

## Property Access

### Parking

#### Parking

The Riverscape at Gruene provides parking for a **maximum of (3) vehicles for each unit**. We require the make/model/color/license plate # for all vehicles. **Please do not park in garages.**



### Check-in

#### Check In Instructions

Once you have arrived, **the registered guest may call or text (737)315-6781** for the door code.

Please note: VRBO, Booking.com, and Direct Booking - If you have not set up a damage deposit, please call the office with your credit card information for authorization.



## **Check-In Time**

Welcome there

Check-in is from **16:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival, allowing you to check in with ease.

Early check-in may be an option depending on availability. If you plan to arrive before the standard check-in time, please contact us, and we'll see if we can make arrangements—although we can't guarantee it.

Should you arrive ahead of schedule, be sure to check out our **MAP** below, where we've compiled a list of nearby places to visit and things to do while you wait.

## **The Neighbourhood**

Enjoy the local culture with various activities, from exploring historical sites to savoring local cuisine. The town's quaint shops and friendly locals add a unique flavor to your journey, creating lasting memories.

## **Check-Out**

### **Check-Out Time**

Please vacate the property **before 11:00**.

## Property Rules

### House Manual and Rules

#### WELCOME TO THE RIVERSCAPE AT GRUENE!

#### HOUSE RULES AND MANUAL

Check-in: The registered guest must be present at the property to receive the key code. We turn over the property daily, and unfortunately, we cannot accommodate early check-in requests. Late departures are prohibited unless approved; you will be charged a full-day rate.

- Please secure and lock your home with a keypad lock when you leave.
- We are not responsible for the loss or theft of items. Please keep your valuables secure.
- We are not responsible for any injuries or accidents; you accept using the property at your own risk.
- Smoking or vaping on the property is prohibited. We reserve the right to charge a \$300 cleaning fee for any smell or smoking material.
- Parties are prohibited
- Quiet time is between 10 p.m. and 7 a.m. NOTICE: A RING Doorbell and outdoor security system are in use.

GUEST IDENTIFICATION: We reserve the right to request a valid, unexpired, government-issued ID.

AGE RESTRICTION: Guests must be at least 21 years old to book. Failure to provide identification may result in reservation cancellation and is subject to all channel rules and regulations.

#### Visitor(s):

You will need to obtain approval for any overnight guests and pay an additional fee of \$105 per person per night. Additional guest(s) must be added and paid for at least 24 hours before check-in. (6) Maximum guest occupancy

#### Parking:

A maximum of three (3) vehicles is allowed for parking. Please park only in the driveway or on the street. Please do not park in garages.

Furniture: The bed, sofa, table, appliances, and other items cannot be taken outside or moved around, even if you intend to return them after your stay. In the event of an accidental spill, please notify us, and we will take steps to prevent further damage to the furniture.

Appliance(s): Appliances are not permitted on this property. This includes, but is not limited to, space heaters, portable air conditioners, dehumidifiers, and similar devices. Please keep the doors and windows closed when using the A/C or heater.

BBQ Grill: A BBQ grill is available in the garage. PLEASE move the grill to the driveway for your use. According to the city of New Braunfels' short-term permitting fire code, grilling in garages or on wooden decking is prohibited.

Fur babies: Welcome 1 dog weighing 70 lbs. and under. Please keep your fur babies on a leash, as there is no fencing. The front and sides of the house were available for use. Please bag and dispose of any waste, and clean and disinfect the area where accidents occur. We provide a doggie bed for your convenience. The furniture is new; therefore, we would appreciate your help in keeping it in good condition.

We reserve the right to ask for reimbursement of any extraordinary cleaning fees. Please do not prepare overly AROMATIC FOODS such as Curry, cabbage, or fish noodles at home. An additional ozone cleaning fee may be charged.

#### Child Safety Notice:

Please note that this townhome is not childproofed. It features a long staircase leading to the second floor and does not have safety gates or other child safety measures in place. For this reason, the property is not recommended for children between the ages of 1 and 6 years. Children aged 6 and above are welcome.

