

OUR POLICIES

PAYMENT

We are charging 50% of the total price as a deposit at the time of booking.

Deposits will be refunded (less a \$75 cancellation fee) for cancellations made more than 14 days prior to reservation.

Full reservation payment will be required on cancellations made within 14 days or less of the reservation date.

CHECK IN – CHECK OUT

Check-in is anytime after 3 pm. If you arrive and our office is closed, please refer to your confirmation email and text for your unit number and check in instructions or call our office at 830-685-3464 and we will provide instructions for self-check in.

Check out is anytime until 11 am.

Early check-ins and late checkouts must be approved and are subject to an additional charge.

Breakfast

Breakfast is delivered to your door between 8-8:30 am. Breakfast is included for the amount of occupants your cottage or cabin holds. We will ask you to report your guest count.

Additional Breakfast

If you wish to order extra breakfast, you must alert our team at least 24 hours in advance and the cost is \$25 per breakfast.

Occupancy

Overnight RV parking or stays are not permitted. Air mattresses and cots are also not permitted.

CANCELLATIONS

Contigo Ranch is a family owned and operated property. Due to the small size of our facility, cancellations can greatly affect our business. Therefore, we must uphold our cancellation policy without exception. Please verify your travel plans before confirming your booking. Our cancellation policy is as follows:

- If you cancel 14 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 15 days or more prior to your confirmed arrival date, your deposit will be refunded in full minus a \$75 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 14 days of the scheduled arrival date regardless of the circumstances. There are no exceptions to this policy, including illness, family emergencies, or inclement weather.

PETS

Dogs are allowed on the property under the following terms:

- A \$150 non-refundable deposit is required per dog. Breed and/or size restrictions may apply.
- Dogs are permitted to stay in units 1-5 and 15 - 16. No dogs are permitted in units 6-14.
- ** When you are not in your unit and leave your dog behind, the dog must be kenneled. If you do not bring a kennel, you may be asked to leave without refund.
- Please do not allow dogs on furniture in your unit.
- ** If your dog's behavior negatively impacts the experiences of other guests, you may be asked to leave without refund.
- When making your reservation it is required to notify Contigo Ranch if you plan to bring a dog for your stay to receive approval and pay a deposit.
- Dogs must be kept on leash at all times while on the ranch.
- *You are required to clean up after your pet when they go on the property. - Please bring your own bags and throw it away in the dumpster located next to the large white barn near the ranch entry.
- Bring your own dog bowls and dog bed. It is recommended to bring water for your dog as a change of water source can be upsetting to some breeds.
- Any damages caused by you, your guests, or your dog(s) will be your responsibility and charged to the credit card on file for your unit.
- A \$500 fee will be charged to the credit card on file for any unauthorized pets found on property and you will be asked to vacate the premises.

GROUP BOOKINGS

Group bookings consist of 8 or more rooms and are subject to separate policies. Please contact our office for more information. Group bookings have the option of enjoying special happy hour events, wine or pop-up dinners, brunch, or other dining and beverage options through our in-house culinary program.

CREDIT CARDS

We accept Visa, MasterCard, Discover, and American Express welcome. All reservations must be guaranteed with a valid credit card. If booking through a third-party booking site with a virtual card, a valid credit card will be required upon arrival for incidentals.

SMOKING

Contigo Ranch is a 100% smoke free environment, which means absolutely no smoking of any kind anywhere on the property! Guests will be financially responsible (\$500) 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.

Contigo Ranch is 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.

*****Your confirmed reservation with Contigo Ranch will constitute understanding and acceptance of the stated policies.*****