



House Rules

In our attempt to ensure complete satisfaction of all our guests, we respectfully request that you, your family and friends abide by the following rules. These rules are presented so that all of our guests can enjoy the property and have a safe, restful, and fulfilling experience. Violators will be asked to immediately leave the premises without refunds.

During your stay

1. In case of an emergency, please call 911
2. Due to insurance regulations, the maximum occupancy is 8 people for the 2 bedroom/2 bath cabin; 4 people for the 1 bedroom/1 bath cabin, 2 people for the cozy cabin and "efficiency cabins". Based on total lodge occupancy levels, an exception can be made to allow two additional children (less than 5yrs of age) with an additional \$20 per child/per night if staying in a 1-bedroom/1-bath or 2-bedroom/2-bath cabin or \$10/child if staying in "an efficiency cabin. You must bring your own sleeping bag/air mattress, sheets, blankets, pillows, etc.
3. A damage deposit of \$250.00 per cabin is required, via placement of a temporary hold on your credit/debit card. No charges to your card on file will apply unless additional cleaning has to be done by the cleaning crew, violation of any of our house rules and/or for any damages to the cabin and/or its contents including but not limited to furniture, linens, bedspreads, mattress pads and mattresses. Should cost of damages exceed the \$250.00 deposit, invoice will be presented and payment is expected within 10 days of invoice date, otherwise legal action may be taken in a court of law in Comal County.
4. Reservations will not be made to minors and cabin occupancy must include at least one adult. No camping or occupation of RVs or campers is allowed on premises.
5. Only registered guests are permitted for overnight stay. Any party violating this rule will be asked to leave immediately and all prepaid funds will be forfeited. A usage fee of \$20 per person will apply if you have family & friends that will be joining you during the day.
6. Check-in is anytime after 3:00pm and check-out is anytime before 11:00am. Late check-out / early check-in may be granted (based on availability) for an additional minimum fee of \$50 (and is based on # of people in your group and/or day of your reservation). Please inquire with a Reservations Representative.

7. Please lock your cabin and return all keys to office drop box at check-out. A \$50 charge will apply and will be charged to card on file if failure to do so.
8. All Cabins are designated as NON-SMOKING. No smoking on back balconies or by front porches. However, smoking is permitted by the picnic areas. If you must smoke, please **do not** dispose of your cigarette butts on our grounds. Anyone found flicking cigarette butts on our grounds will be asked to pick them up and may be asked to leave the premises and/or forfeit \$250 damage deposit. NO Littering!!
9. Absolutely no pets allowed on the premises, unless approval has been granted by the Houston Office. A \$250 penalty will apply and everyone in your group will be asked to leave the property if you have brought your pet without notifying the Houston Office. If exception has been made to bring your 4-legged family member, your pet (dog) must always be on a leash. Ensure to take a plastic bag with you while taking your dog out for a nature trail walk to pick up after it. Exceptions to bring your pet will only be considered during the winter months of January and February and no earlier than 2 days prior to check-in based on occupancy levels and breed & size of your pet. If permission is granted to bring your 4-legged family member along, a minimum fee of \$50 per pet will apply or \$25 per day per pet if your stay is for more than 2 nights. A \$200 pet fee will apply on all monthly reservations if an exception is granted.
10. \$100 fee will be assessed to your credit/debit card on file if you lose your key(s) and a \$50 re-entry fee if a Log Cabins At Jacobs Creek Representative will need to give you access to your cabin(s). Please leave keys in your vehicle if going to the lake/river.
11. If a Property Representative needs to come give anyone access to your cabin a written (can be via text or email) request must be submitted and a \$25 fee will apply.
12. Due to limited marked parking spaces, parking is limited to two spaces per cabin in designated/marked parking spaces. Overflow parking and boat trailers may park in the unpaved area on the far left side of the property (towards the lake). Do not block driveways or right-of-ways with your vehicle, boat or trailer and do not park by the dumpster. Otherwise your vehicle/boat/trailer will be towed at your expense. Parking is limited to registered, overnight guests only. Parking tag will be provided at time of check-in on days of at least 80% occupancy, it should be placed inside your windshield (or on rearview mirror). Tags must be returned to "drop off" box (mounted outside the office) at time of check-out.
13. A \$35 fee will apply if your credit card on file is "declined" at time of processing your first or second 50% payment. New credit card information must be provided within 24 hours otherwise your reservation is subject to cancellation without refunds. If your card information has changed (because it has been compromised; expiration date, 3-digit code or billing address has changed), it is your responsibility to notify us immediately, otherwise the \$35 card decline fee will apply and/or your reservation is subject to cancellation.