#### EMERGENCY NUMBERS

In case of Medical / Emergency, Dial 911

New Braunfels Police Non-Emergency Number

16:00

11:00

## **Paying Guests Only**

### **No Parties**

- This property has a strict **no parties** policy. Please be mindful and keep gatherings small and respectful.

## **Noise**

### **Noise & Quiet Hours**

- To ensure a peaceful environment for everyone, **no loud music after 11 PM**. If socializing outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors.

## **Additional Notes**

\* Child Safety: Please be aware that the townhome is not childproofed. There is a long flight of stairs to the second floor and no safety gates. For these reasons, the property is not recommended for children under 6.

\* Fees: Rates are priced for 6 guests. A 10% management fee and a \$199 cleaning fee apply to each stay.

\* Security: For your peace of mind, an outdoor security system is active on the property.

## **Rubbish & Recycle**

## **Rubbish & Recycle (continued)**

Before you check out, we kindly ask that you empty all indoor bins into the receptacles located in the garage. As the cleaner may not arrive immediately after your departure, this helps keep the space fresh and free from unwanted odors or pests.

## **Guest Access**

### **Checking In**



{

We look forward to welcoming you to the property located at 1121 Gruene Road, A, New Braunfels, TX, 78130, US. Please read all information carefully to ensure a seamless check-in. Check in: You are welcome to check in at 4:00 PM. The registered guest may request the access code if present at the property by texting on the channel messenger or calling the office phone at (737) 315-6781. Please note: Access codes are not generated until the registered guest is on the property. Valid ID or ID verification may be required. Parking: We provide parking for a maximum of (3) vehicles. Please ensure we receive the make/model/ color/ license plate # at least 48 hours before check-in. Please note that there is no parking in the garage or yard. Additional vehicles must park in the extra lot across from Gruene Hall or in public street parking. Please use Messenger for all correspondence. The Manager will not always respond immediately, but will try to reply as soon as possible. Please let us know if you have questions. We hope that you will have an enjoyable stay! Best Regards, The Riverscape at Gruene 1121 Gruene Road, A, New Braunfels, TX, 78130, US Office Ph: (737)315-6781

## **Room Layout**

### **Bedroom Layout**

Bedrooms are configured in the following

## Check Out Instructions

### [Check Out Instructions](#)

### [Check Out Checklist](#)

### Check Out Instructions

Scan QR code to visit



## WiFi Details

### Accessing the WiFi

#### WiFi Login Details



Please use the following details to connect to our complimentary WiFi

**WiFi Name:** Villa A

**WiFi Password:** Riverscapea

### Wifi Troubleshooting

#### Troubleshooting

Please check you are connected to the correct WiFi network **Villa A** . Try different locations in the property, and if it's still not working, please try turn on Airplane mode and turn off your wifi, then turn it on and try again.

If it still doesn't work, please read out and we will attempt to troubleshoot further.

## How to use...

### Entertainment

#### TV

? TV & Google Chromecast Guide

##### **Turning on the TV**

1. Press the Power button on the TV remote.
2. The smart TV may take a few seconds to boot up.

##### **Selecting the Input Source**

1. Press the Input or Source button on the remote.
2. Use the arrow keys to scroll and select the correct input:
  - HDMI 1 – For standard TV or satellite
  - HDMI 2 (or Chromecast) – For Google Chromecast
  - Apps – If using a built-in Smart TV

##### **Watching Netflix & Other Streaming Apps**

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.

#### Chromecast

##### **Using Google Chromecast**

1. Make sure the TV is set to the HDMI input where the Chromecast is connected.
2. Open the streaming app (Netflix, YouTube, etc.) on your phone, tablet, or laptop.
3. Tap the Cast icon (?) in the app and select the TV's name from the list.
4. Your content should start playing on the TV!

##### **Watching Netflix & Other Streaming Apps**

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.

#### Troubleshooting

## **Troubleshooting (continued)**

### **Troubleshooting**

- No Signal? Double-check that the TV is set to the correct HDMI input.
- Chromecast not showing? Ensure your device is connected to the WiFi network.
- App not working? Try restarting the TV and your device.

