

# Los Rios Campground – Guest Policies

Howdy! Welcome to Los Rios Campground—we appreciate y'all more than you know. These ground rules keep things runnin' smooth so everyone enjoys utopia. Join our "reasonable human beings" movement: respect thy neighbors, holler if you need help, and let's make some high quality memories together! 😊

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## Standard Rate

*(Default rate)*

### Payment Terms

- **100% due at booking**

### Cancellation Policy

- **31+ days before arrival:** 95% refund
- **15–30 days before arrival:** 50% refund
- **0–14 days before arrival:** No refund or credits

**Best for:** Guests who are confident in their travel dates.

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## Flexible Pay Rate

### Payment Terms

- **50% due at booking**
- Remaining balance due **21 days prior to arrival**
- Card on file will automatically be charged 21 days prior to arrival for balance due.
- Reservation subject to cancellation if balance is not paid on or before 21 days prior to arrival.

### Cancellation Policy

- **31+ days before arrival:** 95% refund of amounts paid
- **15–30 days before arrival:** 50% refund of amounts paid
- **0–14 days before arrival:** No refund or credits

**Best for:** Guests who prefer to split payments.

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## Peace of Mind Rate

### Payment Terms

- 100% due at booking

### Cancellation Policy

- 15+ days before arrival: 100% refund
- 0–14 days before arrival: No refund or credits

**Best for:** Guests who want maximum flexibility.

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### Important Notes (Applies to All Rates)

- Cancellation timelines are based on the original arrival date
  - Dates cannot be moved or modified for any rate type
  - No refunds or credits for late arrivals, early departures, or no-shows  
Policies apply per reservation, not per night
  - For maximum flexibility, consider the Peace of Mind Rate and/or Travel Protection at booking
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## 2. Check-In, Check-Out, and Use of Facilities

Standard times

Check-in:

- 4:00 PM – Cabins, Tiny Homes, and Tent Pods
- 1:00 PM – RV Sites and Primitive Camping Sites

Guests may arrive as early as 12:00 PM on their arrival date to begin using campground facilities (including river access); accommodations may not be ready until the listed check-in time. Early arrivals must park in the overflow parking area near the barn.

Check-out: 11:00 AM – All accommodations

On departure day, guests must vacate their accommodation by 11:00 AM. After check-out, guests may continue to use campground facilities (including river access) until 2:00 PM at no additional cost. Guests must park in the overflow parking lot near the barn. Please notify the office if you plan to remain on property after check-out.

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Early check-in / late check-out

- May be available upon request, subject to availability.
- Fee: \$10 per hour, per accommodation.
- Must be approved by the office in advance.

Keys and keychains for accommodations must be returned to the office at check-out. A \$15 charge per key may be applied to the card on file for unreturned keys.

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## 3. Quiet Hours, Noise, and Music

Quiet hours are from 10:00 PM to 7:00 AM. During quiet hours, please keep voices, music, and outdoor activity to a level that does not disturb neighboring guests. At all times, music and amplified sound must remain at a reasonable volume and contain family-appropriate content. Generators are not permitted to run anywhere in the campground at any time.

If noise from another person is bothering you, contact campground staff rather than confronting others directly when possible.

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## 4. Respect

Los Rios Campground welcomes all guests. Play nice with others and staff—no fighting, threats, or abuse. Violations result in immediate removal without refund. Problem? Come to us, we'll handle it.

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## 5. Accessibility and Accommodation Requests

Accessible parking (valid placard only). Some units have features like step-free entry (ask at booking). Service animals are welcome (under control). Need special arrangements? Contact office before arrival.

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## 6. Pets and Service Animals

Maximum of two pets per site, unless otherwise approved in advance. Pets must remain on a leash and under control at all times while outdoors. Do not leave pets tied up or unattended outside. Owners must immediately clean up all pet waste. Excessive barking or disruptive noise is not allowed, especially during quiet hours. Aggressive

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behavior toward people or other animals may result in the pet and its owners being asked to leave immediately without refund.

