
The BOD is elected by the Owners and Developer each year in September in the manner described and followed in the By-Laws. The BOD is elected and serves in the capacity as an advisory board representing fellow owners. Ideas and concerns are heard by the board which then in closed session deliberates, reviews By-laws, seeks legal counsel if needed, and votes a decision which is best for all owners and the business. Only Board Member positions are voted on by the general body as set in the By-laws. Owner meetings with the Board of Directors present are held in accordance with the By-laws. Roberts Rules of Order are followed during closed session as reflected in the Meeting Minutes. Meeting Minutes are posted both online and on property for Owner viewing. Owners nor BOD have the power to alter established By-laws unless deemed necessary and agreed upon for

best business practice. Owners are not authorized to speak on behalf of the BOD, as the BOD is elected by a vote of fellow owners and by the Developer for representation.

- **BOARD OF DIRECTORS-** There are currently 7 seats on the Board of Directors. Each year elections are held at the Annual Owners Meeting for available positions. In order to vote, all maintenance fees must be paid or up to date if on a payment plan, you must be present to vote or send a proxy with signed letter, only one ballot per ownership.
- **MAY I SEND AND RECEIVE MAIL AT THE RESORT?** Mail is delivered and picked up at Reservations. If you are having mail sent to you during your stay, please have it addressed as follows:

Your Name  
C/O Lost Valley Lake Resort  
2334 Hwy ZZ  
Owensville, MO 65066

- **WHY DO I NEED TO SHOW AN ID TO GET INTO THE RESORT AT THE GUARD HOUSE?** All cars **with or without** a car tag will be stopped at the Guard House. Anyone 18 and over must have their, a Valid ID or Owners/Assoc card in order to get onto the resort. This is to keep any banned guests or banned owners from coming onto the resort, and in case there is an emergency we can direct the emergency personnel to the correct person. Valid forms of ID's Accepted are as follows:  
Owner's / Assoc Card, Driver's License, State ID, Passport, or Temporary Paper Driver's License / State ID.
- **WHAT IS BEING DONE WITH THE LODGE?** The old Lodge burned down in January of 2004. At that time, the building housed the year-round pool, restaurant and store, adult lounge, 80 seat ballroom, bandstand, laundry facility, shower rooms, and an open area on the main floor where people could gather at their leisure. When we lost this building, it was realized the LVL had many of its eggs in one basket, especially during the winter season. When bringing back the amenities that were housed in the lodge, it was decided to spread them out. The idea being that if another building were to be lost, the amount of fun disappearing in one fell swoop would be limited. LVL set a goal of replacing the amenities in the old lodge and developing a new Lodge with fresh attractions. By the end of 2004, the insurance money resulting from the lodge fire had produced the Aquatics Center, open for Owners year-round. A new restaurant and store were soon to be completed. The sports arena was getting an addition in the form of a 350 seat multi-use recreation hall and new adult lounge. The goal of eventually replacing amenities AND adding a new lodge to the resort, with fresh attractions, was alive and well. Later, the remainder of the insurance money was used to replace the Lodge as it stands today with an upgraded bandstand. When it came time to discuss attractions for the new Lodge the staff was encouraged to share their ideas. Most importantly, they were directed to broach the subject with Owners, speak with them about what they would like to see in the new Lodge and bring those ideas to the table as well. The search was on for something fresh that would attract crowds, entertain all age groups and generate income for the resort. Many ideas were bandied about, a bowling alley, fine dining, indoor archery range, sports bar, the list went on. Research was performed to see what the initial investment of these endeavors may cost. The downfall of nearly every idea turned out to be start-up cost. It was estimated that a fine dining restaurant would cost in the neighborhood of \$500,000 by the time new equipment, fire suppression systems and outfitting was complete. You have to sell a ton (possibly more than a ton in actuality) of ahi tuna and prime rib to recover half a million dollars. The estimated cost to install a bowling alley was \$40,000 to \$60,000 per lane. Considering the busiest times of the year last for only about four months and the on-going maintenance costs that each of these

ideas would require, they were both scrapped due to lack of feasibility. At the time, LVL did not want the responsibility of serving alcohol on the resort so the sports bar idea was excluded (the owners of the restaurant were later allowed to acquire a liquor license). The archery range was cast aside in favor of the resorts “no weapons” policy. Many other ideas have been researched in the time that has followed but the question remains to this day. What could be housed in the Lodge, won’t break the bank in start-up cash and is not already offered on the resort? What will attract crowds of all ages and will generate income? These questions are not rhetorical in nature. LVL staff and management haven’t given up on adding new amenities to the Lodge (or any other location on the resort) and we hope our Owners haven’t either. All Owners are encouraged to bring forth something that would be a great addition to their resort. Let us know your idea. When a good idea is produced, we will conduct a feasibility study. If it comes to fruition, it just may be named after you!

