

Frio Canyon Rentals



"Your home away from home in the Frio Canyon."

1260 US Hwy 83 South, P.O. Box 1215, Leakey, Tx. 78873
Ph: 830/232-6536 Fx: 830/232-4283

POLICY/RULES & CONDITIONS

To ensure that all of our guests have an equal chance to enjoy their stay as you do, we ask that you read, accept & sign the following policy. Our rentals are personal vacation homes of others and we will protect their property and consider you & your guests' safety, a priority. Complete cooperation is key to everyone having a wonderful vacation or weekend get-away!

DEPOSIT

- Deposit of the total of your first nights 'stay is required and must be received within 2 days of booking. If payment is not received by 5 pm on the 2nd day, the rental will be placed back in the rental pool, and no refund will be granted.
- Once we have received your deposit we will send you an email with your confirmation.
- Reservation made within 7 days of stay require full payment.
- Please notify us immediately of any discrepancies.
- There are additional fees of sales tax and, if applicable, hotel/motel tax added to total.

RESERVATIONS AND CANCELLATIONS

The party making the reservation becomes the responsible party for payment and for the actions and behavior of all others that may occupy the rental during the rental period. Responsible party must be 21 years of age or older.

GUESTS ARRIVING LATER THAN 5:00 PM MUST ADVISE THE OFFICE SO WE CAN PROVIDE INSTRUCTIONS ON WHERE YOU ARE TO GAIN ENTRY TO YOUR RENTAL AND NOT BE CONSIDERED A "NO SHOW".

\$100.00 CANCELLATION FEE:

If a reservation is cancelled more than 30 days before arrival date, a refund will be issued, less a \$100 cancellation fee.

NO REFUNDS :

- Reservations Cancelled within 30 days of arrival date.
- *No refund for early departures
You are responsible for payment of days you reserved.
- Those not conforming to the rules of good conduct and safety.
- Inclement weather or any other natural occurrence.

*Frio Canyon Rentals retains the right to judge early departure refunds on a case-by-case basis.

LOSS OR DAMAGE OF PROPERTY

All reservations must be secured with a Visa, Master Card, American Express or Discover. That credit card is immediately charged for the first night stay. That credit card may also be used for any damages or loss of property during your stay. Frio Canyon Rentals reserves the right to charge for any additional services required to return the property to the state it was in prior to your arrival. Excess garbage, pet hair, broken furniture or fixtures, missing amenities, & damage to property resulting from gross negligence are examples of chargeable items.

WE ARE SORRY, PETS ARE NOT ALLOWED! THERE WILL BE A \$250 CHARGE TO YOUR CC IF SIGNS OF A PET HAVE OCCURRED! EXTRA CLEANING IS REQUIRED. OTHER CUSTOMERS ARE ALLERGIC. PLEASE BE CONSIDERATE!

Maximum numbers are in place to protect the limits of septic capacity & the rental's landscape, driveways, & boundary lines. Please adhere to the rules placed on each of our vacation homes. Random visits of these limits will be inspected. Any violations will be fined \$25 per person and/or vehicle found over the capacity limit.

PAYMENTS

We require a 2-night minimum stay except for National 3-day holiday weekends, when a 3 night minimum is required. Examples: Easter, Memorial Day, Labor Day, etc.

Upon arrival, before you are issued keys to your rental, you will be asked to sign a check-in card along with our policy of rules and conditions. Refusal to sign this document will forfeit your reservation and no refund will be granted. We understand that some people will arrive after hours; therefore, it is the cardholder's responsibility to come to the office the next morning to check-in, accept & sign our policy and pay the remaining balance of your stay.

PEAK SEASON: MAY 1ST THROUGH LABOR DAY, SPRING BREAK, EASTER WEEKEND, THANKSGIVING & CHRISTMAS

SHEETS, UNLESS OTHERWISE STATED ON INDIVIDUAL CABIN INFORMATION, ARE PROVIDED.

TOWELS ARE NOT PROVIDED!

RULES

CHECK IN 4:00 PM

CHECK OUT 12:00 NOON

PLEASE LEAVE THE PROPERTY IN THE SAME CONDITION AS YOU FOUND IT

- No Littering-Trash cans & bags are provided. If you need more, please let us know.
- No pets!
- No Smoking indoors. Please dispose of butts in appropriate areas. Do not flush them down the toilet.
- No ATV's, Mini-bikes, RV's or Tents.
- Absolutely NO fireworks, firearms, slingshots, BB guns etc.
- No glass containers near the Frio River.
- No large outdoor parties, house parties, or wedding receptions are permitted at our rentals. We have designated areas available for rent to accommodate the appropriate celebration. Just ask us!
- Please keep noise to a minimum. Respect your neighbor's privacy as you would your own. Being reported to us or the local law enforcement will result in an eviction from the premises.
- Fire allowed only in designated areas; fire pit or BBQ pit
- No speeding or reckless driving. Please be watchful of children playing. There are many people walking, riding bikes and jogging where trees or winding roads may impair your vision. Besides, it's just bad behavior!

PLEASE NOTE:

ONLY AT&T/CINGULAR CELL PHONES WORK IN THIS PART OF THE HILL COUNTRY.

FOR EMERGENCIES, YOU MAY GIVE OUR PHONE NUMBER OF 830-232-6536.

MAKE SURE YOU TELL THOSE AT HOME WHO THE RESERVATION IS LISTED UNDER.

By signing, I accept the above policy/rules & conditions relating to our stay with Frio Canyon Rentals.

_____ date

Responsible Party of Reservation