Ranch Rules & Policies

PLEASE READ BEFORE CHECK-IN

Deposits. An advance credit card security deposit will be taken equal to the first night's rate to confirm your reservation. We kindly ask that the home/suite and its contents are returned in the way they were received. If you break something or damage the home/suite, please let us know. Otherwise we will be forced to determine repair and/or replacement costs and assess the charges to the card on file.

Cancellations. All cancellations must be made at least 30 days prior to arrival date, or the advance deposit will be forfeited. If you do need to cancel, we will need to assess a $75 administrative fee per house or suite for credit card processing and transaction costs. This cancellation policy becomes effective upon booking your reservation with our website (if made through an online travel agent then their policies are in effect). Also, if you decide to make changes to your reservation during your stay, for instance, leave earlier than your check-out date, no refunds or adjustments will be made.

Ranch Rules and Policies. To help ensure the safety and well-being of all our guests, we ask that you observe our rules. We appreciate your cooperation and want you to have a comfortable and pleasant experience during your stay. Our ranch rules and policies become effective upon booking your reservation.

Laws. All guests must obey all laws, regulations, licensing requirements, rules, and ordinances, including all laws of the County of Blanco, State of Texas, and of the United States. Guests shall not cause or permit any illegal activity on the ranch, or to break any of these rules and policies - violation will be cause for immediate eviction without return of any payments or deposits. All rules & policies become effective upon booking your reservation.

Risks and Disclaimers. Lighthouse Hill Ranch consists of mostly undeveloped and untamed land, including but not limited to possible brush, boulders, watersheds, flood zones, flammable material, ravines, caves, cliffs, holes, rivers, poisonous animals and insects, bats, and other wild animals, all of which may be dangerous, harmful or fatal to humans, pets, and/or property (including, e.g., damage to vehicles that become stuck in

mud or the like). By renting, entering, and/or using any property on the ranch, all guests acknowledge such potentially dangerous conditions, assume all risk and liability associated with same, and agree that Lighthouse Hill Ranch, its employees, agents, owners, and representatives will have no liability whatsoever with respect to any illness, injury, death or destruction to guests or guests' property. Lighthouse Hill Ranch, its employees, agents, owners, and representatives are not specifically responsible for any accidents or illness you or a guest may have on the ranch. If an accident or illness occurs on the ranch, you and/or your personal insurance must cover all expenses, including but not limited to, emergency room fees, ambulance fees, doctor or hospital visits, or vehicle repairs.

Check-in/Check out times. Check-in time is after 4:00 pm and check-out time is no later than 11:00. Upon check-out the house/suite will be inspected for any damage and/or missing items. Any damage and/or missing items will be charged against the advance deposit you paid at the time of booking your reservation. A detailed receipt will be emailed to you.

Quiet Hours. The 4 suites at the Arc de Texas are in the resort/hotel setting of the ranch. Since these suites are near each other we know that noise will travel through the floors and hallways, just as it would at any hotel/ resort where public areas are found. Because of this we kindly ask that between the hours of 10pm and 8am we ask that you keep the noise to a reasonable level in your suite in order to not disturb those staying in the other suites (we strongly suggest to not walk around in hard sole shoes such as boots if you are staying in the Louis XIV Suite). If noise complaints result in credits having to be issued to other guests due to the noise generated from your suite we will pass through to you the credits that resulted from your noise complaint. So please be respectfully of other guests staying in the building during your stay. We also ask those guests staying on the 2nd floor to not access the rooftop deck during quiet hours. So, during this time the rooftop deck is for your sole use only of the guests of the Louis XIV Suite. We suggest that during quiet hours you use the stairs on the north side of the building to access the roof thus minimizing the noise that is generated by the elevator. The stairs on the north side of the building also exit out at the fire exit at the back of the building. So we ask the guests on the 2nd floor (the Lafayette Suite, the Napoleon Suite and the Joan of Arc Suite) to use the stairs to go to and from the pool area so as to minimize the use of the elevator and thus not disturb guests in the building with the noise of the elevator operating during quiet hours.

Camping & Day/Overnight Guests. No camping is allowed, and RVs are not allowed on the property without written authorization. If you are staying at the ranch and wish to invite friends to visit you during your stay you need to get prior approval to do same. Event fees may apply if your day guests cause the maximum occupancy of the home where the event occurs to be surpassed. If your day guests decide to stay the night you will need to contact management immediately and notify them of your additional guests and the stated rates for additional guests will apply. If it is found that you have had overnight guests beyond your original number of guests on your reservation and management is not notified, the maximum occupancy nightly rate for the home that you are staying at will be charged. Basically, please let us know if you want to have people on the property during your stay or stay overnight, we will be happy to work with you. We do not offer event bookings through Vrbo, those need to be booked directly with us. Basically you can't rent the house/suite and then have an event (like a wedding) during your stay (those need to be pre-authorized with us and our event fees apply – see our website for complete details).

Adult Supervision. All children MUST have adult supervision. Water activities, including swimming and fishing, are prohibited without parental/guardian supervision for anyone under the age of 16.

Fires. All fires must be contained to the fire pits near the houses/suites and must not be left unattended. All fires must be thoroughly extinguished.

Trash. Trash from the houses can be deposited in the garbage cans next to the houses. If all your trash will not fit in the cans provided, you must take your overflow to the dumpster located below the highway entrance to the Arc de Texas. If you are staying at the suites at the Arc de Texas we find sometimes we do not wish to put the bagged trash in the back of our vehicle, so we hang it on the mirror of our truck and drive it down to the dumpster. Be sure to not leave trash out on the ranch or in the creek. Please help us maintain a clean environment and preserve the beauty of our land.

Hunting. Due to leases that we have with hunters, hunting is not allowed on the ranch. Firearms of any kind are not allowed on the ranch (this includes Beebe guns and paint ball guns as well).

Smoking. Smoking is not permitted inside the houses or suites. The full cleaning fee as well as a $150 surcharge will be assessed to the credit card on file if smoke is detected in the house or suite. If additional cleaning expenses are incurred beyond the above from the result of any type of cigarette, cigar smoke or illicit drugs, those expenses will be charged to the credit card on file as well.

Pets. We are a pet-friendly ranch. When you made your reservation, you were asked to bring a crate. We ask that you put them in their crate if you decide to leave them in the home/suite. We as that you keep them off the furniture and off the beds (if excess pet hair is detected on the linens of the bed, the furniture of the house/suite and/or the rugs in the house/suite you will be charged additional cleaning fees, typically the pass-thru cleaning fee will be assessed twice). If pet accidents and/or damage is detected in the house/suite your entire deposit will be held until additional cleaning expenses and repairs can be determined. Those expenses will be taken against the deposit that has been held. So please help us keep our homes & ranch pet friendly!

Trail rides. When riding ATVs, bikes, or horses on the ranch we ask for your own safety that you stay on the dirt trails. You must wear helmets when riding any ATV, bike, or horse on the ranch - no exceptions.

We hope you enjoy your stay and if you have any questions, please feel free to contact us.