



# Riverview



# Ranch & Resort

## Terms of Service

### About this space

This is a unique 24,440 sqft. equestrian center in a country setting. Come enjoy our slice of animal lover's and nature lover's paradise. Lobby has half-bath, Direct TV, ping pong, pool table, air hockey. The building has indoor horse stalls and a 60 x 160' indoor riding arena. Our rental apartments are on second floor of the human living section. 3 BR, 2 BA - Apartment 3 (1300 sqft) or 2BR, 2BA -Apartment 2 (1300 sqft).

This is a place where the animals are friendly and kids, can be kids. The barnyard animals do their thing all around you.

The equestrian center building has three sections: a 60' x 160' horse riding arena, a 9,500 sqft horse stall section with a hay loft, and a human living section. The human living section is 5,000 sqft with three apartments (two of which are rented out on a nightly basis), a lobby, and an office. Guests are allowed unescorted in the driveway, parking area, patio area, and inside the human living section of the equestrian center.

### Wandering Petting Zoo:

During your stay you may pet animals as they come and go in the lobby, patio/parking area and pet horses over the fence, at your own risk.

Please do not go onto our neighbor's property or pet their horses.

We have a German Shepard named Bessie, a Dachshund named Nala, and a Yorkie named Pepper, 8 horses, chickens, ducks, a mini pig, a baby mini-pig (born Feb 7, 2022), 2 goats, and 9 guinea pigs. These are all part of the petting zoo.

### Guest access

Rental guests will have exclusive use of either Apartment 3 or Apartment 2.

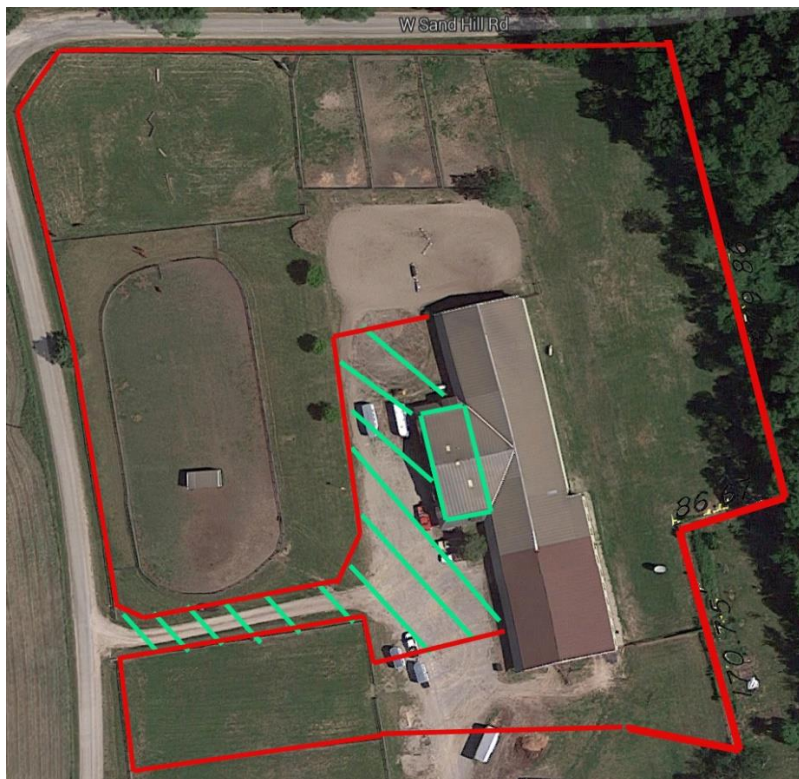
Guests are not allowed in horse stall area/ riding arenas or in pastures without a signed liability waiver and accompanied by a wrangler.

Please don't feed the animals unless a wrangler tells you it is ok.

Please do not enter unit 1, the downstairs kitchen, or the lobby office. Owners occupy these private spaces.

Feel free to use the lobby. Owners pass through the lobby often.

Below is a diagram showing the boundaries of Riverview Ranch. The green hashmarks identify the parking lot and the outdoor areas where guests can pet the wandering petting zoo unaccompanied. The green box indicates the human living section of the building where guests can go unaccompanied. Apartments 2 and 3 are on the second floor of the living section.



