

Faywood is a historical site; please tread lightly where so many others have been!

GENERAL PROPERTY POLICIES (rev: 12/9/14)

ENTRY: Anyone entering Faywood Hot Springs must check in at the Gatehouse Entrance/Office. A daily fee must be paid by all entrants whether or not the mineral water pools are used by that entrant.

VISITORS: Any paying guest meeting a non-paying visitor must arrange to meet at the Gatehouse Entrance.

CHILDREN: We adore children, but anyone under the age of 18 must be accompanied by an adult at all times and must not be left unattended. Infants and toddlers, who are not potty-trained, must wear special diaper swimsuits in the pool

PETS: We welcome pets but they are allowed only in the parking lot, camping areas and pet-friendly cabins. Dogs must be kept on a leash or tied at all times - away from areas where other customers pass by. Pets (except for service dogs) are not allowed at any of the pools. Owners must clean up after their pets. We do offer pet waste bags at the Gatehouse Entrance/Office, free of charge.

SPEED LIMIT: For the safety of all guests and especially children, ***SPEED LIMIT IS 5 MPH AT ALL TIMES.***

HANDICAPPED PARKING: Please park in the proper parking areas, we have a limited number of parking spaces for the physically challenged.

GROUNDS: Please be respectful of the grounds. Any guest found stealing and/or vandalizing the grounds will be immediately asked to leave and will not be invited back. No refunds will be given. Excessive vandalizing will be reported to the Grant County Sheriff's Department. Scavenging, digging or defacing of the grounds is not allowed; metal detecting is NEVER allowed.

LOST AND FOUND: All items that found on the grounds and turned in to the Gatehouse Entrance/Office will be held for a period of one week. After one week, items will be donated to the charity of Faywood Hot Springs' choice. Call the Gatehouse Entrance/Office if you have left an item. If properly identified, the item will be held for pick up or it will be shipped to the owner, at owner's expense. Guests must take good care of their own belongings. Faywood Management will not be held responsible for any loss or damage incurred.

WE DO NOT ALLOW FIREWORKS, FIREARMS, ILLEGAL DRUGS OR UNLAWFUL BEHAVIOR ON FAYWOOD PROPERTY.

POOL POLICIES

RENTALS: A reasonable deposit will be required for rented items such as swimsuits and towels. The deposit will be returned when the rented item is returned in good condition.

POOL ETIQUETTE: The following are, without exception, not allowed *in* the pools:

- **smoking**
- **running or diving**
- **soaps, oils and lotions**
- **eating**
- **pets**
- **excessive noise and disturbances**
- **drinking**
- **glass**
- **lewd or sexual behavior**

Guests violating these etiquette guidelines will immediately be asked to leave, fees will not be refunded.

ALCOHOLIC DRINKS BEFORE OR DURING SOAKING IS NOT ADVISED.

CABIN/OVERNIGHT GUEST POLICIES

CHECK-IN/OUT TIMES: Check-in time for all overnight guests is 2:00PM. Check-out is at 11:00 AM the following morning. Overnight guests may stay until 10:00 PM the following evening by vacating their accommodations, moving their vehicle to the parking lot and paying the day rate for all in their party. Anyone who stays in the cabins past 11:00 AM will be charged an additional night (please discuss with Gatehouse attendant regarding special arrangements). All day guests must leave by 10:00 PM. Our gates are locked from 10:00 PM until 10:00 AM. For early arrivals to or late departures from Faywood property, special gate arrangements may be made upon request at the time of reservation, at the time of check-in or before 10:00 PM. Day guests who wish to reenter must show their wristband at the Gatehouse Entrance/Office.

TIME ZONES: When making "time-sensitive" reservations, please keep in mind that New Mexico is in the Mountain Time Zone. Arizona and New Mexico are in the same time zone, except during daylight-savings-time, when Arizona is one (1) hour behind New Mexico.

