

Condominium Policy and Rules

Lake Pointe Resort

Welcome to the Lake Pointe Resort Condominiums!

It is our goal to make your stay a very gratifying time for you. To help make your visit an enjoyable experience, we ask that you read the information below and abide by these standards and rules. Should you have any questions arise, please do not hesitate contacting our office in person or by phone at **830-935-4351**.

CHECK IN TIME 3:00 P.M.

CHECK OUT TIME 11:00 A.M.

LATE CHECK OUT OPTION: Based on availability and management discretion, guests may request an extended check out time. A \$30 fee must be paid for check out time extensions that are granted.

In case of an emergency, call 911.

Please notify us immediately if you find any damage to the condo or its furnishings upon check-in and if any malfunction of the air conditioning, plumbing, electrical system or appliances occur during your stay so that we can promptly attend to this.

Free gated boat parking is available upon request.

Please provide your own towels for swimming pool usage.

RESERVATIONS DEPOSITS AND CANCELLATIONS

ROOM GUARANTEE DEPOSIT

NOTE: Reservations will not be made to minors. Condominium occupancy must include at least one adult.

NON-MEMBERS

A non-refundable deposit equal to the rate for the first night's stay is due at the time the reservation is made. The remaining 50% of the booked reservation balance is due 30 days prior to arrival date. The deposit and final bill must be paid by credit card only.

MEMBERS

A deposit must be made for the cleaning fee and the first night's stay if the member has no more condo-days remaining on their account.

Members may pay by check or credit card. However, the payment must be received by the office within seven days of the booked first day in order to maintain the reservation.

CANCELLATION

NON-MEMBERS

No refunds will be given for no-shows, early departures or for cancellations made less than 90 days prior to arrival date. However, prepaid funds for all qualified *cancellations can be applied towards a future reservation. All guests have up to 12 months to use their prepaid qualified cancellation funds to pay for a future reservation minus a \$10 re-booking fee.

MEMBERS

Members may cancel reservations up to 90 days prior to their arrival date and get a deposit refund minus a \$15.00 cancellation fee. Members canceling less than 90 days prior to arrival date are not entitled to a refund. However, prepaid funds for all qualified* cancellations can be applied to a future reservation. All guests have up to 12 months to use their prepaid qualified cancellation funds to pay for a future reservation. A \$10 re-booking fee is applicable for this service. Members may pay by check or credit card.

Please note: Deposits are required for reservation guarantees, extra cleaning costs (explained below) and may be retained as a penalty for conduct violations (explained below).

* Qualified cancellations include those caused by emergency medical situations that render travel impossible and other unavoidable occurrences that we consider acceptable. Please contact our office for additional explanation. We try to be very flexible and understanding on this issue.

CLEANING AND DAMAGE

A cleaning deposit applies – ask the office staff for details.

We understand that accidents can happen, but are best handled soon after they occur. If damage occurs, we still want your stay to be a pleasant experience and want to work with you as amicably as possible to get an agreeable solution for all parties.

Please notify the office if damage occurs to the condo or its furnishings during your stay. We can then assess repairs and associated costs with you *before* your departure so that we can minimize or prevent any misunderstandings. Please be aware that the repair costs for damage that you and your guests cause can be billed to you or charged to your credit card. We prefer to settle any issues about this uncomfortable occurrence before you depart, please help us to do so.

AVOIDABLE ADDITIONAL CHARGES

Please be advised that additional charges may be billed to you or your credit card and your deposit may not be refunded for the following:

- **If above normal cleaning is required to your condo after your departure (see more information on this below)**
- **If you allow pets in your condo**

- If you smoke in your condo
- If litter, including cigarette or cigar butts, is found in your condo or its patio or deck area

Your deposit may not be refunded for the following:

- ➔ If you fail to abide by the “quiet time” rules and hours
- ➔ If you or your guests show disruptive behavior
- ➔ If you use fireworks on Lake Pointe Resort property

- ➔ If you cut or trim tree branches or shrubs
- ➔ If you exhibit firearms or other weapons in your condo, its patio or deck area
- ➔ If you make camp fires
- ➔ If you exceed the maximum occupancy number of people staying in your condo

DISRUPTIVE BEHAVIOR

In order to insure that all of our guests enjoy a peaceful and comfortable time at Lake Pointe Resort condominiums, rude disruptive behavior is not tolerated.

Guests behaving in a disruptive manner will be required to immediately depart - including their visitors and all others accompanying them. All prepaid funds and deposits will be forfeited. The Sheriff may be called and a police report may be filed that can include your name. Please don't let this happen to you!

GENERAL RULES AND INFORMATION

By abiding by our rules you will help keep our maintenance cost down and the rates low for your next visit. In addition, you will help guarantee that your stay will be an enjoyable experience for you and the other condo guests. As you will see below, as an RV park and at a location in the countryside, we must deal with circumstances that may appear to be unusual. Thank you for your cooperation.

