



Rockwood Manor Retreats & Events

a M-NCPPC Montgomery Parks Venue Guest House Overnight Waiver



11001 MacArthur Boulevard, Potomac, MD 20854
rockwoodmanor@montgomeryparks.org | 301-563-7510

To Our Clients: Client (henceforth referred as contract holder) is responsible to read, understand, and communicate to vendors and guests the Rules and Regulations laid forth in this document. Failure to comply with the overnight rules and regulations may result in ineligibility to use Rockwood Manor Retreats & Events for future overnight stays and/or suspension of the contract holder's Active Montgomery account. These Rules and Regulations are subject to change. Please read indemnification clause and sign on page 2. A Reservation is NOT SECURED until receipt of (1) \$150 security deposit (unless reservation is part of a Retreat package) and 50% initial payment of total rental fee is received, (2) a signed copy of this rules and regulations document, and (3) signed copy of ActiveMontgomery reservation contract.

Section 1: Reservations

- 1.1 A \$150.00 refundable security deposit and an initial payment of 50% of the total rental fee is required to secure the reservation.
- 1.2 The signed Reservation Contract must be returned within two business days.
- 1.3 A Reservation is confirmed and becomes binding upon receipt of:
 - (1) \$150.00 Security Deposit (unless the Reservation is part of a Retreat package)
 - (2) Initial payment of 50% of total rental fee
 - (3) This signed Overnight Rules and Regulations
 - (4) Signed ActiveMontgomery Reservation Contract

Section 2: Making Payments

- 2.1 For your convenience, we accept Visa, MasterCard, Discover, and Amex.
- 2.2 Checks must be made payable to ActiveMontgomery and sent to the address as follows:

*Rockwood Manor Retreats & Events
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Potomac, MD 20854*

- 2.3 For checks returned unpaid, the account will be debited for the original check amount, and electronically/via paper for the state's maximum allowable service fee. Payment by check constitutes authorization of these transactions. You may revoke your authorization by calling 1-800-666-5222, ext. 2 to arrange payment for any outstanding checks and service fees due.
- 2.4 Money orders must be exact change.

Section 3: Cancellation Policy

- 3.1 All cancellations/changes must be in writing by email from the contract holder.
- 3.2 For cancellation 30 days prior to reservation: 100% refund with \$25.00 cancellation fee.
- 3.3 For cancellation 29 days or fewer from reservation: 50% refund of total paid to date.
- 3.4 If Rockwood Manor is unable to fulfill a contract/permit due to causes beyond the control of the Event Venue, any payments, except for services already rendered, will be refunded in full or be applied to a future re-booking, which will be done under the same terms and rates of the original agreement.
- 3.5 A one-time date change done at least 30 days prior to the reservation date is acceptable.

Section 4: Amenities

- 4.1 Daily housekeeping is not provided.
- 4.2 One set of bed linens per bed and one set of towels per guest will be provided, except for Tall Timbers and The Oaks Bunkhouse Cabins.
- 4.3 One additional set of towels per guest is available upon request, except for Tall Timbers and The Oaks Bunkhouse Cabins.

- 4.4 Charges will be assessed for missing linens and towels.
- 4.5 Linen rental packages are available for Tall Timbers and The Oaks Bunkhouse cabins for \$15 per linen package. Linen package orders must be submitted in writing by email to the Reservations Office from the contract holder no later than 30 days prior to reservation date. Please ask the Reservations Office for details.
- 4.6 The outdoor firepit is available for all guests. No amplified music allowed in this area.
- 4.7 Firewood is available for purchase. Firewood orders must be submitted in writing by email to the Reservations Office by the contract holder no later than 30 days prior to reservation date. Please ask the Reservations Office for details.

Section 5: Check In and Check Out

- 5.1 Check in at the Manor House Front Desk is from 3:00 PM to 4:00 PM.
- 5.2 Check out is 11:00 AM.
- 5.3 Early check-in and late check-out are not permitted.
- 5.4 Room key can be picked up via key box if checking in later than 4:00 PM.
- 5.5 Please return key to the Key Drop Box to the right of the Manor House front door.
- 5.6 A lost key charge of \$25.00 per key will be assessed if keys are not returned by close of business of the next business day.
- 5.7 All rooms are inspected upon check out. A damage fee will be charge for any damage to property.

Section 6: House Rules

- 6.1 No smoking or vaping indoors. Please smoke outside and use ash receptacles.
- 6.2 Consuming alcohol on grounds is not permitted without a licensed bartender associated with a scheduled event.
- 6.3 Emergency exits must always be accessible. Do not block any entrances or exit doorways.
- 6.4 Park in designated parking spaces and obey all traffic signs. Do not block driveways. Please alert staff if you will be using a bus, shuttle, or transport service.
- 6.5 Pets are not permitted except for service animals. Park staff must be notified if a service animal will be accompanying you.
- 6.6 Guests are responsible for any damages or clean up from animals in their care.
- 6.7 No plants or wildlife shall be disturbed from their natural habitat. Please do not feed the wild animals.
- 6.8 We are in a residential neighborhood. No amplified music allowed outside, and please be mindful of noise.
- 6.9 Rockwood Manor staff may notify Park Police to ensure safety of guests and adherence to all local laws.

Section 7: Americans With Disabilities Act Accommodations

- 7.1 Rockwood Manor is a historic site. Not all rooms are equally accessible.
- 7.2 Please contact the Reservations Office with specific questions concerning accessibility.

Indemnification:

The contract holder agrees to indemnify and hold harmless the Maryland-National Capital Park & Planning Commission (M-NCPPC) from and against all actions, liability, claims, suits, damages, costs, or expenses of any kind which may be brought or made against the Commission or which the Commission must pay and incur by reason of or in any manner resulting from injury, loss, or damage to persons or property resulting from his/her negligent performance of or failure to perform any of his/her obligations under the terms of this rental contract/permit.

I, _____, the contract holder, have read and understood each section of the Rockwood Manor Retreats & Events Overnight Rules and Regulations.
 Email _____

Signature _____ Date _____

FOR STAFF USE ONLY

Received Date _____ Received by Facility Manager _____

Permit # _____