FEE PAYMENT/CANCELLATIONS: All guests must pay, in advance, for their planned stay. All reservations must be accompanied by a MasterCard, Visa, Discover or American Express credit card. Due to the large demand for lodging on holidays, we require a 2-day minimum stay during these peak times.

Our cancellation policy is as follows:

- All cancellations must be made at least 48 hours prior to check-in time on your reservation date to incur no charge.
- Your credit card will be charged half the reserved rate if cancellation is made 48 hours prior to check-in time on your reservation date.
- Cancellations made within 24 hours of reserved check-in date are subject to the full reserved rate charged to your credit card.
- No cancellation is permitted on same-day lodging and private pool reservations.
- A \$10 credit card processing fee will be charged to any cancellations.

LATE ARRIVALS: As a small family establishment, we close our office (and lock our gates) at 10:00 PM. Special gate arrangements may be made upon request at the time of reservation, at the time of check-in or before 10:00 PM, please contact the Gatehouse Entrance/Office Attendant.

GATES: Our entire facility is fenced and gated. Our gates are locked from 10:00 PM to 10:00 AM. Please make special arrangements at the Gatehouse Entrance/Office to enter or exit Faywood Hot Springs when gates are locked.

CAMPFIRE REGULATIONS: We have a limited number of areas designated for campfires. Fires may not be built in any other area. Please do not strip our trees or other vegetation for campfires. Firewood can be bought at the Office. During droughts, fires may be banned everywhere on the property. No fires during windy conditions!

QUIET TIME: All public areas will observe a quiet time between the hours of 10:00 PM and 8:00 AM. We ask that all noise be kept to a minimum; no generators, loud music or constant dog barking during these hours.

KEYS: Loss of or damage to keys in guest's possession are subject to a fine.

CLEANING DEPOSIT: An **additional** \$50 cleaning fee will be charged to your room if not left in good condition upon check-out.

DO NOT LEAVE FOOD IN SINKS: To ensure your comfort and that of future guests, do not leave food in sinks as it clogs the drains. Please use the sink traps provided.

NO PETS ON THE BED: To ensure hygienic standards for all of our guests do not allow pets on the bed in our pet-friendly cabins. Pets are **not** allowed in cabins that are not pet-friendly. Owners **must** clean up after their pets. Evidence of pets in any beds will be subject to a \$20 cleaning and disinfecting fee in addition to the general cleaning deposit.

LINENS: Linens for the queen bed in each cabin are provided. If you intend to use the loft bed and will need extra linens, please inform the Gatehouse Entrance/Office Attendant at the time of reservation. Loft bed linen provision does incur a \$12 charge. We are happy to deliver loft bed linens to your reserved cabin but you are responsible for making your own loft bed. If you wish for the maid staff to make the loft bed for you an additional fee will be charged. For your convenience, pool towels are offered and stored in the closet. These towels are for pool use only. There is a \$30 additional charge to your cabin, per missing/extremely damaged pool towel, after your stay. The same charge applies to missing bath towels and other cabin linens.

SMOKING: Smoking is **not allowed** inside of the cabins. Please limit smoking to the outside of Faywood cabins and enclosed facilities. Ashtrays and cigarette disposal buckets are provided in designated areas. Evidence of smoking inside of the cabins will be met with a \$250 fee.

FOR ITEMS NOT COVERED BY THE ABOVE POLICIES, MANAGEMENT WILL FOLLOW THE GENERAL PRACTICE OF THE HOSPITALITY INDUSTRY IN NEW MEXICO.

WE RESERVE THE RIGHT TO REFUSE SERVICE TO OR EJECT ANYONE WHO DOES NOT FOLLOW THESE RULES, WITHOUT REFUND.

We anticipate that our policy will change from time to time, and we expressly reserve the right to change the policy when we find it to be appropriate. Your continued use of our resort constitutes your acceptance of our rules and policies, including any changes.