

Mercer Unit #1214 Policies

At My New Braunfels Vacation we have rules in place to ensure that your vacation is enjoyable. Therefore we have adopted a “zero tolerance” policy. This is your official warning and the 1st violation of any rules hereafter will be your last. At My NB Vacation we value our reputation and our facilities and want to ensure that all the guests on the property have a wonderful experience!

1. Quiet Enjoyment

While on My NB Vacation properties you will enjoy yourselves while not offending any of our neighbors or fellow renters. In the event you are behaving in a manner that is bothering another renter or neighbor you will be asked to leave immediately. For this reason we have a 10pm curfew for loud parties. After this time you are welcome to take the party inside or stay outside, but you must be quiet and respect the fact that other guests and neighbors will be trying to get some sleep.

2. Max Occupancy

While on our properties you will have a maximum number of guests allowed for your stay (4)*. This number will be pre-determined and agreed upon by an agent representing My NB Vacation. Building occupancy fire codes and security on-site strictly prohibits exceeding maximum occupancy, and **wristbands are required**. If your number of guests exceeds this number then you will be asked to leave immediately and issued a surcharge of \$75/person over your allotted number.

*The max occupancy DOES include children, babies, visitors, etc. Unfortunately we can not allow more than 4 guests on the property.

**Monthly renters have a maximum occupancy of two guest per bedroom.

3. Smoking

Smoking is prohibited in all buildings on My NB Vacation properties. If you must smoke then do so outside and dispose of all trash related to smoking in outside trash receptacles. If there is any sign of smoking in our buildings you will be issued a fee of \$500.

4. Minimum Age

While renting My NB Vacation properties, the majority of the group is required to be 23 years of age or older, unless a parent/guardian is present during the entirety of the stay.

5. General Behavior

We will not tolerate any lewd behavior. This includes, but is not limited to the following: cursing, excessive drinking, nudity, public defecation or urination (we have nice restrooms), violation of the

quiet enjoyment policy, crude music, loud music after allotted hours, general rude behavior to neighbors or renters, leaving trash on property or common areas and any offensive behavior resulting in drama.

6. Compliance

My NB Vacation reserves the right to randomly and periodically check on guests. This is to ensure that all rules are being followed and for better customer service. We respect the privacy of our guests and will keep that in mind when scheduling these visits. Furthermore, My NB Vacation will be the sole judge in what is a violation of the rules.

7. Children

Do not leave children unattended on balconies and breezeways for their safety.

8. Pets

Previously approved pets are allowed on site. 2 dogs max. \$75 pet fee per dog. Dogs must be kept on leashes and dog park rules followed. Guests are responsible for cleaning up after their dogs and throwing their deposits into the provided poop bins.

9. Pool & Clubhouse

Hours: Dawn to 10pm daily (unless closed for cleaning and maintenance)

SWIM AT YOUR OWN RISK. There is NO LIFEGUARD ON DUTY. Children under the age of 13, and children of any age who are not competent swimmers, must be accompanied by an adult

Persons with open sores or wounds, bandages or communicable diseases are to refrain from swimming in the pool.

If you, your guest and/or child is found to be responsible for a closure due to fecal matter, all costs to clean and reopen the pool will be assigned to your unit. Incidents should be immediately reported to the management company

Proper swimwear is required. No "cut-offs," street clothes or tee backs (thongs) are allowed.

Swimmers are encouraged to shower before entering the pool.

Under no circumstances shall pets, bicycles, skateboards, scooters or motorized cycles be permitted within the pool fences. Roller skates and/or rollerblades may be carried into the pool area and stored with your personal belongings but may not be worn within the pool fences.

No smoking, vaping, e-cigarettes, or use of any tobacco product is permitted in the pool area or surrounding areas.

No glass containers of any type are allowed in the pool area.

Persons using the pool and deck furniture are required to cover the furniture with a towel when using suntan oils and lotions.

Music, televisions, speakers, and the like that is loud, offensive, or otherwise inappropriate for a family setting is prohibited. Volume settings for music, television, speakers, and the like must be kept at a courteous volume.