14. A \$35 fee will apply if your credit card on file is "declined" at time of processing your damage deposit hold. New credit card information must be provided within 2 hours otherwise your reservation will be subject to cancellation without refunds. If your card information has changed (because it has been compromised; expiration date, 3-digit code or billing address has changed), it is your responsibility to notify us immediately. Otherwise, the \$35 card decline fee will apply and/or your reservation will be subject to cancellation.
15. Please do not rearrange cabin furniture because the bed frames/dressers can tear the floor tile. A \$100 fee will apply if furniture is rearranged or moved.
16. Do not wash cars or perform mechanic work on vehicles, trailers or boats on premises.
17. Do not overstock the refrigerator with hot/warm beverages as it may not be able to keep up. We recommend you keep all your drinks in an ice chest to minimize opening & closing of refrigerator.
18. If listening to your favorite music (whether outdoors or indoors); ensure it is not heard by people in other cabins.
19. No fireworks, firearms or weapons of any kind are allowed on premises.
20. No bonfires or open fires are allowed. No bonfires are permitted in property provided/guest BBQ pits.
21. BBQ or open fire pits are not allowed on porches, decks or in cabins. If you bring your own pit, please ensure it is at least 20 feet from the cabin structures, site buildings and all parking areas. Please keep a supply of water nearby to quench unwanted flames and fallen embers. You must clean out the BBQ pit after using it. Charcoal ashes must be completely extinguished before being properly disposed of in the dumpster and are not to be dumped on grass/bushes or grounds.
22. All trash must be placed in the outside dumpster and all indoor trash cans must be completely emptied at check-out time. Please do not set out trash (trash bags) on porches, stairs and/or grounds as it attracts ants, flies and/or other un-wanted critters & wildlife (deer, skunks, opossums, etc). Always keep dumpster lids closed.
23. To help keep our septic systems in good condition, please do not put anything down the toilets except for toilet/tissue paper. Do not put grease or solids down drains (liquid waste only). Thank you.
24. If towels are provided or rented through the linen company, they are for bathing use only and are not to be used to clean shoes and/or floors. Please do not use for makeup removal.

Do not remove towels or linens from the cabins. Due to misuse, kitchen towels we will no longer be provided. Please bring your own.

25. If the air conditioning or heating system is in use, please keep doors and windows closed. Turn off all lights and light appliances (TVs included) when not in use or when you temporarily leave the premises and/or upon checking out.
26. Do not set thermostats below 70 degrees as it will freeze up the unit(s) and you will be responsible for repairs and emergency trip charge assessed by the A/C repair company. Additionally, you take the risk of being without A/C as the repair company may not be able to come out on such short notice.
27. Please respect other guests at all times. The designated "quiet time" is between midnight and 8:00 a.m. Any party not complying with the "quiet time" rule will be asked to leave. If you must continue group conversations past midnight we ask that you bring conversations down to a whisper and if gathering outside, please do so by the picnic tables. Avoid hanging out on back porches as noise carries.
28. Rowdy, disruptive or irresponsible behavior will not be tolerated in cabins and/or on the grounds. No swinging or climbing on rafters, porch railings and/or jumping on beds/furniture. Violation of property rules will result in immediate eviction of entire party and all prepaid funds will be forfeited. Use of foul/vulgar language will NOT be tolerated.
29. Anyone found throwing trash/items over the balconies/porches will be asked to leave the premises immediately.
30. Inspect cabin thoroughly before leaving. Any item(s) left behind will be returned to you at your expense. Credit card charge approval will have to be granted before items can be returned, and a \$25 administrative fee will be added to applicable postage.

At check-out, please do the following to avoid additional fees:

1. Wash, dry, and put away all dishes and pots/pans. A \$50 minimum fee will apply if Cleaning Staff has to wash and put away dirty dishes/pots/pans.
2. When renting more than one cabin and borrowing dishes/pots/pans make sure to return all item(s) to original cabin. If Cleaning Staff or Property Manager has to return item(s) to original cabin a \$50 fee will apply.
3. Empty all trash cans and properly place all trash bags in dumpster.
4. Clean up all excessive spills/splatters (grease) in oven, refrigerator (blood/juices, etc), microwave oven and coffee-maker, otherwise the following cleaning fees will apply:
\$50 fee to clean stove/\$65 fee to clean oven/\$75 fee to clean refrigerator/freezer
5. Clean out BBQ pit if used during your stay, failure to do so will result in a \$30 fee. Do not empty ashes on the ground.

6. Sweep any excessive debris brought in and mop any stains on the floors.
7. If provided; place all towels in bathtub or on the bathroom counter.
8. Place all remote controls back on TV table. A \$25 fee will apply for each missing remote control.
9. Set thermostats to 78 degrees in the summer and 70 degrees in the winter.
10. Lock your cabin and return all keys to office drop box. Office is located to the right of the circular driveway as you leave the property.

Reminder to bring the following:

Bath soap/shampoo (other personal toiletries)	Insect repellent
Bathroom tissue	Sun block
Bath towels/kitchen towels/beach towels	Charcoal/charcoal starter/matches
Trash bags	Condiments/aluminum foil/plastic wrap, etc.
Paper Towels/Disposable plates & cutlery	Special cookware/bake ware
Dish soap/dishwashing towel or pads	Cameras
Extra pillows/blankets	Pop up canvas chairs to take to the lake/park