

## Mo-Ranch Policies

### Alcohol/Smoking Policy:

Public use of alcohol by individuals or groups is strictly prohibited. Alcoholic beverages are restricted to private quarters. Smoking is prohibited in all facilities.

### Transportation:

Mo-Ranch has a working relationship with a transportation company in Kerrville. Preferred service for group and individual transportation can be coordinated with advance notice with this operator. Contact information can be provided on request.

### Security:

Mo-Ranch is not responsible for belongings, equipment, displays, supplies, written materials, or any other items left unattended. We can assist you in arranging for safe storage of your expensive items. You are also responsible for securing and safeguarding your equipment and materials in any meeting space you occupy. A courtesy phone is located outside the registration office for after hours emergency situations.

### Health Concerns:

Groups are asked to provide their own nurse or doctor, if one is desired. Emergency services are accessible by dialing 9-11 from a Mo-Ranch in-house phone. Please keep in mind that EMS comes from Kerrville, which is 23 miles away. After calling 911, please also notify our staff. During office hours, call the Front Desk by dialing "0", or after hours dial 238-4455, which reaches our answering service. The service will page out a Mo-Ranch employee to assist with your needs.

### Pets:

**Guests are not allowed to bring pets to Mo-Ranch.** Pets may be boarded at kennels in Kerrville or Ingram, but prospective guests should check in advance for hours and space availability. Contact information can be provided on request. A significant pet charge will be assessed to any guest who violates our pet policy. We reserve the right to ask guests who do not follow this policy to leave the ranch, in which case no refund will be given.

### Damage:

**Mo-Ranch property, equipment, and facilities are inspected after each Group's stay.** Repair costs for any damages done to facilities or equipment, or for needed excessive maintenance or cleaning, will be the responsibility of the Group and will be billed accordingly. **Your Group assumes full responsibility for returning Mo-Ranch property to its original condition.**

### Check-In/Check-Out Procedures:

**Check-in time is 4:00 pm on the day of arrival. Checkout time is 12:00 noon.** Please help us to provide better service to you by observing these guidelines. If arriving after the registration office is closed, please use the courtesy phone outside the main door to contact our answering service. A Mo-Ranch staff person will be paged to assist you.

### Rooming List:

A completed rooming list is required for all groups at Mo-Ranch. This list should include the names and addresses of all persons attending your event. This detailed information helps us to locate specific individuals in an emergency. **The rooming list is due no later than 14 days prior to group's arrival.**

### Guest Behavior Guidelines:

Many groups ask for a list of guidelines to share with their participants. Please make copies of the attached Covenant of Conduct and secure signatures for your files as appropriate. **Please note that quiet time is from 10:00 pm to 7:00 am.** We expect and appreciate your compliance with the policy.

### Dietary Requests:

A list of any special dietary requests, (such as allergies, vegetarian, etc.) **must be received by Mo-Ranch no later than 14 days prior to your arrival date.** Our dining services department will attempt to meet as many special requests as possible. Please remind participants who have made special requests to ask for their meals while going through the serving line.

### Environmental Concerns:

Mo-Ranch is committed to good stewardship of our environment, as detailed in the attached Environmental Mission Statement. We ask all guests to join us in this effort by elimination of littering, conservation of natural resources and participation in recycling. For your convenience, containers are placed in various locations around the Ranch.

### Liability of Non-Performance of a Contract:

Mo-Ranch shall not be liable for non-performance of this contract when such non-performance is attributable to accidents, government regulations, or restrictions upon travel or transportation, national emergencies, acts of God and other causes, whether enumerated herein or not, which are beyond the reasonable control of Mo-Ranch prevent or interfere with the Ranch's performance.

**Mo-Ranch reserves the right to send any guest home (at their own expense) after repeated or serious infractions of any one of the above policies.**