



## **POLICIES & GENERAL INFORMATION**

### **EARLY CHECK-IN AND LATE CHECK-OUT:**

If you need an early Check-In or late Check-Out, please contact the Front Desk to see if this can be arranged. If it is available, and you would like for us to guarantee an early Check-In or late Check-Out, a fee of \$50 will be charged. All non-guaranteed requests for an early Check-In or late Check-Out cannot be confirmed until the day of your arrival.

### **CANCELLATION POLICY:**

Cancellations for Non-Holiday Standard Rates must be made 72 hours prior to arrival, and 48 hours prior to arrival for Non-Holiday Member Rates. All Group Rates and Holiday Rates require the cancellation to be made fourteen (14) days prior to arrival (for Holiday Rate dates, please visit <https://www.bentwater.com/book-your-stay/forms/request-booking-info>). If a guest cancels outside the required cancellation period, or does not show up for their reservation, 100% of the room rate & taxes for the full reservation will be charged as a cancellation penalty. *The Villas of Bentwater reserve the right to cancel any reservation due to acts of God, war, terrorist act, strikes, lockouts, material or labor restrictions, or prohibitions by any government authority.*

### **GATE ACCESS:**

Guests must use the Main Gate Entrance at FM 1097 and Bentwater Drive (see Resort Map for exact location). There is a Member Only gate located at FM 1097 and Bentwood Drive, but this gate has limited hours.

### **VISITORS & GUESTS:**

If you are expecting guest(s) during your stay, you must notify the Front Desk (936-597-2500) or Guardhouse (936-597-4190) so your guest(s) can be granted entry at the Main Gate.

### **HOUSEKEEPING:**

Daily Housekeeping Service, if requested, is between 9:00 am – 5:00 pm.

### **AGE REQUIREMENT:**

You must be 21 years or older to book a room.

### **PET POLICY:**

We are a pet-friendly resort. Upon booking your reservation, we must be notified of your plans to arrive with your pet. A Pet Policy Agreement will be signed at check-in and a non-refundable one-time fee of \$100 will be imposed. If guests are found to have a pet not in accordance with our Pet Policy, a \$250 fee will be assessed and Bentwater reserves the right to remove the guests.

### **SMOKING:**

Smoking is not permitted in any of our guest rooms. A violation of smoking in guest rooms will result in a \$300 cleaning fee.

### **DAMAGE AND/OR THEFT:**

Damage to rooms, fixtures, furnishing and equipment (including the removal of electronic equipment, towels, artwork, etc.) will be charged at **150%** of full and new replacement value plus any shipping and handling charges. Any damage to Resort property, whether accidental or willful, is the responsibility of the registered guest for each room. Any costs associated with cleaning, repairs and/or replacement will be charged to the credit card of the registered guest.

### **NOISE:**

Noise levels should be at an acceptable level as judged by the Resort's other guests and Resort Management. If the Resort receives a noise complaint, a \$250 fee may be assessed, you may be asked to leave the Resort and no refund will be given.