### **RESERVATIONS**

- **WHAT IS INCLUDED IN A CONDO AND HOW MANY DO THEY SLEEP?**  
Condos are equipped with a stove, refrigerator, linens & pillows for as many as the unit will sleep, pots & pans, dishes, silverware, coffee pot, mop & broom, microwave, and TV. There are no alarm clocks and you will need to bring your personal items i.e. soap, toothpaste, shampoo, ETC. NOTE: Dirty linens may be exchanged for a nominal fee at the service center. The condos sleep from 4 to 6 people. The sleeping arrangements vary from 1 queen bed, to 2 queen beds, 2 double beds. Each unit also has a pull-out couch. Please specify how many will be in your condo when you make your reservation so we can accommodate you better.
- **WHAT IS INCLUDED IN AN RV AND HOW MANY DO THEY SLEEP?** All RVs have a refrigerator, hot plate, coffee pot, and mop & broom. 28ft and 31ft RVs also have a microwave. The service has a list of cooking utensils, pots and pans, etc. that is available to check out from the service center. These items are available at no cost, unless something is damaged or not returned.
  - The 23’ RV sleeps 2 adults and 2 small children. They have a full-sized bed and the table folds into a bed.
  - The 28’ RV sleeps 6. They have a full-size bed, 2 bunks, a couch, and a table that folds down into beds.
  - The 31’ RV sleeps 8. They have a full-size bed, 3 bunks, a couch, and a table that folds down into beds.The RVs are available as either: smoking and pet friendly OR no smoking and no pets. A new owner may want to take a copy of the supplies offered at the service center home with them, so they know what is available for their next visit.
- **WHAT SIZE ARE THE TENT PLATFORMS?** They are approximately 14’x16’. The rental rules apply to these also. Tents are approximately 12x12. Prices are listed in the Owners Guide.

### **LAKE EXPO POOL & RECREATION**

- **DO THEY TEST THE POOL CHEMICALS, AND HOW OFTEN?** Yes, pool chemicals are tested in each pool multiple times per day. If a problem is detected its fixed immediately.

- **ARE SHADE UMBRELLAS OR CANOPIES ALLOWED AT LAKE EXPO POOL?** No, shade umbrellas and pop-up canopies are not allowed at Lake Expo Pool or Lodge Patio. Sunshade pavilions have been constructed for owner's use.
- **WHY CAN'T BINGO BE PLAYED FOR MONEY?** Please reference the link for Missouri Gaming Commission rules on organized Bingo.  
<https://www.sos.mo.gov/cmsimages/adrules/csr/current/11csr/11c45-30.pdf>
- **MAY I BRING MY OWN HORSE?** You may bring your own horse provided you have current Negative Coggins papers. This applies to all horses. If you plan to bring your horse contact the Stables or Activities prior to arrival to make arrangements.  
Stables-314-530-1647 or Activities-314-658-9985

### **LAKE / BOATHOUSE**

- **DO THEY TEST THE LAKE FOR E-COLI AND HOW OFTEN?** Yes, the lake is periodically tested. Samples are tested at a professional lab. No unsafe levels of E-coli have been detected.
- **DO THEY STOCK THE LAKE WITH FISH?** Yes, the lake is stocked multiple times per year, randomly.
- **HOW OFTEN ARE THE BEACHES CLEANED?** The beaches are cleaned daily during Peak Season.
- **CAN THE GEESE BE REMOVED BY STAFF OR MISSOURI DEPARTMENT OF CONSERVATION?** LVL participates in a goose control program permitted through the US Fish and Wildlife Department. Goose activities are conducted by guidelines set forth by the US Fish and Wildlife Department.
- **WILL THERE BE ANOTHER ROPE SWING INSTALLED AT THE LAKE?** No, due to insurance purposes there will not be another rope swing installed.
- **WHAT DO YOU MEAN BY NO LIVE BAIT? NO MINNOWS!!** Nor anything that could reproduce in the lake.
- **WHAT ARE THE FISHING LIMITS?** You may pick up the fishing limits info sheet at the Reservations office, Guard House, and Boathouse. They are also listed in the Owners Guide.
- **ARE GAS MOTORS ALLOWED?** No gas motors are allowed. Our staff boat has one for emergencies and lake maintenance. No boats are allowed on ponds.
- **CAN YOU SWIM IN RIATA LAKE?** No swimming is allowed & no boats are available for rent at Riata Lake. Owners bringing their own boats, will need floatation devices for each person on board the boat.

