



Casa Rio Rentals

Owner: Maggie Cook

Phone:(830) 591-3544

Email: friocasario@hctc.net

Casa Rio Rentals Policies and Procedures

Important Notice: All guests should read the policies and procedures listed below. The responsible party must acknowledge responsibility for all members of the party by initialing the lines provided.

Casa Rio Rentals has established the below listed policies and procedures in order to make your stay a safe and memorable experience. **Casa Rio Rentals will adhere to a zero tolerance for those not conforming, and reserves the right to deny admittance or require you to vacate the home when policies are violated.**

Occupancy:

All of our homes have a maximum number of occupants allowed. The River House sleeps 10 persons, the Cottage sleeps 8 persons, and the Hideaway sleeps 14 persons. Prior arrangements must be made with management if there are any additional guests in your party and if allowed, A \$ 20 per person, per night charge will be assessed. Failure to adhere to this policy will result in a fine of \$100 per person, per night fee.

Initials _____

Responsible Party

Responsible Party: The responsible party securing the reservation must be 25 years of age and will be required to stay at the home during the entire reservation period. No exceptions. Please be prepared to provide a major credit card to cover any fees or incidentals incurred during your stay as well as driver's license at the time of making your reservation.

Initials _____

Cancellations

If cancelling 60 days or more before reservation date you will receive 75% of your deposit back.

If cancelling 31 to 60 days before reservation date you will receive 50% of your deposit back.

If cancelling 30 days or less before reservation date you will forfeit the entire reservation amount.

This is for any cancellation reason [family, weather, change in plans, etc.]

We do not accept partial cancellations.

Cancellations are only accepted by telephone.

Initials _____

Check In/Check Out times

Check in time 3:30 P.M.

Check out time 10:30 A.M

If early check in is requested and granted, the fee will be \$ 75.00.

It is Imperative that you adhere to the checkout time to allow us to prepare for the next guest. Failure to do so without prior permission from management will result in a \$50.00 fee.

Initials _____

Lock Box & Directions/Keys

Once final payment has been received, lock box code and directions will be sent via email.

If the property keys are lost or not returned at the end of your visit the fee will be \$60.00.

Initials _____

Smoking

No smoking at any of the properties. Ashtrays provided outside.

A \$50 fee will be charged if cigarette butts are on the ground.

Initials _____

Fires

Fires are not allowed anywhere on the property except in designated barbeque pits or fire pits or fireplaces. Burning decorations or anything from the home or yard to make a fire is strictly prohibited, as is cutting down trees or breaking limbs to make a fire. Also, not adhering to any local burn bans will result in a fine of \$500.00.

Initials _____

Vehicles/Trailers/Off Road Vehicles

A maximum of 3 vehicles allowed for the River House & Cottage and 4 vehicles for the Hideaway. There will be a fee for extra cars @ \$20.00 per car and prior arrangements must be made with management.

4 Wheelers, ATV's, golf carts and dirt bikes of any kind are not allowed on Casa Rio rental properties. No Campers, RV's, or horse trailers are allowed at the homes.

Initials _____

Personal Conduct

Offensive behavior, use of illegal drugs, and underage drinking will not be tolerated. Please keep loud music and noise to a minimum. If reported to the local law enforcement, or us, we reserve the right to review the situation, which could result in an eviction from the premises. No refund will be issued for early departure.

Initials _____

Pets

We at Casa Rio love pets and would never want them to miss a family vacation. However, there is a pet fee of \$20 dollars per night and we ask that you bring a crate and a blanket to place under the crate for when your pet is unattended at the property.

Initials _____

Fire Arms

No discharge of firearms of any kind is allowed including BB guns, slingshots.

Initials _____

Fireworks/Water balloons/Confetti Eggs

We understand these items are fun especially when you're on vacation, however they make a big mess that is tedious and time consuming to clean up and are dangerous to our beloved wildlife, therefore there is a zero-tolerance policy for all of these. Failure to adhere will result in a additional \$75 cleaning fee.

Initials _____

Check Out Procedures

Renters will be expected to remove all food items from the refrigerator. All dishes must be cleaned and put away. Trash must be gathered and placed in the outdoor receptacles provided. Upon inspection of the property following your stay, Casa Rio 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, broken fixtures or furniture, missing amenities, and damage to property resulting from gross negligence or failure to adhere to any of the rules listed above are chargeable items. The additional fee will be charged to the credit card on file. BY YOUR SIGNATURE BELOW, Casa Rio Rentals, IS AUTHORIZED TO CHARGE THE CREDIT CARD ON FILE FOR ANY OF THE NOTED ITEMS ABOVE. Responsible Party: The responsible party securing the reservation must be 25 years of age and will be required to stay at the home during the entire reservation period. No exceptions. Please be prepared to provide driver's license and major credit card at the time of making your reservation.

Once final payment has been received, lock box code and directions will be sent via email.

Read and Acknowledged

Name _____ Date _____