

RIVER CITY RESORTS/WATERWHEEL RESORTS POLICIES

CHECK IN TIME: Check in time is 4:00 pm. If you would like to check in early, you need to call us the day before your reservation and ask if anyone is checking out of your unit. If it is not a “turn-over”, you may check in early. **Remember to call first.** If you are going to be late arrival, the remaining balance must be paid in full via credit card the day of arrival. Late arrivals must check in the following morning before 11 AM in order to take care of signing the receipts, receiving parking passes, wristbands, and returning the lockbox.

In the event of unforeseen circumstances, we reserve the right to move guests to an equal or higher priced accommodation at no extra charge to the guest. In that event, the guest has the right to cancel the reservation at no charge.

The maximum occupancy for each unit is highly monitored. RIVER CITY RESORTS has the right to inspect the number of people in your party. Any party exceeding the maximum occupancy is reason for eviction without reimbursement of rents and deposits.

CHECK OUT TIME: Check out time is **11:00 am. We will charge your credit card \$100.00 beginning at 11:30am and for every hour you stay up until 1:30 pm. Anything-past 1:30 pm you will be charged a full one-night rate of the unit in which you are staying.** Remember, we have guests checking in after you. *****If your unit is a “turnover”, your credit card will be charged a full one-night rate at 11:30pm.**

DEPOSITS/CANCELLATIONS: Guest authorizes RIVER CITY RESORTS to withdraw a deposit in the amount of the first night stay from their credit card. A \$75.00 cancellation/administrative fee will be charged for any reservation that is cancelled anytime after booking with RIVER CITY RESORTS.. In addition, in order to avoid being charged one rental night plus applicable taxes, all cancellations must be received by midnight 14 days prior to arrival date. All cancellations are recorded in a logbook as to date and time of cancellation. **There are no cancellation refunds under any circumstance if cancellation guidelines are not met by guest.** Reservations are not contingent upon the availability or conditions of the water recreational facilities including but not limited to the Comal and Guadalupe River or Schlitterbahn. There will be NO REFUNDS for shortened stays; you must pay for what you book.

NON-SMOKING UNITS: Our units are NON-SMOKING units. **Any evidence of smoking (smell, ashes, etc.) in the property will result in a \$200.00 fee. This fee will be immediately assessed to guest credit card.** Smoking is permitted outside; please dispose of all smoking debris properly *outside*. Please be considerate of all of our guests and step out on the patio to smoke.

PETS: If pet(s) are found in any unit and the Guest or Visitors of guests have not disclosed it, then a **\$200.00 charge will automatically be charged to the Guest(s) credit card and there is no refund.** It is strictly prohibited to bring a pet to a NO PET unit.

INVENTORY: A full written inventory as well as videotape has been taken of this property and RIVER CITY RESORTS will conduct an inspection upon your departure.

INSPECTIONS: RIVER CITY RESORTS inspects each rented unit upon departure. Please take all trash to dumpsters and/or outside trash containers. Although we do not expect damages or theft, it sometimes occurs. We know there will not be any, but if damages (other than “ordinary wear and tear”) are found – or towels, pillows, and/or property are missing, in addition, any cleaning and/or trash removal deemed excessive by the property owner, or the cleaning service, **a retail damage price is assessed and charged to the guest’s credit card on file.**

Changes are taking place constantly in these homes, including price changes. The owners will often change the bed sizes or get different ones. Be sure to ask for any special needs and be sure the changes have been made for the property you have chosen.

REFUNDS: RIVER CITY RESORTS does not refund money for early departures for any reason. Rain checks will only be issued in an emergency evacuation. RIVER CITY RESORTS is an Agent for its homeowners and does not have the authority to refund money to renters for any reason.

INCLEMENT WEATHER: Please close all windows and doors and make sure they are locked when leaving unit for safety reasons.

FAIR HOUSING: RIVER CITY RESORTS complies with all Fair Housing requirements, and will not deny any rentals because of race, color, religion, sex, origin, handicap or family status. However,

RIVER CITY RESORTS will not rent to any persons under the age of 25 years of age. All reservations must be made by a responsible party, 25 years of age or older, who must occupy the property during the reservation time. Any additional guests occupying the property must be 25 years of age or older or accompanied by a parent or legal guardian. River City Resorts reserves the right to ID and evict any and all guests that are not in compliance with this regulation. The responsible party will be responsible for all charges, including lockout fees, damages caused to unit, buildings, pool/hot tub or etc.

KEYS/POOL TAGS/CAR TAGS: All keys, pool tags, and car tags issued at check-in must be returned at checkout. If a guest loses their keys or tags, there is a **\$25.00 charge per key and/or tag. After-hour lockout rates are \$35.00 for the locksmith charge. These costs will be charged to your credit card, if you do not have cash on hand for payment.** Refunds will not be given for keys or tags returned by mail.

GUESTS: Guests are responsible for their own proper conduct and that of all guests, including the responsibility for understanding and observing all policies and rules.

SAFETY: Safety and security is the sole responsibility of the Guest. Owner(s) or its agent assume no responsibility or liability for the safety or security of the guests, or for injury caused by the criminal acts of other persons. If a disturbance should arise during your stay, contact the **New Braunfels Police Department at 830-608-2179**. Guests should ensure that all doors and **windows are locked at all times**, and guest must immediately notify **RIVER CITY RESORTS 830-626-2196 or 830-743-1144** if any locks become inoperative. Guest should turn off all appliances when leaving the premises. Guest shall not store any combustibles on premises.

Nudity, profanity, and excessive noise will result in eviction without refund.

All vehicles **MUST** have parking permits. Cars without permits may be towed at owners' expense.

For security purposes, seasonal guests must wear wristbands.

PATIOS/BALCONY and ENTRY AREAS: Patios, balconies and entry areas must be kept free from items that could be a hazard. Please do not hang towels over balcony railings.

For safety reasons, balcony loads should not exceed room occupancy and **NO** horse playing on balconies. Exceeding the maximum occupancy on balcony will result in eviction without refund. **Only registered guests can occupy the units.** Please notify RIVER CITY RESORTS of any other guests. RIVER CITY RESORTS reserves the right to inspect the number of guest in your party.

By City Ordinance: **NO GRILLING** from balconies of any units. This is a fire hazard. Please use grills on property or if you bring your own, put it on the bottom floor down wind from the property on the concrete or grass.

PARKING: **TWO** parking permits will be issued for the rental of a Condominium. **ONE** parking permit will be issued per bedroom for the rental of a house, NOT to exceed four parking permits. There is no parking available for trailers, boats, jet skis or oversized vehicles. Any unauthorized vehicles will be towed at owner's expense.

LOST AND FOUND: We are not responsible for any loss of money, jewelry, valuables of any kind or any damage incurred to guest's motor vehicles or their contents. RIVER CITY RESORTS will hold left behind items for two weeks. After two weeks, left behind items will be donated to charity. Any items to be returned will be at the guest's expense, via mail.

PAYABLE: The guest acknowledges receipt of the services and charges hereon and agrees to pay for it on demand in New Braunfels, Texas. These properties are privately owned and the management reserves the right to refuse service to anyone.

I have read and agreed to all policies.

Date