



## Ranch Rules & Policies

PLEASE READ BEFORE CHECK-IN

**Deposits.** An advance credit card security deposit will be taken equal to the first night's rate to confirm your reservation. However, your security deposit will not be applied to any balance authorizations.

They will be applied to your balance once the house is assessed after checkout for missing items and/or damage to the home. We ask that the home and its contents are returned in the manner in which they were received. If you break something or damage the home, please let us know. Otherwise we will be forced to hold your security deposit until repair costs can be determined and assessed.

**Cancellations.** All cancellations must be made at least 30 days prior to arrival date or the advance deposit will be forfeited. If you do need to cancel, we will need to assess a small \$75 administrative fee per house reservation for credit card processing and transaction costs. If cancelled within 30 days the entire deposit is forfeited. This cancellation policy becomes effective upon booking your reservation. If you decide to make changes to your reservation during your stay, for instance, leave earlier than your check-out date, no refunds or adjustments will be made.

**Ranch Rules and Policies.** To help ensure the safety and well-being of all our guests, we ask that you observe our rules. We appreciate your cooperation and want you to have a comfortable and pleasant experience during your stay.

**Laws.** All guests must obey all laws, regulations, licensing requirements, rules, and ordinances, including all laws of the County of Blanco, State of Texas, and of the United States. Guests shall not cause or permit any illegal activity on the ranch, or to break any of these rules and policies - violation will be cause for immediate eviction without return of any payments or deposits. All rules & policies become effective upon booking your reservation.

**Risks and Disclaimers.** Lighthouse Hill Ranch consists of mostly undeveloped and untamed land, including but not limited to possible brush, boulders, watersheds, flood zones, flammable material, ravines, caves, cliffs, holes, rivers, poisonous animals and insects, bats, and other wild animals, all of which may be dangerous, harmful or fatal to humans, pets, and/or property (including, e.g., damage to vehicles that become stuck in mud or the like). By renting, entering, and/or using any property on the ranch, all guests acknowledge such potentially dangerous conditions, assume all risk and liability associated with same, and agree that Lighthouse Hill Ranch, its employees, agents, owners, and representatives will have no liability whatsoever with respect to any illness, injury, death or destruction to guests or guests' property. Lighthouse Hill Ranch, its employees, agents, owners, and representatives are not specifically responsible for any accidents or illness you or a guest may have on the ranch. If an accident or illness occurs on the ranch, you and/or your personal insurance must cover all expenses, including but not limited to, emergency room fees, ambulance fees, doctor or hospital visits, or vehicle repairs.

**Check-in/Check out times.** Check-in time is after 4:00 pm and check-out time is no later than 11:00 am (we offer Sunday check-ins on a limited basis – so please call or email to find out if this option is available for the dates that you desire). Upon check-out the house will be inspected for any damage and/or missing items. Any damage and/or missing items will be charged to the credit card placed on file at the time of the reservation. A detailed receipt will be mailed to you.

**Cleaning Fee.** We pass through the cleaning fees on our homes. See our rates & policies page for complete details. Our checkout procedures consist of simple things like pulling the sheets of the beds and placing them in a pillowcase, loading the dishwasher and starting it, putting all the trash outside in the trash receptacles, hanging up the towels so they don't mildew, closing the blinds, etc. If you do these 7 or 8 items when you leave then you will be charged the respective pass through cleaning fee for the house. Please read our policy on pets below to insure additional cleaning fees are not charged for having your pet with you on vacation.

**Quiet Hours.** The 4 suites at the Arc de Texas are located in the resort/hotel setting of the ranch. Since these suites are in close proximity to each other we know that noise will travel through the floors and hallways, just as it would at any hotel/resort where public areas are found. Because of this we kindly ask that between the hours of 10pm and 8am we ask that you keep the noise to a reasonable level in your suite in order to not disturb those staying in the other suites (we strongly suggest to not walk around in hard sole shoes such as boots if you are staying in the Louis XIV Suite). If noise complaints result in credits having to be issued to other guests due to the noise generated from your suite we will pass through to you the credits that resulted from your noise complaint. So please be respectfully of other guests staying in the building during your stay. We also ask those guests staying on the 2nd floor to not access the rooftop deck during quiet hours. So during this time the rooftop deck is for your sole use only of the guests of the Louis XIV Suite. We suggest that during quiet hours you use the stairs on the north side of the building to access the roof thus minimizing the noise that is generated by the elevator. The stairs on the north side of the building also

exit out at the fire exit at the back of the building. So we ask the guests on the 2nd floor (the Lafayette Suite, the Napoleon Suite and the Joan of Arc Suite) to use the stairs to go to and from the pool area so as to minimize the use of the elevator and thus not disturb guests in the building with the noise of the elevator operating during quiet hours.

