

TVL-Texas Vacation Lodging, LLC

P.O. Box 5743, Round Rock, Texas 78683
Office 512-535-6594 FAX 512-692-7479 or 512-590-8643

Guest Policies for Vacation Reservations (Lake Version)

This agreement is between Texas Vacation Lodging, hereafter referred to as TVL, the Owner of the Vacation Property, hereafter referred to as Owner, and the Guest of the vacation property, hereafter referred to as Guest.

1. Guest must be at least 21 with a valid driver's license or passport and credit card to reserve lodgings.
2. All reservations require a two night minimum stay and some properties may have a longer minimum.
3. Payment in full and the return of this form completed will guarantee your reservation.
4. Cancellation Policy:
 - a. Cancellations received 30 days or more in advance of arrival date will receive a full refund, less a 15% (of total) handling fee.
 - b. Cancellations received less than 30 days in advance will receive no refund unless the lodging can be re-rented to another person. If the lodging is re-rented, a full refund will be given, less the 15% handling fee.
 - c. Refunds are not given for inclement weather, lake conditions, or other such 'acts of God'. In the very rare case the lodging is part of a forced evacuation or the property becomes uninhabitable due to damage or flood, a refund will be given if similar alternate lodging cannot be obtained for you.
 - d. Release of obligation will be at the sole discretion of management.
 - e. **TVL highly recommends you purchase travel insurance. We have provided a link on our webpage's that gives quotes from several companies for your convenience but you are able to go through any company you choose.**
5. **The vacation lodging is a non-smoking lodging.** Smoking on the porch or on the grounds may (or may not) be permitted and may vary by property, but no smoking is ever allowed indoors.
6. Littering subject to extra charge.
7. ****No pets allowed at most properties. Special permission MUST be granted and will be done only on a case by case basis and only at certain properties. Most properties have a STRICT NO PET POLICY.**
8. Guests must keep the area inside and outside of the vacation lodging clean and neat and must follow the Owner's check out procedure and posted rules provided at the property. Extra-ordinary cleaning required after your stay may result in part or all of your deposit not being refunded.
9. Maid service will not be provided during your stay.
10. **NO parties** or behavior that may disturb other guests or neighbors will be tolerated. This is a family oriented facility, guests that do not behave accordingly will be asked to leave without ANY refund. (Behavior judged as unacceptable will be at the sole discretion of TVL and/or Owner.)
11. If more visitors (even just day visitors) will be at the property for part of your stay, you **MUST** inform the owner or TVL. Excessive visitors are not allowed and the Owner reserves the right to make that determination on a case by case basis.
12. Quiet time is 10:00 PM to 8:00 AM; please respect the neighbors.
13. The Owners or a TVL representative reserves the right to stop by at any time during your stay.
14. Most properties do not have phones for Guests. Please bring your cell phone if needed.
15. Guests are responsible for the safety of their families and invitees. Neither TVL, nor the Owner's are responsible for injuries to guests or to yourself. Your signature below means that you are agreeing to be responsible for any and ALL of your guest's injuries and/or damages as well as your own.
16. **Any and all damage to the property by the Guest, the guests family or invitees will be taken out of the security deposit if one is charged. The security deposit will be refunded by the Owner in the form of a check or an explanation will be provided by the Owner as to why said security deposit was not refunded or only partially refunded.**
17. **If no security deposit is collected due to Owner preference, TVL reserves the right to charge up to \$500 to the credit card on file within 10 business days of departure from property if damages, extra-ordinary cleaning, missing items, or excessive guests occur that would reasonably result in a security deposit being withheld. If your card is charged a second time, a detailed explanation will be provided to you. A valid credit card is required to remain on file with TVL until 10 days after you depart from the home. If your credit card information changes, you must notify us with the new information prior to taking occupancy of the home.**
18. Guest Agreement must be signed and returned to TVL with payment in full in order to secure and confirm your reservation.
19. A Confirmation letter will be sent to you after receiving this completed form and full payment.

