



## Riverfront Haven Policies

At My New Braunfels Vacation we have rules in place to ensure that your vacation is enjoyable. Therefore we have adopted a “zero tolerance” policy. This is your official warning and the 1st violation of any rules hereafter will be your last. At My NB Vacation we value our reputation and our facilities more than your money.

### 1. Quiet Enjoyment

While on My NB Vacation properties you will enjoy yourselves while not offending any of our neighbors or fellow renters. In the event you are behaving in a manner that is bothering another renter or neighbor you will be asked to leave immediately. For this reason we have an **10pm curfew** for loud parties. After this time you are welcome to take the party inside or stay outside, but you must be quiet and respect the fact that other guests and neighbors will be trying to get some sleep.

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### 2. Max Occupancy

While on our properties you will have a maximum number of guests allowed for your stay (*including children and visitors*). This number will be *pre-determined and agreed upon* by an agent representing My NB Vacation. Building occupancy fire codes strictly prohibits exceeding maximum occupancy. If your number of guests exceeds this number then you will be asked to leave immediately and issued a surcharge of \$75/person over your allotted number.

*\*Monthly renters have a maximum occupancy of one guest per bedroom.*

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### 3. Smoking

Smoking is prohibited in all buildings on My NB Vacation properties. If you must smoke then do so outside and dispose of all trash related to smoking in *outside trash receptacles*. If there is any sign of smoking in our buildings you will be issued a fee of \$500.

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### 4. Minimum Age

While renting My NB Vacation properties, the majority of the group is required to be 23 years of age or older, unless a parent/guardian is present during the entirety of the stay.

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### 5. General Behavior

We will not tolerate any lewd behavior. This includes, but is not limited to the following: cursing, excessive drinking, nudity, public defecation or urination (we have restrooms), violation of the quiet enjoyment policy, crude music, loud music after allotted hours, general rude behavior to neighbors or renters, leaving trash on property or common areas and any offensive behavior resulting in drama.

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### 6. Compliance

My NB Vacation reserves the right to randomly and periodically check on guests. This is to ensure that all rules are being followed and for better customer service. We respect the privacy of our guests and will keep that in mind when scheduling these visits. Furthermore, My NB Vacation will be the sole judge in what is a violation of the rules.

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### 7. Pets

Absolutely no pets allowed on this property. If this rule is violated, there will be a \$500 charge to your credit card and the animal must be removed.

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### 8. Inventory & Damages

A full inventory has been made of the contents of each property (interior and exterior), and an inspection will be made after your check out. Any damaged or missing items will be charged to your credit card.

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**9. Injury**

Owner and Manager shall not be liable for any damage or injury to Tenant, or any other person, or to any property, occurring on the premises or any part thereof, or in common areas thereof. Unless such damage is the proximate result of the negligence or unlawful act of the owner, agents, or employees. Tenant agrees to hold owner and manager harmless from any claims for damages, no matter how caused, except for injury or damages for which Owner and Manager are legally responsible. In the event legal action is required to enforce any provision of this Agreement, the prevailing party shall be entitled to the recovery of reasonable attorney’s fees and costs.

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**10. Utilities (MONTHLY RENTERS ONLY)**

In the case an individual monthly utility bill exceeds \$100; the tenant is required to pay the difference. *(We very rarely have to charge anyone the difference. Please just remember to turn off the lights, conserve water, etc.)*

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**11. A/C & Fridge Instructions**

Do not turn the A/C below 72 degrees, it can and will freeze up if you put it any lower. Do not turn the temperature down on the refrigerator, they can and will break. If you break the units you may be charged for a service call.

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**12. Lost Key**

In the event that you lose the key to the property, there is a \$195 rekey charge. For security and liability concerns, the unit needs to be rekeyed if a key is misplaced.

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**13. Inclement Weather**

Refunds or reschedules are not provided for early departures or non-arrivals due to inclement weather. This includes weather that results in recreational facilities (Rivers, Lakes, Schlitterbahn, etc) being unavailable for use.

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**14. Departure**

Before departure, please complete the following;

- Keep linens, comforters, etc ON the beds
- Remove all trash from unit and place in trash bin and roll to road
- Put towels in pile

*Any excessively dirty unit (vomit, stained sheets/towels, confetti/glitter, etc) will incur an additional cleaning charge.*

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**15. Parking**

Parking policies are as follows. If you have more vehicles than allowed, please contact us and we will give you further information on additional parking. The parking is monitored periodically and **towing is enforced** so please make sure and follow our parking policies.

Riverfront Haven – 4 vehicle maximum *(please do not park on grass)*

**\* parking tags will be provided\***

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READ CAREFULLY BEFORE SIGNING!

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Once this document is received, you will be ready for your vacation!

**On the DAY OF your check-in, you will receive the CHECK-IN DETAILS via email shortly before 4 pm.**

**Please check your spam/junk folder if you do not receive by 4:15 pm.**

