

Los Rios Campground - Policies

Howdy! Thank you for staying with us. We appreciate it more than you know. To make your stay as enjoyable as possible, we've laid out some ground rules to help things run nicely and smooth. We strive to be as reasonable as human beings as we can. And we really like it when other reasonable human beings come and stay with us. It just makes life better. Please join us in this reasonable human being movement. Let's enjoy ourselves and respect thy neighbors. If you ever need anything don't hesitate to reach out to us. We are always happy to help you. And if you could abide by these simple commandments, this park just may reach utopia status.

Site Reservation / Payments / Cancellation: All reservations must be paid in full at time of booking. If your travel plans change and you must cancel or modify your reservation, please let us know as soon as possible.

If you cancel or modify your reservation within 7 days of your arrival date, you will receive a 0% refund of your deposit for all nights that are affected.

If you cancel or modify your reservation within 8-14 days of your arrival date, you will receive a 50% refund of your deposit for all nights that are affected.

If you cancel or modify your reservation within 15-30 days of your arrival date, you will receive a 75% refund of your deposit for all nights that are affected.

If you cancel or modify your reservation 31 days or greater from your arrival date, you will receive a 90% refund of your deposit for all nights that are affected.

For guests looking to extend their stay, payment is due in full at time of booking an extension (if available). This cancellation does not apply to group reservations.

Check In/Out: Check in time is 3pm for Cabins & Tiny Homes. Check in time is 1pm for RV Sites & Primitive Camping Sites. Arriving guests are welcome to arrive as early as 12pm on arrival date to begin use of campground facilities (including river access). However, please bear in mind that your accommodation may not be available/accessible for check in and use until designated check in time. Early arrivals must park in the overflow parking area (near the barn).

Check out time is 10am for all accommodations. However, after checking out, departing guests are welcome to continue their use of campground facilities (including river access) until 2pm of the departing day at no additional costs. Departing guests (after checking out and vacating accommodation at 10am) must park in the overflow parking lot (near the barn) to continue use of campground facilities. Please be sure to inform the office of your intention to stay beyond accommodation check out time.

Return of keys/keychains for accommodations – Please return to the office at time of check out. If any keys/keychains are not returned (for any reason), guest(s) will be charged \$15/key to the credit card on file.

We cannot guarantee the same cabin/site if you choose to extend your stay, but we'll darn sure try our best to make it happen 😊 Please check with the office as soon as you can to see about possible extensions.

Wi-Fi Access: Wi-Fi is available at our campground (no password needed). The strongest signal can be found near the office. Download speeds are suitable for social media, email, and general web browsing.

Quiet Hours: Quiet hours are from 10:00 pm to 7:00 am. Please respect your neighbor. And if your neighbor ain't respecting you, please let us know. We are not asking that you go to bed or anything; you are on vacation after all 😊 We just don't want folks making so much noise that those that are trying to get some shut eye are not able to. Our intention is to find the greatest good for all guests. We hope you understand. The golden rule always applies at Los Rios Campground.

Music/Noise Volume: We kindly ask that all our guests keep music and noise volumes to a reasonable level. If campground staff determines that the music/noise content and/or volume is disturbing other guests, you will be asked to turn it down or change it if the content is explicit, vulgar, and/or inappropriate.

In line with our noise policy, **generators are NOT allowed** to be run day or night anywhere on the campground.

Please bear in mind we are a family friendly campground and these noise rules are in place to keep the peace. Thank you for your cooperation.

Speed Limit: Speed limit throughout the park is 5MPH. At all times! :) Slow your roll. No need to burn rubber.

Pets: PETS MUST REMAIN ON A LEASH AT ALL TIMES WHILE IN THE PARK. Please pick up all pet droppings immediately. Also, we really like the park quiet, and your neighbors probably do too. So please try to keep your pet's noise level down, especially during quiet hours. Please DO NOT LEAVE DOGS OUTSIDE UNATTENDED. Do NOT bathe pets in park bathrooms or laundry room. There is a limit of two pets per site. The park has zero tolerance for aggressive pet behavior and park guest(s)/pet(s) will be asked to leave immediately if aggressive pet behavior occurs. No refund will be granted. The safety of our guest(s) is of utmost importance, and we feel that a no tolerance stance on aggressive pet behavior is critical to that.

For accommodations that allow pets, there is a per night pet fee added to the rental rate.

Children: Parents are responsible for the conduct of their children and financially responsible for any damages incurred by their children. Children under the age of 10 must be accompanied by their parents while in the park.

Guests: Each cabin is unique with varying capacities, please inquire with the office or our website for details.

RV site rates include 6 guests total (4 adults maximum – 18 or older maximum). If you'd like to have additional guests tent camp at your site, they will need to check in with the office and pay appropriate fees to stay at the campground.

Smoking: ALL buildings are NON-SMOKING. **Guests will be charged a \$250 fee for each accommodation that is smoked inside of. We will charge the credit card on file if it's determined that smoking incurred inside the accommodation.**

While on property, please dispose of ALL cigarette butts safely in proper containers, not on the grounds. Up to \$50 fine for cigarette butts left at site. Firearms and fireworks are strictly prohibited. Thanks y'all, a little bit of care goes a long way.

Parking: NO PARKING IN THE STREETS, GRASS, OR LANDSCAPED AREAS AT ANY TIME. NO PARKING ON VACANT OR UNDEVELOPED SITES. Parking at sites only. Parking fines are \$25 per incident. I prefer no fines and accidents happen. This rule is here because we have to 😊

Vehicles and Trailers: There is a limit of 3 vehicles/Cabins 1 thru 9 and Tiny Homes 1-4, a limit of 4 vehicles for Cabin 10 and a limit of two (2) vehicles permitted per rv site and Camper Rental 1 & Camper Rental 2. Additional vehicles are \$5/night, \$25/week and \$75.00 per month. Additional vehicles, boats, utility, automobile, or boat trailers must be parked in the designated parking area (near barn).

ATV, Golf Carts, Side by Sides, etc: All vehicles that are fully street legal per Texas State law and are fully insured are welcome at the campground. However, please be aware that these vehicle types will count towards your allowed vehicle parking allotment at your reserved accommodation.

RV Site: All sites must be kept neat and tidy; nothing is to be stored under the RV or around the RV site. Do not hang towels/ clothes outside your RV or post "For Sale" signs on your RV/vehicles. Clean up fee of \$25 will be applied if grass is stained with oil, algae or other contaminants. No personal swimming pools or hot tubs allowed on site.

RV Condition: We ask that your RV be in reasonably good condition. If you think your camper is in questionable condition, please call and ask prior to arrival. Most importantly, we are seeking friendly folks that keep their site clean and respect thy neighbors.

Washing: You may wash your own vehicle for a fee: Cars \$7.00 and RV's \$15.00. Please pay in the office.

Termination: Disregard for any of the above rules which are designed for safety, convenience, and a clean resort will be sufficient reason for terminating a camper's stay without additional notice. We don't want to do this. Please play nice :)

By law, Los Rios Campground is a service-oriented business and therefore, we do not have a landlord/tenant relationship/agreement with any daily/weekly/monthly guests. The Park will not be responsible for theft or injury occurring during your stay. We reserve the right to refuse service to anyone. The owner, management or office personnel of the Park are in no way liable for any damage to the personal possessions of the tenants or their guests. These policies are subject to change at any time at Los Rios Campground's discretion.