

Arch Ray Policies & Rules

For your safety, we ask your assistance in observing these rules. **If you have pets, be sure to read the PET POLICIES.**

1. Tenants and Guests are responsible for any damage or injury caused by themselves, others, their children, and/or pets.
2. Tenant assumes all risks associated with the foregoing and agrees to hold Landlord harmless from and indemnify Landlord against the same.
3. The resort is not responsible for personal injuries or damage, loss, or theft of any personal property or vehicle.
4. We reserve the right to evict any person(s) who does not comply with the rules and policies without notice.
5. Arch Ray RV Park does not allow the delivery of mail from USPS at this time. UPS and FedEx will deliver to your space. Guests must make arrangements to have their mail delivered to a third-party location for pickup.
6. All Motorhomes, RVs, or Travel Trailers must be in good working order and appearance, self-contained, and roadworthy.
7. We reserve the right to refuse access to any guests whose vehicle is deemed to be unacceptable.
8. Total number of guests in any space cannot exceed the maximum capacity for that site.
9. Maximum of 8 people total are allowed to stay at your site.
10. **Visitors** are welcome at guest sites between the hours of 10am & 9 pm. They **MUST** check in with the office, and they may be required to pay a Day Use Fee and display an Arch Ray car tag.
11. Visitors are not permitted to stay overnight and are required to leave by 9 PM. Visitor pets are **NOT** allowed.
12. **FIRES** - Deep fryers and tiki torches are **PROHIBITED**. Wood fire pits are allowed while there is no Burn Ban and nowhere near the artificial grass. It must be a contained fire, like a Solo Stove or fire pit with a bottom on it. Do not build a fire directly on the ground. **ALL** fires must **NOT** be left unattended, and put out completely when not in use. No hot coals, of any kind shall be dumped in the dumpsters. Coals can be put in the community fire pits but must be completely extinguished. **NO HEATED OBJECTS ON OR ABOVE THE ARTIFICIAL GRASS.**

13. Propane grills and propane fire pits are allowed but, **NOT ON THE ARTIFICIAL GRASS.**
14. Tents, **pet pens**, blowup mattresses, sleeping bags, cots, clotheslines, and large appliances **are NOT allowed** outside. No heavy furniture is allowed on the ARTIFICIAL GRASS. You can utilize the back side of the RV site for tables and heavy chairs. Mats are allowed but, cannot be staked to the ground and must be picked up during high winds, and **are NOT ALLOWED ON THE ARTIFICIAL GRASS.**
15. Maintenance on RVs or vehicles on the property is not allowed.
16. ATVs or other motorized vehicles are not allowed.
17. Washing RVs or vehicles on the property is not allowed. A list of approved vendors to wash RVs has been provided in your packet. The office needs to be notified of the vendor's arrival and all vendors need to check in with the office at their time of arrival.
18. The use of any paint products or chemicals is prohibited.
19. Generators are not allowed.
20. Guests may not hang any items from the trees.
21. Sewer hose must be fastened tightly using a threaded connector, rigid elbow, or donut, and must be propped off the ground. Please replace the cap when leaving.
22. No large items are allowed in the dumpsters. Break down all boxes.
23. All sites are to be kept neat and clean for the duration of your stay.
24. Only 1 RV and a maximum of 2 vehicles are allowed per site unless stated otherwise. **Do Not Park on the Artificial Turf.** If your secondary vehicle does not fit in the space, park at the front of the property behind the dumpster. **NO PARKING IN THE ROADWAY.**
25. DO NOT leave trash out overnight.
26. **ALL** trash is to be disposed of in the enclosed trash receptacles. This includes but is not limited to; cigarette butts, cans, bottles, dog poop, and/or bags. Failure to clean up your trash will result in a **Site Clean-Up Fee of \$50.**
27. Drones or other remote-controlled machines may not be used at any time on the property.
28. Entering our RV Resort constitutes your consent for us to use pictures or videos that include your likeness for advertising & promotion without payment, inspection, or review.

29. **Fiesta Wine Club Members** - to receive your 10% discount, please call the office to book or call within 72 hours of booking your reservation online.

30. All prices are subject to change without Notice, regardless of circumstances.

Cancellation Policy:

Cancellations made 72 hours before arrival will incur a \$25 cancellation fee. Cancellations made less than 72 hours before arrival will incur a \$50 cancellation fee.

Check-in Time:

Check-Out Time:

All Sites 1:00 PM

All Sites 11:00 AM

Early Check-In / Late Check-Out Policy: The office may be able to arrange early arrival/ late checkout, if available. Additional fees may apply. To ensure availability for incoming guests, please plan prompt departures.

