



The Family Lodge Rental Policies

The Family Lodge Rental Policies are subject to change without notice.

Compliance with Local, State and Federal Property Rental Law

The Family Lodge recognizes local, state and federal laws regarding property rental.

While long term rentals may occur it is NOT the intent of the Family Lodge to rent the property for a period to exceed 29 days. It is the policy of the Family Lodge to comply with all local, state and federal law governing short term vacation rentals. Other best practices associated with longer term property rental laws may be adopted by the Family Lodge, but it should not be assumed the Family Lodge intends to rent property for more than 29 days.

Property Condition

Every effort is made to keep the Family Lodge at the highest living standards possible. Repairs are made as soon as possible. Improvements continue to be made in accordance with budgetary allowances.

Occupancy Limits

The occupancy limit for the Family Lodge is 36 guests. Infants, 2 and under, need not be included in that number. Maximum occupancy includes use of the main lodge and the additional living quarters above the garage we call the Bear Cave.

The main lodge has beds for 22 guests. Air mattresses are available for 4 additional guests. Up to 5 portable cribs are available. The Bear Cave, our space above the garage, has beds for 8 guests with an air mattress available for 2 more guests.

Accommodations may be made for groups larger than 36 guests but must be pre-approved by the Family Lodge reservation staff prior to acceptance of a groups' reservation.

Rental Pricing

Pricing is based on the number of guests staying at the Family Lodge. Up to 26 guests can comfortably stay in the main lodge. Base pricing assumes a group of 26 or fewer guests will be staying at the Family Lodge.

To accommodate groups larger than 26 guests, the Bear Cave, our living quarters above the garage may be used. Consequently there is an additional rental amount due for more than the base number of 26 guests. The additional rental fee is a per person, per night fee. No allowances will be made for guests staying fewer nights than the main group.

Rental Agreement and Reservation Fees

To reserve the Family Lodge a responsible party for a group must sign a rental agreement. The general manager approves all rental agreements.

For a reservation to be in effect the rental agreement must be complete and the associated rental deposit must be received and deposited.

Rental Fees, Deposits and Payments

The Family Lodge does not accept credit cards. All rental fees and damage deposits are to be paid by check. Checks are made to Goodman Five Investments, LLC. Checks and rental agreements are mailed to:
The Family Lodge at Pine Valley, 3100 Padre Blvd, South Padre Island, TX 78597

A total rental fee includes the rental fee, the cleaning fees and 10.3% state sales tax on both rental and cleaning fees.

Portions of the total rental fee are due as indicated below.

- 270 days, or more, prior to the arrival date a 25% deposit of the total rental fee reserves the Family Lodge.
- Reservations made less than 270 days from the arrival date require a 50% deposit of the total rental fee.
- Reservations made less than 90 days from the arrival date require payment of the total rental fee.
- 90 days prior to the arrival date the balance of the total rental fee is due.

Variations to this policy may be made by the marketing department to secure advance reservations, particularly returning guests. No payment variation may be made for reservations less than 90 days from the arrival date.

Damage Deposits

A \$500.00 Damage Deposit is due 90 prior to the Arrival Date. The Damage Deposit check will not be cashed unless damage occurs. On or shortly after the Departure Date our local agent will inspect the property. If no damage is found the Damage Deposit check will be returned by mail within 30 days of the Departure Date. If damage is found the Family Lodge will notify the departing Guest as soon as possible.

Damage Notification

If an incident occurs where property is accidentally damaged as a result of an act by a Guest, the Guest is encourage to notify the local agent at the conclusion of their stay. If, however, it creates an unsafe situation, or warrants prompt attention, the Guest should notify the local agent immediately.

The Guest damage deposit will be retained until repairs have been made. An itemized statement will be forwarded to the Guest with the remaining refund or request for the balance due.

Length of Stay

A minimum 2 night stay will be in effect at all times. The minimum stay for Guests occupying the lodge on a major US holiday is 3 nights. The major US holidays applicable to this policy are New Year's Eve, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas.

Canceling a Reservation

A reservation may be cancelled no less than 90 days prior to the arrival date. A full refund will be issued less a \$250.00 processing fee. Reservations canceled less than 90 days from the arrival date are subject to forfeiture of the total rental fee.

The return of any portion of the total rental fee for a cancelation within 90 days of the arrival date is at the sole discretion of the Family Lodge.

No Smoking

Smoking is absolutely prohibited anywhere on the property. There will be an additional \$500 cleaning fee for Guests found to have been smoking on the premises or in any of the buildings.

No Pets

The Family Lodge does not accept pets. There will be an additional \$500 cleaning fee for Guest found to have pets in the Family Lodge.

No Alcohol

Alcohol is not permitted at the Family Lodge. Some exceptions may be made upon request.

Check-in Time

Check-in time is 4:00 p.m. or thereafter on the first day of the reservation. Early check-in must be approved in advance by the Family Lodge. No refunds will be given for late arrivals.

A local agent will be at the Family Lodge to introduce Guests to the Family Lodge but are not responsible to assist Guests moving into or out of the Family Lodge.

Every effort will be made to make arrival at the Family Lodge a great experience for Guests.

Keys

Two keys to the Family Lodge may be issued to Guests. Keys must be returned prior to departure. There will be a \$100.00 charge for unreturned keys.

The lodge may be rekeyed on an as needed basis.

Departure

Check-out time is 11:00am. We will have a local agent at the Family Lodge to receive keys. There will be a fee of up to \$500 for late departures. There are no refunds for early departures.

As part of departure preparations Guests are asked to place all dirty dishes in dishwashers, lock all outside doors and windows, and place all garbage in the outside containers.

Requests for late checkout may be made no later than 48 hours prior to a scheduled departure. The request must be approved by the Family Lodge. In no case will a late departure go beyond 2:00pm of the day of departure.

Return of Items Left Behind

Guests will be contacted if Guest items are found in the Family Lodge after departure. Items left behind will be returned upon request at the cost of shipping plus a \$25 handling fee.

Thermostats and Settings

Guests may change temperature settings for their comfort. The Guest Guide will include instructions on how to do so.

Places Not Open to Guests

The areas listed below will not be open to Guests. They are to remain locked at all times.

- The garage
- The storage room under the garage
- The closet under the stairs on the lower level of the main lodge
- The safe on the lower level of the main lodge.

Equipment Malfunctions

Every effort is made to keep all parts of the Family Lodge in good repair and working order. If something breaks or is not working, Guests will not be inconvenienced in order to make repairs, unless requested by the Guest.

No refund or rate adjustment will be made for mechanical failures such as air conditioning, television or appliances, unless deemed appropriate by lodge management.