

GROUP SALES FAQ

HOW MANY PEOPLE ARE CONSIDERED TO BE A GROUP?

A group is defined as anyone interested in booking 'hotel-style' lodge rooms with meals and private meeting space or a large retreat cabin with 6, 7 or 8 bedrooms. Our Estes Park Center also features the 17-bedroom cabin, Patti Hyde Barclay. For smaller cabin bookings, please contact our Central Reservations Department at 888-613-9622.

IS MY GROUP REQUIRED TO BE ON A MEAL PLAN?

- If you are staying in lodge rooms, a meal plan is required.
- If you are staying in a Retreat Cabin, a meal plan is not required.
- Our meal plan includes at least 2 meals per day in our cafeteria-style dining hall. All group members must be on the same meal plan. Please contact the Group Sales Office for current rates.

DO YOU OFFER FREE PARKING?

Yes, free parking is available at both properties.

WHAT IS PROVIDED FOR GUESTS?

Linens and towels are provided. Please pack your own toiletries.

DO YOU ALLOW PETS?

Pets are not allowed in the Retreat Cabins or most of our lodges with the exception of registered service animals.

Pet-friendly accommodations include Alpen Inn at Estes Park Center and Indian Peaks at Snow Mountain Ranch.

DO YOU HAVE WI-FI?

Yes, free Wi-Fi is included with your stay.

WHEN CAN MY GROUP CHECK IN AND CHECK OUT OF OUR ACCOMMODATIONS?

Check-in: Guaranteed check-in is 6pm on the day of arrival. Early check-in is allowed if rooms are ready.

Check-out: 10am on the day of departure.

If you arrive before 6pm and your rooms are not ready, you may access our facilities and activities while you wait. For late-night arrivals, staff is available 24 hours a day in our Administration Building to assist with check-in.

Our small but mighty housekeeping team is responsible for cleaning 500 lodge rooms and more than 200 cabins daily. To ensure the best experience, thorough cleaning is necessary, which can take time.

WHEN CAN MY GROUP CHECK IN TO OUR MEETING SPACE?

ESTES PARK CENTER:

Check-in: By 3pm on the day of arrival

Check-out: By 12pm on the day of departure

SNOW MOUNTAIN RANCH:

Check-in: By 3pm on the day of arrival

Check-out: By 10am on the day of departure

WHAT IS YOUR CANCELLATION POLICY FOR A RETREAT CABIN?

- A deposit equal to 35% of the total cabin cost (before taxes) is required at the time of booking.
- Cancellations 4 months or more prior to arrival: Forfeit 100% of the deposit.
- Cancellations within 4 months of arrival: Group will be responsible for the full payment of all cabin room nights booked. In addition, the group's entire deposit will be retained and credited to the total amount due.

WHAT IS YOUR CANCELLATION POLICY FOR A GROUP LODGE ROOM BLOCK?

- Cancellations 6 months or more prior to arrival: Forfeit 30% of deposit.
- Cancellations between 6 and 4 months prior to arrival: Forfeit 100% of the deposit.
- Cancellations within 4 months of arrival: Group will be responsible for the full cost of all contracted lodge rooms. Additionally, the group's full deposit will be forfeited and applied toward that total amount due.
- Cancellations within 2 months of arrival: Group will be responsible for the full payment of all contracted lodge rooms, meals, and meeting spaces. Furthermore, the group's full deposit will be forfeited and applied toward the outstanding balance for all contracted services.

ATTRITION POLICY: LODGE ROOMS/CAMPSITES/YURTS ONLY

Should your group host its event at the YMCA of the Rockies and utilize at least (80%) of the contracted guest room nights, no attrition fees will apply. If usage falls below (80%), a penalty will be assessed for each unused room night beyond the allowed (20%) reduction. This penalty is calculated at the contracted room rate per night, plus applicable taxes. All requests for a reduction in room nights must be submitted in writing at least 60 days before arrival.

Example: If a group contracts 20 lodge rooms, the group can drop 4 rooms without penalty up until two months before the event.

The group is responsible for paying for at least 16 of the contracted rooms.

(See formulas below)

20% x 20 rooms = 4 rooms you can drop without penalty
OR

80% x 20 rooms = 16 rooms you're responsible for