

Rio Frio Lodging Policies & Rules:

*Only Cell Service is AT&T; You may want to bring a phone card.

Rates & Minimum Nights for Reservations:

Prices vary, depending on number of people in group and accommodation reserved.

Check our [Accommodations Rates List](#) on website for pricing.

Young children are Welcome, Children under 1 year old are Free.

Rates can change from year to year & do not include Lodging Tax

2 night minimum for Fall/Winter - September thru May

3 night minimum for Fall/Winter/Spring Holidays, Spring Break & Labor Day Weekend

4 night minimum for Summer – Memorial Weekend until school starts in August

Property & House Rules: *\$200.00 fee per Reserved Night if you Break Rules.

- Only Registered Paying Guests are Allowed on Lodging Properties.
- Maximum Occupancy based on number cabin will sleep; We don't allow more than cabin sleeps.
- No High School or College Age Youth Without Parents.
- No Illegal Drugs or Underage Drinking on Lodging Properties.
- No Smoking Inside; If you Smoke outside, Throw Cig. Butts in cans Not on ground.
- No Pets on Lodging Properties.
- No Use of 3 or 4 Wheelers on Lodging Properties.
- No Use of- Firearms, BB/Pellet Guns or Fireworks on Properties.
- Fires must be in grills or designated fire rings only.
- No firewood is provided, No cutting of limbs or trees for firewood.
- Be Good Neighbors; Keep Music & Noise Level Down.
- Quiet Time After 10pm at all Cabins & Homes.
- No ATV, 4-wheeler or dirt bike riding on any properties.
- No Motorized vehicles on grass or trails.
- No Confetti Eggs, Water Balloons, Silly String, Tube/Spray Paints, Sidewalk Chalk, Piñatas.

Deposit Required to Make Reservations:

We Must Receive Deposit by Credit Card When Reservation is Made (or if you don't have credit cards)

Deposit Check Must Be Receive Within 6 Working Days After Reservation is made.

But, Credit Card info is required on all reservations. **\$40.00 Charge for All Returned Checks.**

We take Credit Cards for Deposit Only – Visa or Master Card

Balance Must Be Paid with Cash or Checks.

Cancellations:

Refunds: This is a seasonal business that necessitates a firm cancellation policy.

We can't predict the weather and refunds cannot be made due to weather or river conditions.

We cannot adjust rates for family emergencies, late arrivals, early departures, or weather conditions.

No refunds for early departure or to those not conforming to the rules of good conduct and safety.

Cancellations Must be made 14 days before arrival date to receive 50% refund of your deposit.

Less than 14 days notice of cancellation; No refund.

Date or Lodging Changes:

\$30.00 Fee Kept from Deposit on All Date Changes or When Switching From One Lodging to Another.

Date/Lodging changes must be made 14 days before arrival date or it's considered a cancellation.

Check-In Time - 3pm to 6pm (Bring Signed Registration/Liability Agreement with you)

Check In After Hours by Advance Notice. Considered a "No Show" if check-in is not made by 7pm

(unless notification of late arrival is made to management).

No Refund for "No Show"- Pre-arranged Late Arrivals need to fill out & sign the "Registration/Liability Form" prior to arrival. Please execute this agreement and fax it to 830-966-4662, or email scanned signed agreement.

Check-Out Time - 11 am Bring Keys Back to Office Gate & Put In Key Box. (Unless told otherwise)

Rio Frio Lodging – PO Box 155 – Rio Frio, TX 78879
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