

Rental Policies

Because we are located about an hour from downtown Houston and 18 miles from the closest town (Cleveland), we recommend you read our rental policies before leaving home. PLEASE NOTE: This is a privately owned resort and reserves the right to refuse services to anyone.

Deposits and Payment Methods

A deposit in the amount of the first night's stay is required to reserve any and all our accommodations. This amount is due when booking a reservation, and the balance is due upon check-in. Please be advised we don't accept personal checks or ATM-only cards. Some accommodations require a security deposit, refundable 48 to 72 hours after departure, subject to completing inspection.

Minimum Age

Guests must be at least 21 years old to rent our accommodations; the person of the correct age must be on property during the stay. Allowances for special circumstances may apply. Please call 832-397-4008 for more information.

Minimum Stay Requirements

Weekend reservations require a two-night minimum stay.
Holiday reservations require a three-night minimum stay.

Cancellations

Reservations must be cancelled **at least 14 days** prior to the scheduled arrival date or the entire deposit amount will be lost regardless of the reason for cancelling.

There is a \$15 service charge on all cancelled reservations.

If you choose to move a reservation you may do so but it must be done within 24 hours of arrival time and may only be moved or modified once for a \$10 fee.

Failure to Show up for a Reservation

Guests who don't arrive on their reserved dates will be charged for every night we reserved for them, according to the terms of their reservation.

NO Refunds

We do not issue refunds for Early Departure or Inclement Weather

Check-in and Check-out Times

Check-in is guaranteed at 5:00 PM-we can't make exceptions for guests arriving hours ahead of schedule because cabins are prepared for guests between noon and 5:00 p.m. daily.

Checkout is at Noon, but can be extended to 2 p.m. by paying \$50. Late checkouts are ALWAYS subject to availability.

NO Day Visitors, Camping or RV Hook-ups

all our guests must have overnight accommodations in order to enjoy our resort amenities, including fishing and swimming.
The resort is not open for day visitors.

All guests must check in at the Front Desk where they are issued Car Tags for a maximum of two vehicles per cabin; additional vehicles must park in the Hospitality House Parking Lot. We request that these tags are visible (hang from rear view) at all times for security purposes. Vehicles that are not registered are subject to towing at vehicle owners expense.

Occupancy Limits

Our accommodations are designed to accommodate a specific number of guests; when that maximum number is exceeded, additional guests must rent additional accommodations or leave the resort. Fire marshal regulations dictate maximum occupancy per accommodation.

No Pets Allowed Policy

There are several reasons why we cannot host your beloved pets within our accommodations. The most obvious is that the next guest staying in the same accommodation may have a severe allergy to them. If we find pets in your accommodations, you will be asked to leave in addition to paying a \$400.00 sanitizing fee that will be automatically added to your credit card.

NO EXEPTIONS

Reporting Problems During your Stay

Guests are encouraged to inspect their accommodations upon arrival and report damages/malfunctions/etc. to the front desk **immediately**. Once informed of a problem, we will do our best to ensure your stay with us is a memorable one, including fixing the reported problems, moving you to another cabin (if available) or refunding your money. Please note that we will not be able to issue any refunds or discounts if you wait until the end of your stay to report a problem.

Lost and Found

The Retreat at Artesian Lakes is not responsible for personal items lost or left in a cabin. If you believe you have left personal items in your cabin, please notify the Front Desk as soon as possible. Any items found will be kept at Hospitality House for 30 days. All items not claimed within 30 days after departure will be discarded.

Serenity Policy

We do not allow motorcycles, ATVs and gasoline-powered boats to preserve the serenity of our natural environment.

Speed Limit

A strict 10 mph speed limit will be enforced and tickets levied for violations. Remember there are children at play.

Security

To ensure guests' safety, the entrance gates are locked from 10:00 p.m. to 7:00 a.m. Monday – Thursday, and 11:00 p.m. to 7:00 a.m. Friday – Sunday. Late arrivals or early departures should make arrangements at the Hospitality House. Security Personnel regularly patrol the resort. Please report any problems after hours to the security guard or night manager. Security can be reached by radio (located on the wall of Hospitality House), or by leaving a message (832-588-0851). There is also a radio located at the front gate that can be used to enter the resort after hours.

No Firearms, bows, air-soft or paintball guns

Trees

Severe fines will be levied upon those harming trees in any way.

Towing

We won't tow any vehicle that "leaves the road." You will have to hire a towing company if you choose to drive off road. Stay on the roadways with vehicles. If you leave the roadway and create damage fines may be levied.

Wildlife

Part of what makes The Retreat at Artesian Lakes so special is its abundant and varied wildlife, typical of The Texas Big Thicket. While visiting with us, you may see cardinals, egrets, hawks, herons, woodpeckers and many other species of birds as well as alligators, armadillos, deer, raccoons, rabbits, squirrels and turtles. Regardless of how cute any creature looks, don't forget they are all wild. For the most part, they will stay clear of you if you stay clear of them and we can all coexist. Do not taunt them and do not pet them or feed them. They are a protected species and we respect them. Feeding or taunting of alligators is prohibited and can result in expulsion from the park.

PRIVATE HOME RENTAL POLICIES

(We are unable to make exceptions to any of these Company Policies)

These are privately-owned properties located in the adjacent Artesian Lakes residential community and managed by The Retreat at Artesian Lakes. Rates on these houses cannot be reduced or negotiated by staff.

All reservations for these properties require security deposits of \$400, refundable 48 hours after departure following a detailed inspection of the premises. These properties are strictly No-Smoking environments with evidence of smoking incurring a \$200 deodorizing fee.

Stays in these properties, don't include breakfast or horse drawn carriage rides. Breakfast can be purchased separately when making reservations. Reservation times are adhered to.