In case of an emergency, call 911.

The **maximum occupancy** is 6 people for the 2 bedroom/2 bath condominiums; 8 people for the 3bedroom/2 bath condominiums.

Except as occasional guests of yours, tent campers or RV campers are not allowed to continually stay in your condo. Contact the office if you need any clarification of this rule.

Only registered guests are permitted overnight stays. Guests violating this rule may be required to leave immediately and may forfeit prepaid funds.

Your reservation and our billing is based on the number of occupants that you declared when you made your reservations. **Additional occupants continuously staying with you may incur a usage fee of \$10 per person.** Please contact the office if you have *any* questions about this rule.

To avoid potential fire hazards, **please dispose of all cigarette butts in the metal buckets** found throughout the property.

If pet(s) are kept in your room for any time, a \$150 pet sanitation cleaning fee will be billed. Additionally, you and your guests may be required to leave the property for violating this rule. This rule is in effect because some guests have allergy reactions to pet dander and we guarantee pet allergy-free rooms. Please make sure that your visiting guests do not bring their pets with them.

If you lose your key, we must incur costs to replace the lock in order to provide door entry security for future guests of your condo. **A \$100 fee will be charged to your credit/debit card for lost key(s).**

Do not overstock the refrigerator with very many hot or warm beverages at one time as it then may not be able to keep the other refrigerated items cold enough. Yes! We get calls about the refrig not working properly when this is the problem, not the refrigerator itself.

When playing music (whether outdoors or indoors), **please keep the volume low** enough so that it does not bother other condo guests. Please do not let this become an act of disruptive behavior.

Parking is limited to registered, overnight guests only. Do not wash cars or perform mechanic work on vehicles, trailers, or boats on premises.

Please barbeque on the grills that are provided for your convenience. **Do not barbeque on the condo patios or decks.**

Please do not set out trash (trash bags) on decks, stairs and/or grounds as it attracts ants, flies and other unwanted critters and wildlife (deer, skunks, opossums, etc). All trash must be placed in outside trash containers. All indoor trash cans must be completely emptied at check-out time.

To help keep our septic system in proper condition, please **do not put anything down the toilets except tissue paper.** Also, do not put grease or solids down drains, liquid waste only is permissible.

The towels that we provide are for bathing use only and are not to be used to clean shoes or floors. Please use kitchen towels for kitchen use only, they are not to be used to clean grills and/or grill accessories.

Do not remove towels or linens from the condominiums.

If the air conditioning or heating system is used, please keep doors and windows closed at all times.

Turn off lights and appliances (TV's included) when not in use, when you leave the premises and upon checking out. Help keep our rates low, keep the the electric consumption as reasonable as possible - thanks!

The **quiet time** is between 12:00am (midnight) and 8:00am on Friday, Saturday, Sunday nights and holidays. On Monday through Thursday (week days), it is between 10:00pm and 8:00am. Guests not complying with "quiet time" rules may be required to leave as it will be considered disruptive behavior. If you have group conversations past midnight, whether indoor or outside, please do not have loud talk or music. Please avoid staying out on back decks speaking loudly as the noise does carry through bedroom windows, which disturbs those trying to sleep. This applies to the behavior of children too. Your courtesy and attention to these noise rules will be appreciated by management and other condo guests as well.

Climbing on deck railings is prohibited. Jumping on beds and other furniture will be not allowed. These and similar actions are considered disruptive behavior and can result in loss of deposit and prepaid funds as well as being required to depart the condo.

Our rates and housekeeping costs are based on ordinary cleaning such as vacuuming, dusting, general mopping and the like. Extra cleaning needs, caused by guests, **may impose a \$50 extra-cleaning fee** (or more) that will be charged to your credit card. **Please comply with the following:**

- Wash, dry and put away all dishes, pot and pans
- Empty all trash cans and properly place all trash bags in trash dumpster
- Clean up all spills and splatters in the oven, refrigerator, microwave oven and coffee-maker
- Sweep or mop all *excessive* debris brought in from the outside
- Do not cause stains on floors and carpet
- Place all towels on bathroom floors upon check-out

COURTESY REMINDER TO BRING THE FOLLOWING

Bath Soap/Shampoo (other personal toiletries)

Trash Bags

Paper Towels/Disposable Plates & Cutlery

Insect Repellent

Sun Block

First Aid Kit

Lake, Pool towels

Charcoal/Charcoal Liquid/Matches

Food/Condiments

Special Cookware/Bakeware

Cameras

Chairs to take to the Lake/Park

Fishing Equipment/License

Kayaks & Canoes

Bicycles

Lake Swim Tubes/Inflatables