



Thank you for your interest in visiting the beautiful Texas Hill Country and staying in a Hills of Texas Lodging managed property. We are delighted you are considering us as your lodging provider. We have developed the following lodging policies to protect the interests of the individual owners of our rental properties, the neighbors in the surrounding properties, and to ensure the safety and enjoyment of each of our guests.

**The policies have been grouped into two categories:**

**Booking Policies** - what you need to know before you confirm a reservation  
**Stay Policies** - what you need to know before your check in

## **Booking Policies**

### **Acceptable Forms of Payment**

Hills of Texas Lodging accepts all major credit cards. Unfortunately, we cannot accept cash, check, or money orders at this time. We cannot divide the reservation cost amongst more than one credit card, but you can use a different card for the deposit than the final balance.

### **Reservation Deposit**

The amount of the first night's stay is required at the time of the booking. Final payment is due 30 days prior to arrival date. If your final balance is not collected within 3 days of the due date, a \$25 late fee will be added to your reservation. If the final payment is not collected within 5 days of the initial due date, Hills of Texas Lodging reserves the right to cancel your reservation and the cancellation policies will apply. All reservations are first come, first serve and we are not able to hold or blackout dates for any reason.

### **Additional Fees**

There is a 7% handling fee and a 7-13% (depending on location) state lodging tax, and a 5% city lodging tax assessed to all rentals. Some properties may also have an additional cleaning fee that will be assessed to your rental. If you have confirmed your reservation through a third party reservation company (Homeaway, VRBO, Airbnb, etc) they may apply additional fees that are completely unrelated to Hills of Texas Lodging and completely out of our control.

### **Reservation Changes**

You are welcomed to add additional guests, pets, and additional nights to your stay at any time. However once the final payment is collected you will not be able to decrease the amount of guests, pets, or length of stay. We cannot refund any monies should you decide to shorten your stay.

## **Cancellations**

If a reservation is cancelled more than 30 days before arrival, it is fully refundable minus a \$50 processing fee. If a reservation is cancelled within 30 days of arrival, full payment is forfeited.

## **Minimum Night Stay Policy**

We have a strict two night minimum stay requirement for all of our properties. There is a three night minimum stay required on all major holidays (Christmas, New Year, Memorial Day, July 4th, Labor Day, & Thanksgiving). We do not allow one-night reservations.

## **Minimum Age Requirement**

You must be 25 years of age or older to confirm a reservation. The person whose name is on the reservation must be present at check-in and remain present during the entire reservation. If we find out that someone over 25 has rented a property for someone under 25, and leaves the property after checking them in, your credit card will immediately be fined \$1,000, they will be asked to vacate the property, and no refunds will be given. We have zero tolerance for those who ignore this rule.

## **Renter's Responsibility**

The renter's failure to possess written confirmation of the reservation provided by Hills of Texas Lodging will not be grounds for canceling the reservation. This includes failure to locate the property, appearance of the property, and access to the property. If you do not receive a confirmation email, it is your responsibility to contact us to obtain the necessary documents.

## **Property Showings**

We are a small family owned business and do not have the man power to conduct showings for any of our rental properties. It is also very difficult to schedule showings around the cleaning crew, maintenance staff, and possible last minute reservations that are taken. We keep our photos up-to-date and accurate at all times so that you have a very clear understanding of the home you are reserving. What you see in the photographs is exactly how you can expect the home to look upon check-in.

## **Travel Insurance**

Unfortunately, Hills of Texas Lodging does not offer insurance plans at this time. If you are interested in exploring that option, please visit <http://www.travelguard.com> and their friendly associates can provide you with information and a fast quote.

