



## Rules and Policies

*Check-In Time: 4:00 pm*

*Check-Out Time: 11:00 am*

- **Reservations**

- Secure reservations are made after we receive your deposit, which is half the amount due or 2 nights (whichever is greater); is received along with your signed confirmation sheet.
- Deposit is due 7 days after booking when you book in the off-season.
- For reservations made for Peak Season (Memorial Day-Labor Day) **during the Peak Season deposit is due at the time of booking.** All reservations are subject to a lodging tax. A personal check or money order is preferred for deposits.
- The balance is due 1 month prior to arrival for all peak season reservations.
- **Refunds are not available due to inclement weather or river conditions.**

- **Deposits**

- Due for all 4 & 5-night reservations must be paid no later than January 20 of the following year. You will not be allowed to reduce the number of nights from the original amount reserved. If you do so, you must cancel.
- All reservations will require a deposit of 50% of the reservation. Please check dates carefully as **DEPOSITS ARE NON-REFUNDABLE.**
- The remaining balance of the reservation is due **30 days prior to arrival** unless paying cash upon arrival. Balances paid upon arrival must be cash and we must have a credit card on file.
- **Reservations made within 30 days of arrival during peak seasons will be required to pay in full at time of booking and loss of entire reservation charge if canceled.**

- **You must be 25 years old to make a reservation.** Those making reservations will be responsible for the entire party and any guests that come to visit.
- **Missing items, damages, and/or excessive cleaning to cabins will result in additional charges.** Extra charges will be applied to credit card on file.
- A Visa, MasterCard, or Discover number is required when making reservations
- **Rules**
  - **All rentals are non-smoking properties.** If smoking is discovered inside the buildings, there will be a \$350.00 fee.
  - **ALL rentals have a maximum occupancy, which will be strictly enforced.**
  - **Please leave the rental units clean and in order upon checkout.** All rentals and the grounds should be left as you found it.
  - **Grilling or cooking of any kind is NOT allowed on the decks or in the grass on any part of the property.** Fines for cleaning or replacement will be added to your stay for oil stains, burns, etc. on decks and/or grass. Each rental has a grill; we ask that you keep all grilling in that area. If you are boiling shrimp/crawfish or frying fish please do so in an area that will not leave residual stains.
  - **Guests are responsible for disposing of all trash in the designated area on the property.** If the rental unit is found to be excessively dirty, the credit card on file will be assessed an additional cleaning fee to be determined by management. Guests are responsible for cleaning out their cabin BBQ & fire pits into ash cans provided. Do not throw trash into the fire pits or BBQ Pits.
  - **Please place items back in original position.** If items owned by the resort are moved from the original area inside or outside the rental (i.e. picnic tables, chairs, BBQ pits, furniture, wood pits, etc.), reorganization fees will be charged if employees are required to restore rental back to original state after renters departure.
  - **Clotheslines are not allowed.**
- **Extra Charges**
  - There will be an additional cleaning charge if houses and/or the outdoor areas are left in a condition that requires additional cleaning time.
  - **Please do not throw cigarette butts on property grounds as there will be extra charges for improper disposal and cleanup.** Cigarettes in receptacles on cabin decks are considered trash and must be emptied by the renter.
- **Vehicles & Parking**
  - The number of vehicles per rental is limited. Please call or email if you have questions.
  - **Two cars permitted per unit and 4 cars for the original Happy Hollow River House. (Parking is in a designated area.)**

- **Additional vehicles will need to purchase a daily parking permit from Happy Hollow Frio River Outfitters.**
- **Slow and cautious speeds are required on Happy Hollow property. Parking is in designated areas only.**
- **Occupancy**
  - Maximum occupancy is based on how many the cabin will sleep. We do not allow more than the cabin will sleep. **If found in violation of occupancy, an eviction will occur.**
- **Cancellation Policy**
  - 60 days or more in advance 100% less cancellation fee
  - 59 days or less \$0
  - You may reschedule your stay within the same calendar year. You must stay in the same cabin and pay the same rate.
  - \$50 cancellation fee per house, cabin, or RV Site
  - No refunds can be given for early checkout, bad weather, or river conditions.
  - Regardless of weather or river conditions, you are responsible for the number of days you booked in your original reservation.
  - **ALL DEPOSITS ARE NON-REFUNDABLE**
  - Cancellations must be made in writing.
  - Cancellations made outside of the 30 days check-in date will result in loss of deposit.
  - Cancellations made within 30 days of check-in date will result in renter being charged all of their reservations.
  - We are not responsible for weather conditions or family emergencies when the need to depart early arises or cancellation is necessary.
- **River**
  - **Riverfront is available for use from dawn to sunset.**
  - **Please do not enter properties outside of our area.** Both sides of the river are owned by Happy Hollow but the property to the North and to the South are privately owned; if you are on the banks past the property line you are trespassing.
  - **Glass of any kind or Styrofoam is not permitted in (or near) the river or along the riverbanks.** This is for the protection of our guests and the health and well being of our wildlife.
  - **No firearms or fireworks are permitted on the property.** Fires allowed only in designated fire pits, fireplaces, or chimineas.
  - **There is NO lifeguard on duty.** Swimming is at your own risk.
  - **Do not jump off the cliff.** Gravel has washed into the swimming hole it is not nearly as deep as it has been in the past.

- **Seasons**

- Peak Season
  - Thursday before Memorial Day – Tuesday after Labor Day
- Off Season
  - Wednesday after Labor Day – Wednesday before Memorial Day
- Pre-booking for the following year
  - 5 Nights or More you may reserve 1 year in advance
  - 4 Nights or More you may reserve beginning October 20
  - 3 Nights or More you may reserve beginning January 20

- **Property Information**

- **Bedding/Towels**
  - All bedding is furnished in cabins. No towels will be furnished. Please don't forget to bring extras, **as we have no linen service.**
- **Provisions**
  - Each house and cabin is furnished with 1 roll of paper towels and 1 roll of toilet tissue per bathroom. Please bring extra as you see fit.
- **No Smoking**
  - Please use sand buckets located outside for all cigarette butts.
- **Pets**
  - No pets allowed at Happy Hollow rental properties.
- **Quiet Time**
  - **Quiet time is from 11:00 pm – 8:00 am.**
  - Music is allowed from 8:00 am – 11:00 pm.
  - *Please be considerate of other guests and maintain a normal volume throughout the day.*
- **No Firearms**
  - Hunting and/or shooting guns and/or BB Guns is **NOT** allowed.
- **No ATV's, golf carts, 4-wheeler, dirt bikes, or OHV's, etc.**
  - Motorcycles and scooters are only to be ridden to and from your rental unit.
- **RV's**
  - We cannot accommodate RV's or tents on any properties **except** Crider's East.
  - RV's are permitted in designated areas only.
- **Fires**
  - Must be in grills or designated fire rings only.
  - No firewood is provided.
  - No cutting of limbs or trees is permitted.
- **Glass**

- No glass containers are allowed in or around the River area.
- **Please remember the banks of the Frio River are private property.**
  - We have tube/kayak rentals and shuttles at Happy Hollow.
- There is little or no cell service in this area, so you may want to bring a phone card.
- **Please contact us if you have any questions.**
  - Jerry & Melissa Bates
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    - Email: [melissa@onthefrio.com](mailto:melissa@onthefrio.com)