



ARROWHEAD POLICIES

All guests must sign our liability waiver upon arrival to the property. Visit our website to view the full waiver. All guests must also keep a card on file for damages, incidentals, and on-site rentals.

CHECK-IN AND CHECK-OUT TIMES: Check-in time is 3 PM to 8 PM. If you'll arrive after 8, give us a call and we can coordinate check in from there. You are welcome to come early to get in the river, but please call ahead to let us know, check in at the office as soon as you get here, and be advised your room may not be ready until 3. Check-out time is 11 AM. You're also welcome to stay past 11 enjoying the river, but please collect all of your belongings by 11 AM so we can clean your room for the next guest.

WIFI and COMMUNICATIONS: We have complimentary WiFi and Cable TV in every location, but be advised, it is not always reliable out here in the Hill Country and we can't guarantee it will always work well. Not everyone gets cell service here either, so be prepared to unplug if need be. We will do our best to communicate with you as needed if you don't have cell service and make arrangements for whatever you need.

MINIMUM STAY: A two-night minimum stay is required for all summer bookings, March-September, for all weekend bookings, and for all stays in the Guest House year-around. A three-night minimum stay is required for some holiday weekends. We reserve the right to enforce minimum stays on a case by case basis.

TAX: Included in your reservation is a 6% occupancy tax as required by Texas law, applied to all rentals and reservations. 7.75% sales tax will apply to any merch sales.

CANCELLATIONS and REFUNDS: If your travel plans change and you must cancel your reservation, please let us know as soon as possible. If you cancel your reservation within 7 days of check in, you will receive a 25% refund. If you cancel within 14 days of check-in, you will receive a 50% refund. If you cancel within 21 days of check-in, you will receive a 75% refund.

SMOKING: All rooms are non-smoking. If you smoke in your room there will be a \$250 cleaning charge. Please pick up your butts and dispose of them, including down at the river. There are ash buckets outside of each cabin for your use.

PETS: Pets are welcome at a flat \$50 fee per pet. Please notify us before you arrive if you are bringing a pet and what kind. Pets are not allowed on furniture. If a dog is let in and later proves to be aggressive, both dog and owner will be asked to leave with no refunds.

OTHER FEES: A \$75 cleaning fee will be charged for dishes unwashed and/or trash (including cigarette butts) left anywhere on the grounds, including down at the river. Glass is not allowed on the river, (it's also illegal so just don't bring it.). If you bring glass to the river, it will incur a \$250 charge. IF YOU DRIVE PAST THE RIVER GATE, variable damages may incur up to \$1000, and you will not be welcome back to the property. This is a deal breaker. Don't do it. If you have accessibility concerns about travel to the river front, please contact us to let us know and we'll do everything we can to make your stay comfortable and convenient.

Rates and policies are subject to change. Receipt of this policy is an agreement to these policies. Policy agreement is required for all reservations at Arrowhead on the Nueces. Please direct any questions or concerns directly to Arrowhead staff at 830-597-4421 or booking@arrowheadnueces.com.

DOG POLICY

Rules apply to all other pets as well.



- Dogs can sleep indoors but not on furniture. Dog hair on comforters or bed sheets will cause a cleaning charge.
- Dogs should be kept on a leash at all times outside. Loose dogs will be asked to leave with their owners.
- Dogs should not be walked in the playground for pooping. Take your dog to poop in non-playground areas. Pick up the poop wherever your dog poops, even at the river.
- Dogs are welcome to play in the playground if other children/parents are ok with it. The playground belongs first to children.
- Kennels are next to the barn and dogs are welcome to be kept in there. If your dog barks incessantly in the kennel, it will have to be removed. Owners are responsible for maintaining fresh clean water in the kennel area at all times. Dog poop must be picked up in the kennel once your dog is removed.
- Pet fee is \$50 per pet which covers the duration of your stay.
- Owners are solely responsible for their dog's behavior toward other people and other dogs. Any dog that is disruptive, aggressive, and/or causing another guest a problem will be asked to leave.
- Owners are responsible for the replacement value of anything his or her dog ruins or damages. This includes but is not limited to furniture, supplies, floors, bed sheets, towels, wood, etc.
- If dog poop is not picked up, a cleaning fee will be charged. Plastic bags can be provided if needed. Bags should be tied up and placed in an outside trash can, not left in room trash!

I have read and understand the Arrowhead on the Nueces Dog Policy. I understand that the \$50 fee per pet is non-refundable. I understand I may be charged more on my credit card on file if my pet is a nuisance or damages anything on site.

Signature of Pet Owner: _____

Print Name of Pet Owner: _____

Print Name of Pet: _____

Date: _____



LIABILITY WAIVER

In consideration of allowing Participant access to and entry as a guest upon the "Arrowhead on the Nueces" to (i) use trails, campground, lakes, the Nueces river, Old Faithful Spring Creek, kayaks, canoes, and other equipment and facilities and (ii) participate in hiking, camping, campfires, water sports, motor vehicle activities of all types, independent and group, and all other activities:

1. Participant acknowledges that he/she has been advised that these activities are dangerous and may lead to serious personal injury and/or death and/or property damage and that Participant must observe all safety precautions in such activities and wear appropriate safety equipment at all times when engaging in all activities. Participant VOLUNTARILY ASSUMES full responsibility for serious personal injury and/or death and/or property damage caused by his or her presence at Arrowhead on the Nueces, the use of the facilities and equipment and his or her involvement with and participation in all activities.

2. Participant hereby RELEASES, WAIVES, DISCHARGES AND COVENANTS NOT TO SUE Arrowhead on the Nueces, its owners, the partners therein and their respective officers, directors, trustees, employees and agents, (the "Released Parties") from all claims, causes of action, liabilities, losses, damages, and expenses arising from any injury or damage the Participant may suffer in connection with any activities at Arrowhead on the Nueces, and/or surrounding wild river areas. This release is made knowingly and shall bind participants, heirs, legal representatives, successors and assigns. Participant hereby agrees to indemnify and save and hold harmless the Released Parties from any causes of action, loss, damage, judgment, costs or expense arising in any way from the Participant's presence at Arrowhead on the Nueces, and in connection with any activities even those arising from the negligence of the Released Parties.

3. The Participant agrees to waive any protection afforded by any statute or law in the State of Texas whose purpose, substance and/or effect is to provide that a general release shall not extend to claims, material or otherwise, which the person at the time of giving this Release does not know or suspect to exists at the time of executing this Release. Participant acknowledges that this Release is intended to be as broad and as inclusive as permitted under laws of the State of Texas and if any portion is held to be invalid the remainder shall, notwithstanding, continue in full legal force and effect.

4. PARTICIPANT HAS CAREFULLY READ AND VOLUNTARILY SIGNS THIS RELEASE.

By: Printed Name of all in your party and current age if a minor:

1. _____ age _____ 2. _____ age _____

3. _____ age _____ 4. _____ age _____

5. _____ age _____ 6. _____ age _____

7. _____ age _____ 8. _____ age _____

Signature of Party Representative--By signing this document, I take responsibility for the waiver of liability of everyone listed in this document as in my party, including all minor children. This Release binds all custodial parents or legal guardians, and their heirs, representative, successors and assigns.

Printed Name: _____ Date: _____

Signature: _____