There are inherent dangers in this surrounding area including but not limited to the following; Snakes, deer, insects, bacteria or debris in the lake, the lake itself and the possibility of drowning, sudden severe storms including flash flooding and lightning. TVL cannot control the weather or the lake conditions and we make no guarantees the lake will be safe for swimming, boating, or recreation. Please use common sense and follow all safety guidelines and laws. The guests must acknowledge and understand these dangers and be responsible for protecting themselves, their families and invitees.

UNDERSTOOD, AGREED AND ACCEPTED BY:

Signature of Guest with credit card and responsible party

Printed name

Date _____

PLEASE MAKE SURE BOTH PAGES ARE SIGNED, COMPLETED, AND DATED BEFORE RETURNING TO TVL. PLEASE CHECK THE TABLE ON THE NEXT PAGE FOR ACCURACY AND FILL IN ANY MISSING PERSONAL INFORMATION.

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ACKNOWLEDGEMENT AND ACCEPTANCE OF POLICIES AND RELEASE AND INDEMNITY AGREEMENT

The undersigned hereby agrees to and accepts all policies of TVL and the Owner.

The undersigned hereby agrees to assume all risk for any and all damages to property or injuries, including death, which may occur as the result of the use of the premises of this Vacation Property.

The undersigned waive any claim for damages to persons or property, which may occur as the result of the use of the said premises. This waiver includes any negligent acts or omissions caused directly or in-directly by Texas Vacation Lodging or the owners of said Vacation Property, including its officers, directors, or employees.

The undersigned further agrees to indemnify and hold harmless TVL or Owners of said Vacation Property, including its officers, directors, or employees, from any claims or damages, which may occur to the undersigned or to any child, invitee, or guest of the undersigned.

It is understood and agreed that this agreement includes, but is not limited to, injuries occurring due to slipping and falling on any surfaces wet or dry, sprained or broken limbs, cuts, abrasions, snake bites, drowning, eye injuries, insect bites, bacterial infections, death, boating, water-skiing, jet-skiing, swimming and other water related accidents or injuries on the property or off the property, etc.

Property Name		Guest Name	
Check In Date		Phone	
Check In Time		Cell or Work Phone	
Check Out Date		Address	
Check Out Time		City, State, Zip	
Total Nights		E-Mail Address	
Total Paid Nights			
Nightly Rate		Driver's License #	
Total Nightly Fee		State DL issued in:	
Cleaning Fees		Credit Card Type	Visa MC Discover
Misc. Fees		Credit Card Number	
Hot Tub Fees **		Expiration Date	
Boat Docking Fees **		Card Security Code*	
Number of Guests		Is the address above the billing address of this card?	Yes No
Number of Preferred Guests			
Number of Extra Guests		If no, please provide here:	
Refundable Security Deposit***			
Refundable Pet Deposit **		Is the name above how it appears on the credit card?	Yes No
Extra Guest Fees			
Hotel Tax Rate (%)		If no, please provide here:	
Hotel Tax Amount		Notes:	
Credits			
Grand Total Due			

* The last three digits located on the back of your card

** if applicable

***Some properties Owners prefer not to charge a security deposit up front. *If no security deposit is collected* due to Owner preference, TVL reserves the right to charge up to \$500 on the above credit card within 10 business days of departure from property if damages, extra-ordinary cleaning, missing items, or excessive guests occur that would reasonably result in part or all of the security deposit being withheld. Your signature below gives TVL this right. If your card is charged a second time, a detailed explanation will be provided to you via email the day of the charge to your card.

A valid credit card is required to remain on file with TVL until 10 days after you depart from the home. If your credit card information changes, you must notify us with the new information prior to taking occupancy of the home.

I understand the "Grand Total Due" from above will be charged to my credit card today to confirm my reservation.

I agree to pay the total amount shown above in compliance with the cardholder agreement.

UNDERSTOOD, AGREED AND ACCEPTED BY:

_____,
Signature of Guest with credit card and responsible party

Printed name

Date _____

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