



Hill Country Premier Lodging Rental Agreement

Thank you for renting a vacation property with Hill Country Premier Lodging. Our property owners enjoy opening their homes to visitors from all over the world and we strive to give all our guests the best service possible. We realize most of our guests are respectful of our properties and will enjoy the vacation home responsibly, but this rental agreement serves to clarify any issues that may arise. Please let us know if you have any questions.

*Please read our rental agreement carefully and sign and return it as soon as possible. **We will not provide access to any properties until we have the signed rental agreement.***

Rental policies:

- Individuals making reservations must be over 25 years of age and must be an occupant of the property during the entire reserved period.
- Check-in is at 4pm unless prior arrangements have been made for an early check-in. Check-out is at 11am.
- **No smoking is allowed inside any property.** Smoking is allowed outside unless otherwise noted but all cigarette butts need to be disposed of properly. If any evidence of smoking is found inside the home there will be a smoking charge assessed of \$500. Fees will be added for cleaning and disposing of cigarette butts left on the grounds.
- **No pets are allowed except at specifically designated properties.** Pets must be disclosed prior to arrival and appropriate pet fees paid in advance. If evidence of a pet is found at a Non Pet-Friendly property, or you fail to inform us that you are bringing one, you will be charged a standard pet fee and additional \$250 cleaning fee.
- **No parties or day guests are allowed on properties without prior authorization from an Owner or HCPL.** This is due to the fact that most of our properties utilize a septic system and can only support a maximum number of individuals at each property. Only guests registered on your reservation are permitted at the property at all times, no exceptions. Any violation of this guideline will result in immediate eviction from the property. In addition, a minimum fine of \$500 plus the cost of any damages to the property will be assessed to the renter.
- **Rental Damage Waiver:** Rental Properties with a nightly rate of \$350 or more will have an additional charge for a Mandatory Rental Damage Waiver. All guests have the option to purchase this service where not mandatory. This waiver protects you against unintended damage done to the property if reported to HCPL before or at time of check-out. This is not insurance, and the Damage Waiver does not apply to intentional damage done by the Renter or guests, or excessive wear and tear due to parties, smoking, pets, or negligence, nor does it apply to additional cleaning charges due to stains or spills, or fines due to excessive trash, or damage over the amount of \$1500. Guest acknowledges that any damage or fines not covered by the Damage Waiver can be charged to the Renter (and the Renter's card on file).
- **Weather Events:** HCPL is not responsible for a change in weather conditions and does not give refunds or allow accommodation changes in the event of bad weather, storms, rain, or road conditions. In addition, HCPL does not accept liability for any inconveniences arising from any temporary defects or stoppage in supply of water, gas, electricity or plumbing, damage caused by weather/road conditions, natural disasters, acts of God or other reasons beyond its control.
- **Travel Insurance:** Travel insurance may be purchased for your reservation. Travel Insurance can help protect you from certain unexpected risks by offering protection for trip cancellation, trip interruption, and travel delay. Please contact our office for details.

- **Deposit policy:** A deposit equal to one night lodging is required at the time of reservation. The balance of the reservation is due 30 days prior to arrival and will be automatically charged to the credit card associated with the reservation.
- **Cancellation Policy:** Reservations cancelled 31 days or more prior to arrival date are fully refundable minus a \$50 service fee. Reservations cancelled 30 days or less are **non-refundable** unless the property can be rebooked for the same dates of the cancelled reservation. If this occurs, the original reservation will be refunded 100% minus a \$50 service fee.
- **Reservation Modifications:** No credits will be issued to a reservation for deduction of guests, pets, or shortening of rental dates within 30 days of the arrival date of the reservation.

Property policies:

- The property owners make every effort to maintain, clean, and have all mechanical items in top working condition. Sometimes mechanical problems occur (i.e. hot tub, pool, internet, etc). If you do experience any issues during your stay please contact HCPL immediately so that repairs can be initiated. Unfortunately, HCPL cannot issue refunds for inoperable equipment.
- No hunting or trapping of any type of animal is permitted.
- No shooting of any firearms of any type is permitted.
- No use of All Terrain Vehicles (ATV's) that could damage the property is permitted.
- No Bonfires or open flames are allowed on properties unless there is a designated fire pit. City/County Burn Bans must be respected and adhered too.
- No Fireworks are allowed on any property. Violators will be assessed a \$500 fine if evidence is found on property that fireworks have been fired or/if neighbors report the matter to the County Sheriff or HCPL.
- No loud music or other sounds which could disturb neighbors are allowed. Violators may be asked to vacate the property if noise complaints are reported.
- Many properties have fireplaces that can be utilized for your enjoyment. However, these are only available during times of the year when a fire is warranted – **October through February**.
- Please bag trash and leave in outdoor receptacles where available. Please also wash all dishes and place dirty towels in the bathrooms or laundry room. Basic cleaning is provided, but an additional fee will be charged if excessive clean-up is required.
- **Excessive Wear and Tear:** If excessive wear and tear is found on the Property or additional cleaning is necessary due to spills, trash left on site, stains to furniture, carpeting, linens, paint, wallpaper, etc. HCPL will charge reasonable cleaning and/or replacement of item fees to the credit card on file for the reservation.