Pets are not allowed in certain buildings or units unless designated pet-friendly; a pet fee of \$15 per pet per night applies for pet-friendly accommodations. Do not bathe pets in bathrooms or the laundry room.

Service animals are not considered pets and are not subject to pet fees. However, they must remain under the handler's control.

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## 7. Guests, Children, and Visitor Conduct

Additional overnight guests must check in with the office, pay any applicable fees, and be registered. Day visitors must also register as required and follow all campground rules.

Parents and guardians are responsible for their children's conduct and are financially responsible for any damages caused by minors in their care. Children under 16 must be accompanied by a parent or responsible adult while in the park, especially near water, roads, and common areas.

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## 8. Smoking, Alcohol, and Substances

All indoor buildings and accommodations are strictly non-smoking and non-vaping. A \$250 cleaning fee may be charged to the card on file if evidence of smoking or vaping is found inside an accommodation. Dispose of cigarette butts and other smoking

materials in designated receptacles, not on the ground; a site clean-up fee of up to \$50 may be charged for littered butts.

Alcohol consumption is permitted at campsites and designated areas in a responsible manner and in compliance with local law. Public intoxication, unsafe behavior, or contributing alcohol to minors may result in removal from the property without refund. Illegal drugs are prohibited.

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## 9. Vehicles, Parking, and Speed Limits

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The speed limit throughout the campground is 5 MPH. Please drive slowly and watch for children, pedestrians, and wildlife.

Park only in designated parking areas or at your assigned site. No parking on streets, grass, landscaped areas, or vacant/undeveloped sites. Parking violations may result in a \$25 fine per incident.

Vehicle limits:

- All accommodations: Max 2 vehicles, except Cabin 10 which allows for 4
- Additional vehicles: \$10/vehicle/day

ATVs, Golf Carts, Side-by-Sides: Must be street-legal with license plates and insurance per Texas law. Count toward your site's vehicle limit and obey the 5 MPH rule.

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## 10. RV Sites, Site Appearance, and Cleanliness

Keep your site clean, orderly, and free of clutter. Do not store items under or around your RV that create a safety hazard or eyesore. Clotheslines, hanging towels, and "For Sale" signs on RVs or vehicles are not permitted. No personal pools or hot tubs are allowed on sites.

A clean-up fee may be charged if grass or surfaces are stained with oil, algae, or other contaminants. Vehicle washing is not allowed.

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## 11. Campfires, Firearms, and Fireworks

Only use designated fire rings or fire pits; never leave fires unattended. Completely extinguish fires before leaving your site or going to sleep. Follow all posted burn bans or fire restrictions.

Firearms and fireworks are strictly prohibited anywhere on the property. Violation of this policy may result in immediate removal from the campground without refund.

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## 12. Wi-Fi Access

Wi-Fi is available at the campground (no password needed). The strongest signal is near the office. Speeds are suitable for social media, email, and general web browsing.

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## 13. Safety, Liability, and Termination of Stay

Guests are expected to follow all posted signs and instructions from staff, including those related to safety, weather, and emergency procedures. Use of the campground, river access, and other facilities is at the guest's own risk.

The campground is not responsible for theft, loss, or damage to personal property, or for injuries that occur during your stay, except as required by law. By law, the campground operates as a service-oriented business and does not enter into a landlord/tenant relationship with daily, weekly, or monthly guests.

Disregard any policy designed for safety, cleanliness, and the quiet enjoyment of others may result in termination of the stay without refund and possible refusal of future service. The campground reserves the right to refuse service to anyone.

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## 14. Policy Changes

Policies may be updated or modified at any time at the campground's discretion. The version in effect at the time of your stay applies. Updated policies will be made available at the office and/or on the campground website.

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Legal Notice: 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. These policies are subject to change at any time at Los Rios Campground's discretion.