For any issues, feel free to reach out! Enjoy your stay! ?

## **Kitchen Appliances**

### **Stove**

If the stove isn't working, try holding down the LOCK button for 3–5 seconds to disable the safety lock.

If it still doesn't turn on, ensure you've placed a pot or pan on the element—our stove uses induction technology, which requires a compatible metal cookware item to activate.

If neither of these steps resolves the issue, turn the oven off at the main switch located behind it, wait for 10 seconds, and then turn it back on.

## Weather

### [Weather Report](#)

#### [Weather Forecast](#)

## Weather

Scan QR code to visit

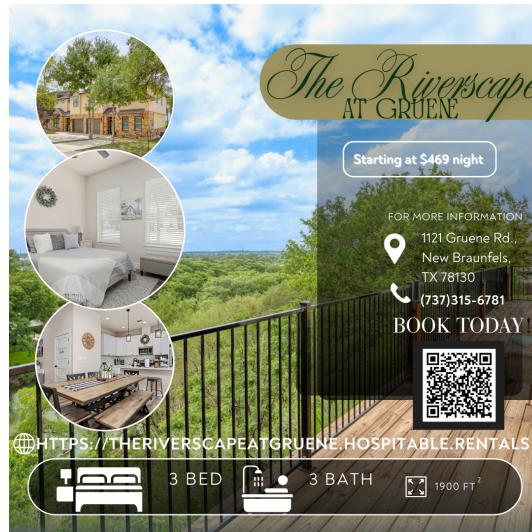


## Book Direct & Save

### Book With Us and Save

#### Book with Us and Save! Discounts for return Guests

Enjoy the local culture with various activities, from exploring historical sites to savoring local cuisine. The town's quaint shops and friendly locals add a unique flavor to your journey, creating lasting memories.



[Save 20%](#)

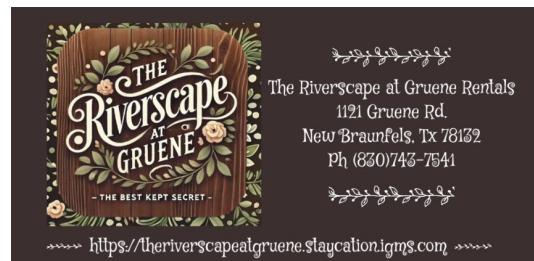
#### Direct Booking

Save 20% or more by booking direct!

## Emergency Contacts

### Manager

#### Manager



The Riverscape at Gruene LLC  
1121 Gruene Rd.,  
New Braunfels, TX 78132  
(737)315-6781

### Emergency Phone Numbers

#### Our Phone Number

You may call (737) 315-6781 or contact us via the booking app messenger. Please note that we cannot respond to text messages; however, we can respond to requests for door code access.

#### Accident / Emergency

**Fire:** 911

[REDACTED]

[REDACTED]

#### **Health**

In an emergency, call 911

**6 bed / 6 bath**  
Property Guidebook

---

Owners 830-743-7541

## Perks and Extras

### Products

#### Extras

`{{upsell_products_all}}`

## Book Activities

### Guide Book

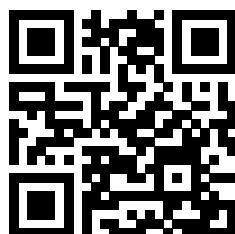
#### House Manual and Rules

#### San Antonio International Airport

#### San Antonio International Airport

<https://flysanantonio.com/>

Scan QR code to visit



### Sea World

#### Sea World

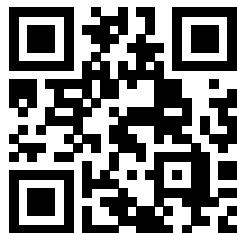
### Schlitterbahn

#### Schlitterbahn

### Visitor Activities

#### Area Activities

Scan QR code to visit



amp;utm\_term=&utm\_content=brand&gclsrc=aw.ds&gad\_source=1&gad\_campaignid=2218434

Scan QR code to visit

