

# Rental Policies

Because we are located about an hour from downtown Houston and 18 miles from the closest large store (Wal-Mart), 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; AND must be accompanied by someone 21 years or older in order to stay in any of our accommodations. 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.

## **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 or by making reservations for Sunday Lunch at Hilltop. Late checkouts are ALWAYS subject to availability.

## **NO Day Visitors, Camping or RV Hook-ups**

All our guests must book overnight accommodations in order to enjoy our resort amenities, including fishing and swimming. **The resort is not open for day visits.**

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.

## **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.

### **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.

### **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.

### **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 most of these properties don't include breakfast or horse drawn carriage rides. Breakfast can be purchased separately when making reservations.