**Camping & Day/Overnight Guests.** No camping is allowed and RVs are not allowed on the property without written authorization. If you are staying at the ranch and wish to invite friends to visit you during your stay you need to get prior approval to do same. Event fees may apply if your day guests cause the maximum occupancy of the home where the event occurs to be surpassed. If your day guests decide to stay the night you will need to contact management immediately and notify them of your additional guests and the stated rates for additional guests will apply. If it is found that you have had overnight guests beyond your original number of guests on your reservation and management is not notified, the maximum occupancy nightly rate for the home that you are staying at will be charged. Basically, please let us know if you want to have people on the property during your stay or stay overnight, we will be happy to work with you.

**Event Fees.** If it is found that you have had day guests beyond the maximum occupancy of the home where event occurs (starting at \$500 or more depending on the number of people you have on the property) an event fee will be assessed. To determine the number of people to use for the event fee the maximum occupancy of only the home that the event occurred will be deducted as well as any guests that you have staying at the other homes or suites. Only the guests that are actually staying in the other homes will be considered to determine the final number of people used to calculate the event fee – the maximum occupancy of the other homes your guests are staying in do not apply, only the maximum occupancy of the home the event is being held. If it is found that an event has occurred after your departure (or during your stay it is found that an event is beyond what was originally discussed), then event fees will be assessed even if those event fees were not in your rate schedule of the confirmation sent to you. Basically, please let us know if you want to have people on the property during your stay or stay overnight, we will be happy to work with you.

**Adult Supervision.** All children MUST have adult supervision. Water activities, including swimming and fishing, are prohibited without parental/guardian supervision for anyone under the age of 16.

**Fires.** All fires must be contained to the fire pits near the houses and must not be left unattended. All fires must be thoroughly extinguished.

**Trash.** Trash from the house can be deposited in the garbage cans next to the house. If all your trash will not fit in the cans provided, you must take your overflow to the dumpster located next to the Green House.

Be sure to not leave trash out on the ranch or in the creek. Please help us maintain a clean environment and preserve the beauty of our land.

**Hunting.** Due to leases that we have with hunters, hunting is not allowed on the ranch. Firearms of any kind are not allowed on the ranch (this includes Beebe guns and paint ball guns as well).

**Smoking.** Smoking is not permitted inside the houses or suites. The full cleaning fee as well as a \$150 surcharge will be assessed to the credit card on file if smoke is detected in the house or suite. If additional cleaning expenses are incurred beyond the above from the result of any type of cigarette, cigar smoke or illicit drugs, those expenses will be charged to the credit card on file as well.

**Pets.** We are a pet-friendly ranch. The houses have fenced areas so you do not need to worry about your dog running off. When your pets are in the house we ask that you not leave them unattended. If you want to leave them in the house you are required to bring a crate to put them in when you leave the house. Your advance credit card security deposit will be held back from any balance authorization that is run prior to your arrival until we can assess that no pet accidents and/or damage is detected in the house. So, in order to keep our homes & ranch pet-friendly we kindly ask that you keep pets off the leather furniture and off the beds. If excess debris/pet hair is found on the linens & blankets the full cleaning fee will be charged to the credit card on file. If additional cleaning expenses are incurred as a result of a pet accident or the pet tracking in dirt and debris into the home and damaging the carpet and our area rugs, the expense for a cleaning company to come clean this damage will be passed through to you and as mentioned before your advance security deposit will be used to cover these expenses and any additional expense will be charged to the credit card on file. So please help us keep our homes & ranch pet friendly!

**Trail rides.** When riding ATVs, bikes or horses on the ranch we ask for your own safety that you stay on the dirt trails. You must wear helmets when riding any ATV, bike, or horse on the ranch - no exceptions. We ask that you be courteous when driving past homes on the ranch. Please refrain from driving fast or "buzzing" a home when driving past this is especially true when driving to the Grey House whereby you have to pass the Red House. Best alternative is to drive around the Red House via the road outside of the fenced area of the Red House that is north of the home.