

Policies

Reservations for 8 days or longer require 50% of the total balance as a deposit for each reservation made. 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 site. If you do not receive your confirmation, let us know and we'll 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.

Cancellations-8 days or longer: Reservations cancelled outside of 30 days prior to arrival will receive a refund minus a \$25 cancellation fee per reservation. Cancellations made within 30 days prior to arrival will forfeit the full deposit per reservation. This applies to no-shows as well. You may change or adjust your dates up to 48 hours prior to arrival.

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!