Clubhouse television should be turned off by 10:00pm.

No snorkels or facemasks are permitted in the pool; plastic swim goggles are acceptable.

Music, televisions, speakers, and the like that is loud, offensive, or otherwise inappropriate for a family setting is prohibited.

Food shall only be consumed in designated areas away from the pool or in other sitting areas at least six feet away from the pool. No glass containers or glassware of any kind are permitted.

All trash generated by swimmers must be placed in garbage containers or otherwise disposed of properly.

Any person presumed to be intoxicated or under the influence of alcohol or illegal drugs will be asked to leave the pool area immediately and the New Braunfels Police Department will be notified.

8. Inventory & Damages

A full inventory has been made of the contents of each property (interior and exterior), and an inspection will be made after your check out. Any damaged or missing items will be charged to your credit card.

9. Injury

Owner and Manager shall not be liable for any damage or injury to Tenant, or any other person, or to any property, occurring on the premises or any part thereof, or in common areas thereof. Unless such damage is the proximate result of the negligence or unlawful act of the owner, agents, or employees. Tenant agrees to hold owner and manager harmless from any claims for damages, no matter how caused, except for injury or damages for which Owner and Manager are legally responsible. In the event legal action is required to enforce any provision of this Agreement, the prevailing party shall be entitled to the recovery of reasonable attorney's fees and costs.

10. Utilities (MONTHLY RENTERS ONLY)

In the case an individual monthly utility bill exceeds \$100; the tenant is required to pay the difference. (We very rarely have to charge anyone the difference. Please just remember to turn off the lights, conserve water, etc.)

11. Trash Disposal

Valet Trash Service: Sunday – Thursday. Please have your provided valet trash bins placed outside and beside your entry door by 7pm for pick up. Guests may also use the dumpster to dispose of extra waste that does not fit into the given trash receptacle (Please notify My New Braunfels Vacation to have access to the dumpster). All trash must be bagged, tied, and placed inside the given trash receptacle. Extra bags of waste are not permitted on the ground outside of residential entryways. If you have additional trash bags to dispose of, store them inside your unit until the current trash is picked up or you may take your bags to the commercial dumpster.

11. A/C & Fridge Instructions

Do not turn the A/C below 72 degrees, it can and will freeze up if you put it any lower. Do not turn the temperature down on the refrigerator or freezer, they can and will break. If you break the units you may be charged for a service call.

12. Lost Key

In the event that you lose the key to the property, there is a \$195 rekey charge. For security and liability concerns, the unit needs to be rekeyed if a key is misplaced.

13. Inclement Weather

Refunds or reschedules are not provided for early departures or non-arrivals due to inclement weather. This includes weather that results in recreational facilities (Rivers, Lakes, Schlitterbahn, etc) being unavailable for use.

14. Departure

Before departure, please complete the following;

Keep linens, comforters, etc ON the beds

Remove all trash from unit and place in dumpster at the back of the property (by dog park), if the trash valet has not been picked up on your departure date.

Make sure dishes are clean (dishwasher); the cleaning company will put them away.

Any excessively dirty unit (vomit, stained sheets/towels, confetti/glitter, etc) will incur an additional cleaning charge.

Please leave the issued parking permits on the kitchen counter.

15. Parking

Assigned parking spots are #16 and #56

The parking is monitored so please make sure and follow our parking policies

We will provide two parking passes inside of your unit, please place parking tags visibly on the dashboard of your vehicle immediately upon arriving at the unit as **TOWING IS STRICTLY ENFORCED** by a 3rd party company.

For any additional vehicles, we recommend parking on the side streets where allowed.

UNFORTUNATELY, NO GOLF CARTS, TRAILERS, JET SKIS, ETC ARE ALLOWED ON THE PREMISES.

On the DAY OF your check-in, you will receive the CHECK-IN DETAILS via email shortly before 4 pm.

Please check your spam/junk folder if you do not receive by 4:15 pm.

IMPORTANT: if you don't receive code by 4:30 pm please call us immediately before we close at 5 pm

(AFTER-HOURS LINE: 541-265-1983)