## **Stay Policies**

### **Check In & Check Out Times**

Check-in time is 4:00 P.M. and check out time is 11 A.M. **Note: If you would like to request a check in earlier than 4:00pm, or check out later than 11:00am, and the property is available and ready, \$25.00 per each hour (before 4:00 pm or after 11:00am) will be added to your bill. During peak season, we cannot guarantee you will be eligible for either.**

### **Check-In Process**

Enjoy 24-hour self-check-in at all of our properties. Guests will go straight to the property for arrival using the directions page attached to their confirmation email containing the address, directions, and lock box or access codes. Failure to notify Hills of Texas Lodging if they will be arriving late (past 9 pm) and cannot find their documents with access information is not grounds for cancellation. Guest must make contact with one of our representatives before 5 pm on the day of the first night's rental if they need their direction information resent.

### **Unauthorized Guests**

Hills of Texas Lodging's properties each contain a strict maximum occupancy. All guests participating in the reservation will be registered on the rental agreement prior to your arrival date. Should there be unregistered guests at the property, at any time, for any length of time without prior approval, you will be asked to leave and forfeit the remainder of your reservation. No monies will be refunded. No parties, day guests, or events are permitted at any of our properties without written approval (additional fees will apply).

### **Pets**

Pets are ONLY permitted in designated Pet Friendly properties with prearranged reservations. \$25.00 per pet per night will be added to your reservation. If pets are on the premises of a non-pet friendly property, a minimum fee of \$250 will be charged to the credit card on file and the guest(s) will be asked to vacate the property with no refund.

### **Smoking**

Smoking is not permitted inside any of our rental properties. Smoking outside is okay as long as all cigarette butts and debris are cleaned up completely before time of check out. If cigarette butts and debris are left at a property, you will be subject to an additional cleaning fee.

### **Hot Tubs & Swimming Pools**

We use a professional pool and spa company to service all of our pools and hot tubs. All pools and hot tubs are serviced regularly. All hot tubs are operational throughout the entire year. Unfortunately, we do not have any heated swimming pools at this time. If you contact our office and request a technician to service a pool or hot tub during your stay (outside of the normal treatment schedule) there is a \$100.00 service call fee that will be added to the credit card on file.

## **Injuries**

Guest shall assume all risk of any injury to self and/or their guests. Guest agrees to hold property owner and Hills of Texas Lodging harmless for all injuries incurred while guest is on premises, regardless of how such injuries are sustained.

## **Lost and Found**

We are not responsible for left behind items regardless of their value. We do not retrieve/mail back left behind items. It is your responsibility to do a final walk-through before you check-out. Look in drawers, under beds, and check the outlets.

## **Problems During Your Stay**

In the event that there is a problem with the property, guests must contact Hills of Texas Lodging immediately so that the problem can be corrected. Hills of Texas Lodging and the homeowner will make every effort to correct the problem in a reasonable amount of time. Unforeseen issues can occur from time to time and your understanding of this is appreciated. If a guest contacts Hills of Texas Lodging AFTER their stay to report an issue, no compensation will be considered since we were not given the opportunity to correct it.

## **Hurricane / Storm / Road Conditions Policy**

No refunds will be given for hurricanes, storms, or road conditions. If you live in an area that could be affected by hurricanes, or want to protect your reservation from storms or road conditions we strongly suggest purchasing travel insurance.

## **Property Damage**

Guest shall assume all risk of damage to rented property(s) during the duration of the rental period and are responsible for the costs of all repairs or replacements. If you notice an issue at check in, please notify us so we do not hold you responsible.

## **Conditions and Use of Property**

The Property is provided in "as is" condition. Guest acknowledges that use of amenities such as hot tubs, pools, and decks can be potentially dangerous and involve potential risks if improperly used, particularly with regard to children and such use is at the Guest's own risk. Guest shall use the property for residential purposes only and in a careful manner to prevent any damage or loss to the property and keep the property in clean and sanitary condition at all times. Guests shall refrain from loud noise and shall not disturb, endanger, or inconvenience neighbors, nor shall guests use the property for any immoral, offensive or unlawful purposes, nor violate any law, association rules or ordinances, nor commit waste or nuisance on or about the property.

## **Default**

If guest should fail to comply with the conditions and obligations of this Agreement, Guest shall surrender the property, remove all guest's property and

belongings and leave the property in good order and free of damage and no refunds shall be made.

Pricing Is Subject to Change at Any Time