



Overnight Guest Lodge Policy Nature & Wildlife Discovery Center

- Weekday check-ins (holidays excluded) between 3-4 PM are at the NWDC Mountain Campus Office in the Horseshoe Lodge.
- All other check-ins are by appointment only; please call the following numbers to make an appointment/make a change to an appointment. If you arrive on a Tuesday-Thursday, please call Ranger Pine at (719) 369-9050. If you arrive on a Friday-Monday, please call Tracy at (719) 485-0350 or (719) 744-9746 or Tony at (719) 744-9751.
- If you are arriving more than 30 min. from your scheduled check-in time, please call the number above and reschedule your appointment. Failure to keep your appt. may result in loss of reservation with no refund. We are sorry, no check-in's before 3 PM. If you arrive early, there's plenty to do in the park - hiking, picnic, relaxing.
- Cell-phone service in the area of the Lodge is intermittent; there are no TVs or room phones; wireless internet service is available to guests at no extra charge; there is no a/c in the Lodge.
- Cancellations/Refunds: The Horseshoe Lodge is in a rural location; therefore, there is no refund if you cancel 14 days or less prior to your first night of lodging. If the room can be re-rented, you will be refunded for the number of days of the re-rental, but in any case will be charged for a minimum of one night's lodging. Cancellations made 15 or more days prior to your first night will be refunded in full minus a \$25 handling fee. Thank you for understanding that there are no exceptions on these policies.
- Smoking, food or beverages (except water), pets, incense burning, and candles are not permitted in the Lodge overnight facilities. Violation of any of these rules will result in a \$250 fee, per incident, charged to you. There is an outdoor designated smoking area and several designated eating areas. You will be shown these areas upon your arrival.
- Overnight guests have access to a sitting and self-serve breakfast area with a microwave, coffee and hot water maker, small refrigerator, utensils, and well stocked with healthy, basic breakfast foods. If you bring food items, you will be asked to store them in this area. The Horseshoe Lodge is located in a small town with limited access to restaurants, so please plan your stay accordingly. Ice for individual use is not available.
- The Lodge is a "green" facility utilizing state-of-the-art "foam-flush" toilets as part of our water conservation efforts. Only registered guests may use the bathrooms in the overnight wings of the Horseshoe Lodge.
- You will be charged \$15 for each lost key that is issued to you.
- Because the Horseshoe Lodge is an educational facility, we do not serve alcohol and discourage the use of alcohol in any of the interior or exterior areas of the Lodge. Drunken, disruptive, or violent behavior is not permitted.
- Well-behaved and supervised children are always welcome; each room is required to have one person age 21 or older.
- We highly suggest bringing a pair of indoor shoes or slippers to change into in case your shoes become muddy. We keep wet and muddy shoes at the entry door.
- If staying in the dorms, we suggest bringing a headlamp or flashlight if you would like to read in your bunk when others may prefer the lights out.
- Additional policies for wedding participants/guests:** alcohol is not permitted in any interior/exterior part of the Lodge. Preparation for wedding is for registered guests only; only 2 people/room. All children must be accompanied by an adult at all times. Only registered guests in the Lodge.