### **MAINTENANCE & RV STORAGE DEPARTMENTS**

- **WHAT KIND OF MAINTENANCE DOES LVL DO ON OWNER'S RVS?** Only small minor repairs are done when time allows. Other repairs must be approved by management. We reserve the right to decline. RV repair options nearby: Bourbon RV Center (573) 732-5100 or 3R RV (636) 583-2244
- **DO WE CHANGE VEHICLE OR RV TIRES FOR OWNERS?** No, but Jost Tire Company (573) 437-8473 will make a service call to Lost Valley Lake.
- **DO WE ALLOW OWNERS TO BORROW TOOLS OR LADDERS?** Yes, you must show your owner card at Service Center to borrow them.
- **WHO DOES AN OWNER TALK TO ABOUT STORING AN RV IN OUR STORAGE AREA(S)?** The RV Storage Department at 1-800-865-2100 located in Reservations Building.

- **WHAT IS INCLUDED IN A SET-UP AND TEAR DOWN?** A set-up includes being leveled front to back and side to side. We hook up the water, sewer, and electric to RV, but we do not turn it on. During the wintertime we only hook up the electric due to weather temperature. A tear down includes us unhooking the water, sewer, and electric for an owner's RV.
- **IS IT REQUIRED FOR AN OWNER TO LEAVE A SPARE SET OF RV KEYS WHEN THEY STORE WITH US?** It is only required for motor homes that are stored here. However, it is recommended to leave a spare set but not required for bumper pull type or 5<sup>th</sup> wheel RVs.
- **WHAT DOES IT COST TO STORE AN RV?** Executive ownership package includes free storage, subject to availability. For Charter/General ownership the current rate is \$65.00 per month. In the case of a boat, the current rate is \$65.00 per month, regardless of the ownership level. Boats are not covered under the Executive free storage benefit.
- **CAN AN ASSOCIATE USE AN OWNER'S RV WITHOUT THE OWNER HERE?** Yes, an associate listed on the Owner's approved list, that has purchased an associate card, may stay without the owner being present. The associate may use the owner's RV with the owner's permission.

### **WEBSITE / SOCIAL MEDIA**

- **LOST VALLEY LAKE RESORT'S WEB ADDRESS:** [www.lostvalleylake.com](http://www.lostvalleylake.com) Find important information such as Rules & Regulations, Bylaws, BOD meeting minutes, Hours of Operation, Activities and much more!
- **HOW DO YOU SIGN UP FOR THE BIRTHDAY CLUB?** Log onto the website, under the Owner's Page tab & click on specials, scroll down and click on Birthday Club and proceed to fill out the questions.
- **HOW DO I SIGN UP TO RECEIVE THE WEEKLY AND MONTHLY EMAILS?** Log onto the website. On the main page, scroll down and click on the box that says, "Click here to receive email updates".
- **HOW DO I SIGN UP FOR PAPERLESS BILLING?** Log into your account on the website. Under the My Account tab, click on "Click here to sign up for Paperless Billing" or call Financial Services Department at 1-800-489-2100 Option 2.

### **EMERGENCY INFORMATION**

- **ARE THERE FIRST AID SUPPLIES?** First Aid supplies are available at the Guard House 24/7, or Recreation Office during business hours.
- **IN AN EMERGENCY HOW WOULD SOMEONE GET AHOLD OF ME WHILE I'M STAYING AT THE RESORT?** They can call the Security phone number 314-530-1675 and the message will be delivered to your accommodation. This number is answered 24 hours a day, 7 days a week.
- **EMERGENCIES WHILE ON THE RESORT:** There are **MARKED** emergency phones located at Condo Building 1, Condo Building 6, Condo Beach Pavilion, Lodge (Grotto Room), Fort Wilderness (Laundry Room), the Boathouse, Aquatics Center, and Lake Expo Pool Deck and Lobby. From these phones, your call will be routed to security, who will then assist you with your emergency. You may also alert any staff member.
- **IF I HAVE A MAJOR MEDICAL PROBLEM, WHAT PROCEDURE DO I NEED TO FOLLOW?** It is imperative that the Guard House be made aware of the problem first. They will in turn call 911. If you take it upon yourself to call 911 and the guards don't know, they would not know where to direct the emergency crew. As it stands, we escort the crew to the proper place.