Safety

1. The use of FIREARMS of any kind, is Prohibited.
2. The use of archery, paintball, slingshots, or air guns is Prohibited.
3. Fireworks of any kind are PROHIBITED.
4. Obnoxious behavior of ANY kind is PROHIBITED.
5. Speed limit on the property is a maximum of 10 mph.
6. Motorcycles must be at idle speed when traveling through the Resort.
7. No vehicles can block any portion of the roadway.
8. Vehicles may park in designated spaces only.
9. Only persons with a valid driver's license may operate a motor vehicle in the Resort.
10. Vandalism of any kind by anyone in your group (regardless of age) will result in eviction from the resort.
11. NO SMOKING in any building. **Do not throw cigarette butts or trash on the premises or ground.** BE COURTEOUS.
12. The RV Park is surrounded by a beautiful natural habitat, which includes the Pedernales River. By entering these natural habitats you understand that these areas contain obvious and

hidden risks. Such risks include but are not limited to, minor or major injury or death from natural elements, wildlife, plant life, and insects. The river can rapidly change based on weather patterns and Arch Ray RV Park does not provide supervision or lifeguards, all activities by guests are at their own risk. As with any body of water, drowning is always a risk. You should use caution when entering these areas. Each guest should be aware of their surroundings at all times. Each guest is responsible for their safety and those of any minors in the group.

13. Arch Ray RV Resort is located in a flood plain which can be prone to flooding. Guests are responsible for monitoring water and weather conditions at all times to avoid the risk of being struck by lightning, hail, being caught in a flood, or all other acts of God. By signing the rental agreement, you and your party acknowledge the risks associated with enjoying a natural habitat and hold Arch Ray RV Park harmless for any unforeseen risk which could result in any minor or major property or personal injury, including but not limited to death.

14. Report any issues to the office: [830-304-2903](tel:830-304-2903)

Security

1. Management is not responsible for lost, stolen, or damaged articles. Keep your valuables locked up.
2. Report any problems with your site to the Main Office immediately.
3. We adhere to and maintain all state, county, and local laws on property.
4. Do not use WIFI BOOSTERS. We have state-of-the-art equipment and it is not needed. if you use it, it disrupts all other WIFI, including ours.

Quiet Hours

1. Quiet hours are from 10:00 PM to 8:00 AM.
2. Please be courteous to other guests around you.
3. Loud music or objectionable noise is not allowed at any time.
4. Inconsiderate guests will be evicted from the Resort.
5. Profanity or violence towards other guests or Park staff will result in immediate eviction from the park.
6. Guests violating rules that result in eviction notices will not receive any refunds for their stay.

The following rules and guidelines have been put into place for the comfort of you, your pet, and all of our other guests. We ask that you abide by these measures to keep everyone safe and comfortable during your stay.

Pet Policy

- There is a 2-pet limit at Arch Ray RV Park.
- We reserve the right to refuse service to anyone whose pet is NOT considered suitable for the serenity/safety of our guests or Arch Ray RV Park.
- Arch Ray RV Park does not allow Pit Bulls (including American Staffordshire Terrier or mixes), Rottweilers, Dobermans, Chow Chows and Wolf hybrids, or any other aggressive breeds.
- **Dogs must be on-leash and held by owners while outside at all times. NO EXCEPTIONS! Electronic leashes/collars are not allowed. Violators will be asked to leave.**
- Guests are responsible for cleaning up after the pet on the property, including but not limited to the trails. Everyone uses the trails so please pick up after your dogs on the entire property. Please take your pet to natural grass to relieve them. **DO NOT USE ARTIFICIAL GRASS.**
- Guests will be responsible for any property damage and/or personal injury caused by their pets. Any disturbance by your dog, such as barking, must be controlled at all times. Excessive barking is not tolerated and disturbs your neighbors. Please note that excessive barking may result in you being asked to leave without a refund.
- Guests agree to indemnify and hold harmless Arch Ray RV Park and staff from all liability and damage suffered as a result of their pet.
- Do not attach Leashes/chains/ropes to trees, landscaping, or our structures, pedestals, or faucets.
- Please have your current vaccination record with you.
- Pets are **NOT ALLOWED** to be left alone outside your RV at **ANY TIME**. Violators will be asked to leave.

Indemnification and Release

In consideration of Arch Ray RV Park allowing my pet/pets to stay with me, I understand that I voluntarily agree that I will be solely responsible for my pet and any loss damages, or personal injuries (including death), caused by my dog.

I release and agree to hold harmless, indemnify, and defend the owner(s) of Arch Ray RV Park and staff from all claims, lawsuits actions, debts, bills, or judgments arising from or related to my pet's presence at Arch Ray RV Park.