

## **X Bar Ranch Deposit and Cancellation Policy**

Every guest reservation is both important and special. Thank you for choosing to stay with the X Bar Ranch Nature Retreat. We have tried to allow for maximum flexibility for you, our customer, when crafting our policies. Please review our policies below and do not hesitate to contact us if you need clarification.

**Standard Deposit/Cancellation Policy:** Applies to all reservations except those related to special events, holidays or group reservations.

**Payment:** All reservations require a 100% advance payment made at booking.

**Deposit:** Value of one night's stay per rented unit

**Cancellations:**

- a. No penalty for cancellations made at least 21 days before arrival date.
- b. Cancellations between 20 and 3 days prior to arrival date are subject to a deposit fee equal to one night's stay. Deposit, minus a \$20 processing fee, may be applied as credit for a future stay at X Bar Ranch; credit must be used within one year and can not be re-booked during special events or holidays. Remainder of advance payment will be returned.
- c. Within 72 hours of arrival date we regret there are no refunds or credits for late arrivals, early departures or cancellations, guest is responsible for full value of entire reservation.
- d. No shows forfeit deposit.

**Holiday Deposit/Cancellation Policy:** Applies to all reservations made in relation to any part of a federal or state holiday.

**Payment:** All holiday reservations require a 100% advance payment made at booking.

**Cancellations:** No credit for future stays will be given for cancellations during holidays, and the following cancellation fees apply:

- a. Cancellations between 30 and 7 days prior to arrival date - if reservation is for 3 or less nights – deposit taken equals the value of one night's stay; if reservation is 4 or more nights – deposit taken is equal to the value of two nights' stay.
- b. Cancellations in 6 days or less prior to arrival date - full value of entire reservation.
- c. Any refund due to guest is subject to \$20 handling fee.

**Special Event Deposit/Cancellation Policy:** Applies to all reservations made in relation to special events, including but not limited to star parties, scrapbook retreats, bicycle races.

**Payment:** All special event reservations require a 100% pre-payment deposit made at booking.

**Cancellations:** No credit for future stays will be given for cancellations during special events, and the following cancellation fees apply:

- a. Cancellations between 30 and 7 days prior to arrival date - if reservation is for 2 or 3 nights – deposit taken equals the value of two night's stay; if reservation is 4 or more nights – deposit taken equals the value of four nights' stay.
- b. Cancellations in 6 days or less prior to arrival date - full value of entire reservation.
- c. While the X Bar Ranch is under no obligation to do so, if canceled unit or spot can be re-filled, the deposit minus a \$20 handling fee will be returned for any nights that are re-booked.
- d. Any refund due to guest is subject to \$20 handling fee.

**Group Deposit/Cancellation Policy:** Applies to all Rent-the-Ranch, group or block reservations, including but not limited to family reunions and weddings.

**Deposit:** A \$450 deposit is required at booking. A separate payment in the equivalent of one night of the reservation is due 30 days prior to arrival date. Once reservation is confirmed, there will be no adjustments on pricing for late check in, early check out or for facilities not used during event.

**Cancellations:** No credit for future stays will be given for cancelled group reservations, and the following cancellation fees apply:

- a. Cancellations in calendar year prior to AND at least 3 months prior to arrival date - \$300.
- b. Cancellations in calendar year and more than 31 days prior to arrival date - \$450.
- c. Cancellations between 30 and 8 days prior to arrival date - one night's stay.
- d. Cancellations in 7 days or less prior to arrival date - full value of entire reservation.

## Group Deposit and Contract

I am submitting the \$450 portion of the Group Deposit & Cancellation Policy to the X Bar Ranch by:

**Check**

**Credit Card,**

**Card Number:** \_\_\_\_\_, **Expiration Date:** \_\_\_\_\_

**Name on card:** \_\_\_\_\_, **Signature:** \_\_\_\_\_

The \$450 deposit will be held as a cancellation, sign-in, excessive cleaning, breakage/missing items deposit. If there are no cancellations and all of the on-site conditions are met, those conditions are provided upon reserving and at check-in, you can expect to have your deposit returned in the form of a check. You will be notified otherwise.

This reservation is for (date): \_\_\_\_\_ and is to include use of the following facilities: Live Oak Lodge & Cabins, Round House, Granger House (circle or underline each facility you want to book). The total amount of the reservation, including all taxes (6%) is: \$\_\_\_\_\_.

The one night deposit equivalent is \$\_\_\_\_\_, which is due 30 days prior to arrival date.

If the event is cancelled between 30 and 8 days of arrival date, the entire one night deposit is non-refundable, but the initial \$450 will be applied to that balance.

If the event is cancelled 7 days or less of arrival date, the full value of entire reservation is due. The deposit will be applied, and I authorize the use of the credit card information provided above to cover the balance of the reservation value if it has not already been paid in full. **Initial Here** \_\_\_\_\_.

**For Weddings:** Alcohol will be served at reception? **YES / NO** Are more people attending the event than will be staying overnight? **YES / NO** – If Yes is answer to both, X Bar Ranch will contract security services and will communicate what the related costs will be to you. Security Fee: \$ 280.00

Same group representative as above is required to fill in and sign in spaces below.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City, State, Zip:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

Please mail this form back to X Bar Ranch, P.O. Box 696, Eldorado, TX 76936 and enclose a check and/or required credit card information. Call 888-853-2688 with any questions.

Note: Even if the initial deposit of \$450 is paid by check, it is mandatory that a credit card number and related information be provided. Until all required material is received, the reservation is not considered confirmed.