



Policies & Information

LODGING POLICIES

Minimum nights: 2-night minimum stay required in most cases. 3-night minimum stay required for July and August as well as most holiday weekends. A 5-night minimum for hunting seasons (Sept., Oct., & Nov.). Christmas and New Year's weekends as well as the week in between are all considered holiday periods and will incur a 3- or 4-night minimum stay.

One-Night Stays: Subject to availability, a one-night stay may be booked for an additional charge of \$45 (no one-night stays in Caron House). Typically, only booked within 3 days of arrival.

Pet Policy: Dogs are \$25 per dog, per night (maximum of two dogs per cabin). Please complete our [Pet Waiver form](#) prior to your arrival. Undeclared dogs (not included in your reservation) will be charged at \$50 per dog, per night. No other types of pets are allowed without prior approval.

Check-in 4:00 PM: Please call ahead if you will be arriving before 4:00 PM. A check-in prior to 3:00 PM will be charged a \$25 early check-in fee.

Late Arrivals: If you arrive late, your cabin will be unlocked and a map showing the location of your cabin will be posted on the front door of the General Store.

Check-out 11:00 AM: You may request a late check-out up to 3 PM, if available, for a \$25 fee. Checkout after 3 PM will incur an additional night charge.

DEPOSIT & CANCELLATION POLICIES

As we are a small family-owned business, we ask for understanding in respecting our deposit and cancellation policies:

Travel Protection options: Our reservation system provider offers two limited warranty travel protection options which must be selected at time of booking:

1. **Sickness, Injury, or Travel Delay.** You could receive 100% reimbursement of your booking value minus the Travel Protection fee if an unforeseen illness or health condition or other unexpected travel and transportation delay should occur 24 hours, 2 days, or up to 14 days prior to your arrival date or during your stay that prevents you from attending or completing your booking.
2. **Cancel For Any Reason.** You are eligible for a 75% refund of your booking value minus the Travel Protection fee if you cancel your booking for any reason 14 days or fewer before your arrival date. In addition, if you or a member of your traveling group decide to not complete your booking after you have checked in at the property, we will reimburse you a prorated portion of your booking if you need to leave before your departure date. The prorated portion will be reimbursed at 75% of the booking value for the remaining days of your booking.

Please see the full Travel Protection terms and conditions [here](#).

Reservation Deposit & Payment Policy: A deposit of 50% of the reservation total is required. **The remaining balance due will be automatically collected via the card on file 14 days prior to arrival.** Hunting, group, and holiday reservations must be paid in full **60 days** prior to arrival.

Group Reservations: A "group" is defined as 5 or more cabins or any party of 20 or more people. A deposit of 50% of the reservation total is required at booking. The remaining balance will be automatically collected 60 days prior to arrival. If you choose to book cabins individually, you must inform us of your group status and the cabins included in your group – the group cancellation policy will apply.

We encourage groups to reserve our common areas to ensure we can accommodate all our guests. Common areas include Commercial Kitchen, Lodge, Large Tent Pad, BBQ Picnic Area, and the Aspen Field - rental fees may apply.



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Cancellation/Refund Policy: For the safety of our staff and guests, please stay home if you are sick. If travel and/or lodging restrictions are enacted in Routt County which render us unable to accommodate your reservation, we will issue you a complete refund.

Guests are responsible for all nights reserved regardless of early departure or late arrival (unless you selected the Travel Protection option and are approved for reimbursement).

The table below describes our cancellation and refund policies:

Cancellation Timeframe	Refund Policy
If you cancel more than 30 days prior to arrival (more than 60 days for group, holiday, and hunting)	Deposit less the \$25 processing fee (per cabin) is refunded at time of cancellation
If you cancel less than 30 days (less than 60 days for group, holiday, and hunting) but more than 14 days prior to arrival	Deposit less the \$25 processing fee (per cabin) is refunded to the extent the cabin is re-rented (typically processed after the original departure date)
If you cancel less than 14 days prior to arrival	No refund issued unless you selected Travel Protection when booking and have valid Travel Protection reason for cancellation (see Travel Protection section above)

Date Changes: A change made more than 30 days prior to arrival will incur a \$25 change fee. In most cases, date changes within 30 days of arrival will be handled as a cancellation.

Damage/Excess Cleaning Charges: Your cabin will be inspected upon departure. We will charge the card on file to cover costs due to damages to bedding or furnishings, the cleaning of excess dog hair on bedding or furniture, the cleaning of unwashed dishware, or for missing items.

Since we are in the Rocky Mountains, our weather changes frequently; from November to March, you must be prepared for winter driving conditions. Refunds will only be issued if County Road 129 is closed.

PROPERTY POLICIES

All cabins, buildings, and the Lodge are NON-SMOKING (all types). A \$200 cleaning fee will be charged for smoking in a cabin or the Lodge.

Quiet Hours 10 PM to 8 AM daily: Please minimize all noise generated from outdoor activities during these hours.

ATV/UTV (dirt bikes, 4-wheelers, side-by-sides, etc.) and Snowmobile Policy: To preserve Columbine’s tranquil setting, ATV/UTVs and Snowmobiles may only be ridden to/from the parking lot behind the General Store. Guests are not allowed to ride ATV/UTVs or snowmobiles directly to their cabin or anywhere else on Columbine property.