

Frequently Asked Questions

Q: Do you have a phone system for special needs?

A: Yes we do. TDY phones (for the hearing impaired) are available.

Q: How long until the person will be released after I post bond for them?

A: The bonds are processed in the order we receive them. We cannot give you a specific time the subject will be released. There are many steps to processing a bond and releasing an inmate.

Q: What do I need to be able to visit?

A: You must be on the inmate's approved visitation list and have valid government identification. The following are acceptable forms of ID:

- Driver's License
- Passport
- Military ID
- State Issued ID

Q: When is an inmate's court date?

A: We do not know the court dates. You may contact the individual courts or go online at www.burnetcountytexas.org and search public records.

Q: Can I leave a message for my inmate?

A: No, we do not give inmates any messages unless there is a verifiable emergency.

Q: How do I pick up property?

A: The person listed on the Property Release Form must call ahead and make arrangements with the property officer to pick the belongings up Monday through Friday 8 a.m. to 5 p.m. If the inmate is released from this facility the property has to be picked up with ten (10) days or it will be destroyed.

Q: How do I drop off clothing?

A: The only clothing that can be dropped off is for a Jury Trial. Schedule a time with the property officer no more than a week prior to trial for drop off of the clothing. (We do not accept belts.)

Q: How do I get a Bondsman?

A: By law, neither the Burnet County Sheriff's Department nor the Burnet County Jail can recommend a bail bondsman. You may look them up in the Yellow Pages or on www.burnetcountytexas.org website under Licensed Bail Bond Sureties on the Bail Bond Board link.

Q: Why can't I accept a collect call from an inmate at your facility?

A: Inmates are only allowed to make collect calls. Cell phones do not allow collect calls to be accepted. You can either set your phone up by going to www.connectnetwork.com or calling GTL at 1-800-483-8314.

Q: Can I get a longer or "Special" visit because I'm driving a long distance?

A: Once a month, an out of town visitor who presents a legible, government issued picture identification (which verifies the location of the visitor's home from which they have traveled a one-way distance of 300 miles or greater) can extend a visit by 30 minutes. Requests for special visits are considered on a case-by-case basis and must be submitted to the Jail Captain.

Q: How long does it take for the money to be deposited onto my inmate's account?

A: If you deposit onto www.jailatm.com the money will be available almost immediately. If you send a money order/cashier's check through the mail the money will be available within a few hours after the inmate has endorsed the money order/cashier's check.