

Policies

Reservations under 8 days in length require a deposit of your first night's stay plus tax. You will receive a Terms of Agreement email to sign and return to guarantee your reservation. You will then receive your confirmation email. Please read for accurate dates and sites. If you do not receive your confirmation, let us know and we will gladly re-send. You may call up to 48 hours before arrival to change your dates, if available. There are no changes within 48 hours of arrival date.

Cancellations for reservations 8 days or less: You must notify Durango Riverside Resort outside of 14 days prior to arrival to receive a refund less a \$25 cancellation fee per reservation. Cancellations made within 14 days prior to arrival will forfeit the full deposit equal to one night's rental rate per reservations.

There are no refunds for early departures.

Your credit card number will be held as a security deposit for property or linen damages.

Rates and cancellation requirements are subject to change for holiday periods.

Check-in: 2:00pm **Check-out: 11:00am** It is necessary to check-out by 11:00am (unless a late check-out time has been given from the office) to prevent further charges.

Guidelines: At the time of arrival you will be given a brochure containing park rules, regulations, and a map. Please take a few moments to read the information.

Thank you for choosing Durango Riverside Resort as your destination and reviewing the above policies!