

DISCLAIMERS (PHOTO SHOOT RENTAL)

1. Book Reservation:

- Reservations are made on a first come first serve basis and must be made through Quinta Mazatlan during business hours: Tuesday through Saturday from 8:00am to 5:00pm.
- Full rental fee must be paid when the reservation is made.
- Reservations must be made in person.
- We accept the following payment types: cash, check, Visa and MasterCard.
- **PHOTOGRAPHY FOR COMMERCIAL USE IS NOT ALLOWED.**
- Customer must have a paid receipt and reservation to take pictures in our facility. Unauthorized photographers will be politely asked to delete images and leave the premises.

2. One customer per time slot:

- Time slots are determined by the department and are as follow:
9:30am to 11:30am; 12:00pm to 2:00pm; 2:30pm to 4:30pm.
- These are standard time slots and will not be flexed or changed due to customer tardiness, logistical challenges, etc.
- Time begins and ends at the customers specified time slot reservation.

3. Check-In & Check-Out Procedures:

- Upon arrival, customer must check in at the front desk. We recommend you arrive **15 minutes before** the start of your photo session to ensure that check in procedures do not cut into your reservation time.
- Upon departure, customer must also check out at the front desk.
- We recommend that if the customer needs to use the restrooms for changing, they **leave 15 minutes at the end** of the reservation to change and check out.
- **Customers that do not check out before the end of their reservation time, delaying the next reservation or the closing of the facility, will be fined \$150.00 for not complying to the rules and policies.**
- **Paying the fine DOES NOT AUTHORIZE YOU TO CONTINUE TO TAKE PICTURES AFTER THE FACT.**

4. Parking

- **PARKING IS OUTSIDE OF THE MAIN GATES**
- In order to ensure the safety of ALL our visitors, **NO PUBLIC VEHICLES** are allowed inside the park.
- On the day of your reservation, please come prepared to commute from your vehicle outside the gates to the main building.
- Customers are encouraged to bring a hand-pull wagon or other item to help in transporting camera equipment, clothing, etc.
- **Vehicles parked inside the park, without the consent of Quinta Mazatlan, may be removed at the owner's expense in addition to facing a \$150.00 fine for non-compliance to the rules and policies.**

5. Restrooms for Changing:

- Public restrooms are available for changing.
- Customer understands that we are not obligated to provide; dressing rooms, etc. The customer is also welcome to check in and out without having to use the public restroom as a dressing area and change elsewhere or make other arrangements prior or after their reservation time.
- Items left in any rooms during the rental time, are the responsibility of the customer.
- We will not be responsible for any lost or missing items left in any rooms as this is a public museum.
- Quinta Mazatlan staff will not hold, handle, watch, or take care of customer's personal items at the front desk. Customer is responsible for their items at all times.
- Any items left behind after the rental time will be disposed of.
- Use of the restroom for changing at the beginning and end of the photo shoot must take place within your reservation time.
- **YOU MUST CHECK OUT BEFORE THE END OF YOUR RENTAL TIME OR YOU WILL BE FINED. WE WILL NOT EXTEND YOUR RESERVATION.**

6. Date/Time Changes & Cancellations:

- Date or time change requests must be received at least **2 business days prior to the reservation day** to avoid forfeiture of rental fee.
- Cancellations will be taken on a case by case basis.
- Eligible cancellation situations may include: severe inclement weather, medical emergency, death in family, etc.
- **A \$10.00 CANCELLATION FEE** will be charged.
- If paid by credit card, fees will be refunded to card within 8 business days.
- **No cancellations, date or time changes will be taken over the phone. All cancellations, date or time changes must be made in person.**

7. Bad Weather Days:

- Cancellations and date/time changes due to bad weather **must be made at Quinta Mazatlan in person, on the date of reservation, and at the start of the reservation time.**
- Customer has **(2) two business days** from the date of the reservation to request a refund in writing at Quinta Mazatlan.
- *Refunds will be mailed to you 30 to 60 days after written request.*
- If paid by credit card, fees will be refunded to card within 8 business days.
- **Failure to CANCEL with Quinta Mazatlan within the above specified time and day will be grounds for forfeiture of fees paid.**
- If bad weather occurs **while** your rental time is in session, you may transfer/change your photo session to another day and time if the customer has **not used more than 1hr** of the rental time.

- If more than 1hr has been used the customer is welcome to use indoor areas of the facility during the rest of their reservation.
- **Customers that use more than 1hr of the rental time will not be eligible to transfer their reservation or request a refund due to inclement weather.**

8. Respect the Historic Home & Furniture:

- **Do not move furniture.**
- This includes but is not limited to: floor mats, sofas, carpets, tables, chairs, patio furniture, exhibits, signage, curtains, trashcans, etc.
- Customer is responsible for any damage to facilities and equipment during the hours you have specified on the reservation.
- **Furniture or items out of place after your reservation will result in a fine of \$150.00 for non-compliance to the rules and policies.**
- Customer understands that the **\$100.00 fee is for permission to use this facility in their photography.**
- This under no circumstance means that the facility is exclusive to the photo session customer.
- We are open to the public, and as such, the facility is a working museum with ongoing programming.

9. The customer understands the photo session will work AROUND ANY AND ALL current programming, trail maintenance, house cleaning, or function.

- **The customer understands that Quinta Mazatlan reserves the right to section off/or close certain areas of the facility, change the exhibits/ décor to accommodate programming, seasonal events, etc, at our discretion without prior notice to photo session reservations.**
- No music or distracting noise will be allowed during the rental time.
- We ask that customers be respectful of the nature of the facility and keep the noise level to a minimum as programming may be going on in other areas of the facility.

10. Customer Responsibility to Convey Information to Entire Party:

- **IT IS THE CUSTOMER'S RESPONSIBILITY TO CONVEY THIS INFORMATION TO EVERYONE PRESENT DURING THEIR RESERVATION (photographer, hair stylist, make-up artist, seamstress, family, and friends).**
- **CUSTOMER WILL BE HELD FINANCIALLY RESPONSIBLE FOR ANY FINES INCURRED BY THEIR PARTY FOR NOT FOLLOWING THE ABOVE STATED RULES AND POLICIES.**

11. Photo Shoot Locations

- Photography is permitted outdoors and indoors (except when meetings and programs are taking place).
- Please respect nature and stay on pathways and mowed lawn areas.
- DO NOT WALK in mulched or planted garden beds.
- Take only pictures and memories off the property.

THE CITY OF MCALLEN CONVENTION CENTER, QUINTA MAZATLAN DOES NOT DISCRIMINATE BASED ON RACE, COLOR, CREED, RELIGION, SEX OR NATIONAL ORIGIN.

I have read the above disclaimer and understand the rules and policies that are in place for my reservation.

CUSTOMER SIGNATURE