Things to Know:

- Please understand that you are renting a private home that may be located in the Hill Country and outside of the city. As such, understand there may be snakes, scorpions, and other wild animals/insects or evidence of them on the property. Our properties are cleaned and exterminated frequently, however the owners and HCPL cannot control or eliminate this. Vacation homes may be located on a creek, river or some other waterway; while the owner of the property has taken reasonable precautions to ensure the safety of its guests, you should use common sense and extreme caution when outdoors or when allowing children or pets outdoors.
- Due to a property's location in the Hill Country, internet and television reception can sometimes be erratic especially during storms.
- The Homeowner or HCPL is not responsible for the loss of personal belongings or valuables. If items are left behind, there will be a \$25 fee to recover the item plus shipping costs assessed to return them.
- Please understand that many of our properties are personal homes and may contain personal items in closets, dressers, etc. Enough space has been made to assure you will have room for your own items. Please respect the personal property of our homeowners while you enjoy your stay. Missing or damaged items will be charged to the Guests.

- **RELEASE AND INDEMNITY:** Accommodations/Properties may include access to things that could be hazardous if reasonable care is not taken to avoid injury. These items include but are not limited to: stairs, balconies, walkways, swimming pools, hot tubs, rivers, creeks or other waterways etc. Guest's use of these facilities is at their own risk. Adults are responsible for the safe conduct of all children and pets on the premises and shall take all appropriate measures to ensure their safety. Guest(s) holds Owner and its agent, Hill Country Premier Lodging, and its employees harmless from any and all liability for damages and/or injuries resulting to Guest(s) or any invitees of Guest(s) whether said injury or loss is caused by Owner's negligence or not.
- **SIGNATURE** By signing below, the signing guest acknowledge that he/she has informed all others involved in the reservation of this Property of the terms of this Agreement and that all have consented to be bound by this Agreement. This agreement is a material term of the rental agreement.

Initial: _____

BY SIGNING BELOW, I AGREE TO ALL TERMS OF THE RENTAL AGREEMENT:

Property Name(s): _____

Reservation Confirmation #: _____

Arrival Date: _____

Depart Date: _____

Number of Adults in reservation: _____

Number of Children (under 18): _____ **Ages of Children:** _____

If the property is pet friendly, how many pets are you bringing? _____

_____ **Guest Initials:** By accepting this reservation, it is agreed that all guests affiliated with the reservation are expressly assuming the risk of any harm arising from their use of the premises.

_____ **Guest Initials:** By accepting this agreement, it is agreed that the credit card on file will be charged for any property damages that occur during your stay.

_____ **Guest Initials:** By accepting this agreement, it is agreed that the credit card on file will be charged any fees associated with violations of the above rental agreement including but not limited to unauthorized pet fees, smoking fees, extra cleaning fees, and unauthorized party fees.

_____ **Guest Initial:** If your property utilizes a key for entry, you agree to pay a **\$50.00 lock replacement** fee that will automatically be added to your reservation if the property key is not returned upon check out.

*** Please note: if you picked up the key directly at your property, please leave the key where you found it. Our cleaning staff will be between 11am and noon to check on your departure. ***

_____ **Guest Initial:** Check- in time is 4:00 pm. Arriving earlier than standard check-in time may interfere with the housekeeping staff or opening team's ability to prepare the property for your arrival. **Unauthorized early arrivals will result in a charge of \$50 per hour prior to 4pm.**

Please check with our office on the availability of checking in early. Unfortunately, we cannot guarantee an early check-in until the week of your reservation in case the property becomes unavailable for any reason. We will do everything possible to accommodate your request.

_____ **Guest Initial:** Check-out time is 11:00 am unless authorized by the HCPL office. Late check-outs will be billed at \$50 hour.

Signature: _____ **Date:** _____

Note: A signed rental agreement must be on file before access can be given to a property. Please return at your earliest convenience.