



BENTWATER

ON LAKE CONROE

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 dog-friendly resort. Please contact the Front Desk for a copy of our Dog Policy. Upon booking your reservation, we must be notified of your plans to arrive with your dog. A Dog Policy Agreement will be signed at check-in and a non-refundable one-time fee of \$100 will be imposed. There is a maximum of 2 dogs per room. If guests are found to have a pet not in accordance with our Dog 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 the guest rooms will result in a \$300 cleaning fee.

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 and/or you may be asked to leave the Resort and no refund will be given.