

Our Policies:

Hill Country Referral and Management Services LLC and its portfolio of rental associates are exclusive properties where every guest reservation is both important and special to us.

Terms of Service:

You agree that you are of legal age to enter into a rental agreement with Hill Country Referral and Management Services LLC, (referred to HCRMS LLC moving forward) and that the information you submit is true and accurate. You agree to pay for all goods and services that you, including those using your account or in your party, ordered through HCRMS LLC, including all applicable taxes.

Please check over all information as it is the responsibility of the guest to check the dates and location of the reservation. Any discrepancies should be immediately directed to HCRMS LLC at (830) 460-3690. You have read and agree to the cancellation policy listed below. Normal check in time is after 2:00 pm and check out varies by property - usually 12:00 noon. Failure to check out on time is subject to a charge equal to half of one night's stay unless authorized in advance.

Registered guests are responsible for any damage or extra cleaning fees. Should additional charges be incurred, they will be charged to the credit card on file. If you or your guests smoke in a non-smoking facility, the credit card on file will be charged an additional \$250.00.

Lost and Found HCRMS LLC and its property owners are not responsible for any lost or stolen items. Found items are held in our office for 4 weeks. If you do not contact our office and make arrangements for pick up or mailing, these items will be surrendered to a local charity. There is a charge for postage and the amount varies depending on the item left.

Changes in pricing can and do occur from time to time. We do our best to ensure these rate changes occur at the beginning of the fiscal year but occasionally rates change mid-season. Specials events and holidays may have different rates. We will make every effort to let you know about these types of changes. HCRMS LLC is not responsible for any changes a property the owner might make to the property they own. HCRMS LLC reserves the right to move guests if any unforeseen circumstances present themselves.

All of the properties represented by HCRMS LLC are privately owned and operated. HCRMS LLC is not liable for the maintenance and care of the properties themselves. The property owner is responsible for their guest's satisfaction. HCRMS LLC reserves the right to refuse service to anyone. HCRMS LLC is not responsible for accidents or injury to guests or for loss or damage to personal property.

Cancellation Policy: By making a reservation, you agree that HCRMS LLC will charge one night's rental fee for any cancellation that is less than 48 hours prior to arrival date. This fee can be waived if the property can be rented to another guest.

Pet Policy: Pets are welcome at some properties fee an additional fee. Guests traveling with pets must keep their pets under control at all times. This includes, but is not limited to, keeping pet's noise level down, cleaning up after pet and responsibly disposing of waste and following local leash laws.

Registered guest will be charges for any damages pet may cause.