

Rio Frio Lodging Policies & Rules:

*The Only Cell Service in this Area is AT&T; long distance calls are blocked on house phones, so you may want to bring a phone card or an AT&T cell phone.

Rates & Minimum Nights for Reservations:

Prices vary, depending on number of people in group and accommodation reserved.

Check our website for pricing. *Rates can change from year to year & do not include Lodging Tax*

Children are welcome; Children under 1 year old are free.

2 to 4 night minimum, depending on property and time of year. Please check website for more info.

****Summer Reservations must be back-to-back & not leave less than the minimum nights open in between.**

Property & House Rules: *\$200.00 fee per Reserved Night if you Break Our Rules

- ONLY Registered Paying guests are allowed on lodging properties: Unless Approved in Advance.
- Maximum occupancy based on number cabin sleeps; We Don't allow more people than cabin sleeps.
- Age Limit: Must be 25 years or older to book a reservation.
- No illegal drugs or underage drinking on lodging properties.
- Non-Smoking Establishment. No smoking outside or inside any properties, Unless Approved in Advance!
- Pets not allowed at all properties; Please check Pet Policies for each property on the website.
- No use of: Fireworks, Firearms, BB/Pellet Guns, ATVs, 3 or 4 Wheelers, Dirt Bikes, or Golf Carts.
- No Confetti Eggs, Water Balloons, Silly String, Sidewalk Chalk, or Piñatas.
- Do Not Write, Paint or Carve on Trees, Structures, decks, patios, furniture, or Permanent Rocks!
- Be careful if you move any furniture & please put it back in its place before checking out.
- Fires must be in grills or designated fire rings only. *No campfires during Burn Ban!
- Firewood is not provided; No cutting of limbs or trees for firewood.
- Be Good Neighbors; Keep Music & Noise Level Down. *Quiet Time After 11pm at all Properties.
- Motorized Vehicles Allowed Only on road & parking area; Not on grass, trails, or by the river.
- \$100.00 fee will be charged for lost or broken Remotes for TV, DVD player, Satellite box, Ceiling Fan or A/C.

Deposit Required by Credit Card to Hold your Reservation:

Deposits are applied to your stay.

Large Groups or Events – Deposit could be kept; Refunded if no damages, extra cleaning needed or Policies broken.

Final Payment & Guest Registration Form – (Let us know if your guest count changes)

- Both Must be Received Before Arrival, as you will go to Property instead of Office.
- After we receive payment & reg form, we will email Directions & Key Box Combo to you.
- Mail Reg Form, Personal or Business checks One Month before arrival.
- Mail Reg Form, Money Order or Cashier Check at least two weeks before arrival (to our address on Guest Reg. Form), then you will go straight to Property.
- Email Reg Form, tell us you would like to charge your balance due; we will charge balance plus a 3% credit card fee.

Cancellations:

Must be made 14 days before arrival date to receive 50% refund of your deposit.

Less than 14 days' notice of cancellation; NO REFUND.

Refunds: This is a seasonal business that necessitates a firm cancellation policy.

We can't predict the weather and refunds cannot be made due to weather or river conditions.

We cannot adjust rates for family emergencies, late arrivals, early departures, or weather conditions.

No refunds for early departure or to those asked to leave for breaking our rules of good conduct & safety.

Date or Lodging Changes:

\$50.00 Fee Kept from Deposit on All Date Changes or When Switching from One Lodging to Another.

Date or Lodging changes must be made 14 days before arrival date or it's considered a cancellation.

Arrival: after 4pm Follow the directions to rental we email you.

Departure: by 10 am Put all keys back where you found them, lock the door.

***Lost or Unreturned keys are \$20.00 each key.**



**Rio Frio Lodging – PO Box 155 – Rio Frio, TX 78879
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