### **Horseback Riding, Guided Petting Zoo, Boating, Bicycling**

Horseback riding, guided petting zoo, boating and bicycling are available for an additional fee. We are very flexible and can probably accommodate you on the day of your arrival or on subsequent days, including your departure day if you schedule in advance. Call Roger at office: 815-776-9945 or cell: 608-331-0000 to schedule. See [RiverviewRnR.com](http://RiverviewRnR.com) for more info.

### **Sniff and Greet:**

Our Dogs get excited when new people come so we ask that you allow them a short sniff and greet when you arrive. They are friendly but they often bark as they run up to strangers. Especially our very friendly German Shepard, Bessie, can be intimidating for people who are afraid of dogs. If someone is afraid of dogs in your group, please let me know and I'll keep tight controls of Bessie until that person is comfortable. It won't take long. Bessie loves to be petted. Nala, mini Dachshund, loves to play "gimmie that" and Pepper, yorkie mix, loves to be scratched.

It is best to just relax and move slowly any time you meet a new dog. Once the dogs get your scent and you pet them, they will become your best buddies very quickly.

If we are not home when you arrive, we will put the dogs in our living unit and we will coordinate with you to give access to the lobby and your rental apartment at the top of the stairs.

### **Location**

We are less than a mile from the Chestnut Mountain Ski slopes.

The city of Galena is a scenic six mile drive or bicycle ride away.

Kayaks can be put in nearby to explore the Mississippi River and its islands. There are numerous other nearby attractions. See [RiverviewRnR.com](http://RiverviewRnR.com) for a comprehensive list of things to do here and in the nearby area.

Walking, jogging or bicycling is very scenic and relaxing. You will probably need a car to get around.

### **About Your Host**

Wrangler Roger, me, is a former US Marine fighter pilot. My wife, Sabina, is from Germany and has a PhD in Criminal Justice. We are empty nesters with a big nest.

Roger and Sabina live in apt 1 and we are almost always around. We often enjoy being invited to join guests at campfires and such, but we respect your privacy. Roger plays guitar and sings. If you would like to be entertained, just ask. I also have some good campfire stories.

If you need something just let Roger or Sabina know. If you can't find us indoors holler for us in the stables or in the pasture area. We are almost always around somewhere. You can also call or text Roger on his cell phone at 608-331-0000.

### **Additional rules**

No smoking inside the building or anywhere near the hay.

Please do not feed any of the animals unless specifically authorized by and supervised by Roger or Sabina.

If you open it, close it; if you borrow it, return it; if you turn it on, turn it off; if you break it, fix it; if you use it, take care of it; if you make a mess, clean it up; if you move it, put it back.

### **No Pets:**

We do not allow guests to bring pets. This is because each new animal creates anxiety and unpredictable reaction by our many animals. We try to keep a balance on the ranch, to keep everyone safe and to ensure that our animals remain friendly. New animals disrupt the balance causing our animals to react in unpredictable ways.

### **Health & safety**

Roger and Sabina have been vaccinated against COVID and have received booster shots.

Carbon monoxide alarms and Smoke alarms are installed.

**Reservation and Deposit Policy** - Full payment is required 14 days prior to your arrival date. If your reservation is made within 14 days of arrival, full payment is due immediately.

**Security Deposit** - if you or your party damage the business in any way, you may be charged some, or all, of your security deposit. Monetary value of any damages will be assessed by Riverview Ranch & Resort.

### **Cancellation Policy**

We advertise on various online travel agency websites such as Airbnb.com, Booking.com, VRBO.com. The cancellation policy will be explained by the channel you use to book the apartment.

If you book directly with Riverview Ranch & Resort (by phone, on riverviewnr.com, or on zeevou.com) your cancellation policy is as follows:

Full refund for cancellations up to 2 days (48 hours) before check-in.

24 hours to 48 hours before check-in - 50% refund.

Less than 24 hours before check-in, no refund.

Guest agrees to pay any non-refundable credit card processing fees up to 2.5% for any guest-initiated cancellation.

**Privacy Policy** - Riverview Ranch and Resort is committed to protecting your privacy. Any information gathered about you is used only by Riverview Ranch and Resort to improve our services and to update you on our progress, changes and offerings. See <https://riverviewnr.zeevou.direct/privacy-policy>.

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