**RUTHIE’S RENTALS LODGING POLICY**

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| **CHECK IN TIME:**Check in time is 3:00 pm.  **EARLY CHECK IN TIME:**  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.***  **LATE ARRIVALS*:***If you are going to arrive late, please call to plan arrangements with Ruthie’s.  All rooms must be paid in full prior to a key being issued. You must stop by and complete the registration paperwork the following morning if you arrive after office hours.  **MAXIMUM OCCUPANCY**:  Maximum occupancy for each unit is highly monitored. **Ruthie’s Rentals** 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.  There is a party maximum of 10 people per trailer (this includes children). Anything over 4 people per trailer will be charged $8.00 per person. There is no additional charge for children under 10, but they are included in the maximum number of people allowed per trailer.  This is to protect you in case of emergencies and insurance regulations.  **ONLY REGISTERED GUESTS CAN OCCUPY THE PROPERTY:**  Please notify Ruthies Rentals of any other guests. Ruthie’s Rentals reserves the right to inspect the number of guest in your party.  **NON-SMOKING UNITS: ALL** units are NON-SMOKING. **ANY evidence of smoking (smell, ashes, etc.) in the home will result in a $300.00 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 guests and step out on the patio to smoke.  **PETS: Some homes at Ruthie's Rentals** are pet friendly! Pets stay for $30.00 each (no size limit) for 2 nights, $50 each for over 2 nights. If pets are discovered in one of our NO PET homes, then a $300.00 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. This does not include service dogs, guidance dogs and/or assistance/signal dogs. All service dogs must be identifiable.  They must be leashed and remember to please pick up after them.  **TOWELS/LINENS/KEYS:**Each home is provided with 2 sets of towels (bath and lake towels) and a key.  Additional keys can be provided upon request. The lake towels are located on top of the washer dryer and the bath towels/washcloths are located within each bathroom.   In addition to bath and lake towels, you should have dish and drying towels located in the kitchen. ALL towels are inventoried after each stay. If **ANY** are missing, you will be charged the following:  $25.00 per bath towel  $12.00 per wash cloth and lake towel  $8.00 per kitchen towel  $50.00 per key and a $200.00 artwork/decoration fee if any are missing from shelves/walls |
| **REFUNDS:** **Ruthie’s Rentals** does not refund money for early departures, lake/fishing conditions, or for any reason except when required due to emergency evacuation. ONLY Rain checks will be issued during an emergency evacuation.  **UNFORSEEN CIRCUMSTANCES**:  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 |

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| **INCLEMENT WEATHER:** Please close all windows and doors and make sure they are locked when leaving unit for safety reasons.  **FAIR HOUSING:** Ruthie’s Rentals complies with all Fair Housing requirements, and will not deny any rentals because of race, color, religion, sex, origin, handicap or family status.  Ruthie’s Rentals will not rent to any persons under the age of 21 years of age. All reservations must be made by a responsible party, 21 years of age or older, who must occupy the property during the reservation time. Ruthie’s Rentals reserves the right to ID and evict 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 etc. |
| **CHECK OUT TIME:** Check out time is **11:00 am. We will charge your credit card $40 dollars at 12:00 pm.***Anything past 2:00 pm, you will be charged a full one-night rate of the unit in which you are staying*. We must be firm on this as we have guest coming in behind you. If for some reason your running late and we don’t have any guest coming in, then contact the staff and we will work it out.   **DEPOSITS/CANCELLATIONS: Guest authorizes Ruthies Rentals to withdraw a deposit in the amount of the first night stay from their credit card.** A **$50.00**cancellation/administrative fee will be charged for ***any*** reservation that is cancelled any time after booking with Ruthies Rentals. In addition, to avoid being charged one rental night plus applicable taxes, all cancellations must be received by midnight 7 days prior to arrival date. Cancellation within 7 days will result in Full Charges for 1 night of booked stay. Cancellations made less than 7 days in advance will be charged for 2 nights. Cancelations made within 24 hours of your schedule Check in (3:00) will be charged ½ of your scheduled stay, or two nights, whichever is greater. If you fail to call and cancel and just don’t show, then you will be charged the full amount of your stay.NO EXCEPTIONS. 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 Lake Amistad. There will be NO REFUNDS for shortened stays; you must pay for what you book.  **SAFETY:**Safety and security is the sole responsibility of the Guest. Owners 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 **Val Verde Sherriff’s Office at 830-774-7513**. Guests should ensure that all doors and **windows are locked at all times**.    **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. Ruthie’s Rentals 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 Val Verde County, Texas. These properties are privately owned and the management reserves the right to refuse service to anyone. **\*\*\*Please be advised that the property you are renting contains inherently dangerous natural conditions associated with the location. By signing this document, you understand and freely agree that you are responsible to inform your entire party and guest that the owner, leasing agents, and their agents accept no responsibility for any accident, injury, or death that occurs on the premises. Please take extra precautions to protect the safety of your party and children while on the premises. INSPECTIONS: Ruthie’s Rentals** 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. 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.  I have read and agree to terms and conditions stated above    **Guest Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Office Witness:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |