

# Alamo Springs Country Cottages / Policies

753 Alamo Road Fredericksburg, TX 78624

**\*\*2 Night Minimum stay on Weekends.**

## **PAYMENT**

Deposits will be refunded (less a \$35 cancellation fee) for cancellations made more than 10 days prior to reservation.

Full reservation payment will be required on cancellations made within 10 days of the reservation date.

## **CHECK IN – CHECK OUT**

Check in is between 3 - 7 pm.

If you anticipate arriving after 7 pm, please call our office at (609) 203-3766 and we will provide instructions for self-check in.

Check out is any time before 11 am.

Late checkouts must be approved and are subject to an additional charge.

## **CANCELLATIONS**

We appreciate your stay with us; however cancellations affect our business. We must uphold our cancellation policy. Please verify your travel plans before confirming your booking. Our cancellation policy is as follows:

- If you cancel 10 days or less prior to your confirmed arrival date no refund will be issued, and you will be responsible for the entire reservation amount.
- If you cancel 11 days or more prior to your confirmed arrival date, your deposit will be refunded in full minus a \$35 cancellation fee which will be charged to the credit card on file.
- Refunds will not be issued for no shows, late arrivals, early departures, or cancellations made within 10 days of the scheduled arrival date.

## **CREDIT CARDS**

We accept American Express, Discover, MasterCard, and Visa. All reservations must be guaranteed with a valid credit card.

## **SMOKING**

Our property is a 100% smoke free environment, unless on the rock designated area outside the cottages. Guests will be financially responsible (\$400) for any cleaning or damage caused by smoking and will be automatically charged to the credit card on file.

### **DAMAGE DISCLAIMER**

Our goal is to provide a unique experience for each guest, so we take pride in our linens, furnishings, decor, etc. Please report any spills or damage immediately. We reserve the right to charge for excess cleaning, damages, repairs or replacement costs as we deem necessary. Any fees will be charged to the card on file without prior approval or notification.

If we find items left behind by a guest(s), we will call and notify you.

We are not responsible for loss of money, jewelry, or other valuables. Any items left after your departure can be returned to you for the cost of shipping + a \$10 administrative fee. Any items not claimed after 30 days will be donated.

### **PETS**

Pets are NOT allowed on the property

### **CHILDREN**

Our Cottages are an adult-only environment, we do not allow children under the age of 16 to stay in our cottages.