



## Frequently Asked Questions

### **What are the hours of Arapahoe Springs Pool?**

Arapahoe Springs is open daily from 7am to 11pm.

### **Do I have to be an overnight guest of Gaylord Rockies to use Arapahoe Springs Pool?**

Arapahoe Springs is an exclusive amenity for registered, overnight guests only.

### **Do I need a reservation to visit Arapahoe Springs Pool?**

Reservations are required for the indoor pool. The outdoor pool and outdoor hot tub first come, first served.

### **Will there be a waitlist for the pool?**

Because pool access is by reservation, we do not have a wait list available.

### **Can I purchase a day pass for Arapahoe Springs Pool?**

Unfortunately, we do not allow access to Arapahoe Springs Pools unless you are a registered guest.

### **Can guests bring their own food, drinks, or coolers into Arapahoe Springs Pool?**

Outside food or drinks are not allowed at Arapahoe Springs. Food and beverages are available at Arapahoe Springs Bar & Grill. Additionally, state and local restrictions do not permit consuming food or beverages inside the pool area.

### **Should I bring towels?**

You do not need to bring your own towel. We have plenty available at the Towel Hut at Arapahoe Springs.

### **Are there locker rooms/changing facilities?**

Due to Colorado restrictions, we currently do not have lockers available. We recommend changing into your swimwear before entering the pool area. There are, however, restrooms available at Arapahoe Springs and you are welcome to change into your swimwear in the restrooms.

### **Are there lifeguards on duty?**

Lifeguards are on duty and patrol the indoor pool, outdoor pool.

### **Are flotation devices permitted?**

We do ask that you do not bring any outside flotation devices.

### **Are life jackets available for rent?**

Life jackets are available, and they are free of charge. Life jackets will be sanitized before and after every use.

### **What is the age requirement for children to be at Arapahoe Springs Pool by themselves?**

Children under 13 years old must be accompanied by an adult who is responsible for their safety and behavior.

### **Is a mask required in or around the pool area?**

State and local ordinances required masks to be worn in and around all areas of the resort, including at the indoor pool even when you are sitting in your chair.

### **Can my children use the hot tub?**

Children can use the hot tub at their parent's discretion. We do feature a hot tub that is exclusively for adults.

### **Are regular diapers permitted in the water?**

For the health and safety of all guests, we require all diaper dependent guests to wear swim diapers. Diapers are available upon request at the Towel Hut.

### **Do all the pools at Arapahoe Springs Pool remain open during inclement weather?**

In the event of inclement weather and to ensure the safety of our guests, the outdoor pool will need to be closed.

### **What if I want to host a birthday party or group outing at Arapahoe Springs Pool?**

Arapahoe Springs is an exclusive amenity for registered, overnight guests and we kindly request that you do not bring outside guests.

### **Will there be food and beverage options at Arapahoe Springs Pool?**

Arapahoe Springs Bar & Grill is open for Take Out ONLY. State and local restrictions do not allow for consumption of food or beverages inside restaurants or public spaces.

**What precautions are being taken to prevent the spread of COVID-19 currently?**

At Gaylord Rockies, our commitment to keeping hotel guests and associates safe is our utmost priority. In accordance with Marriott's Commitment to Clean practices, the resort has established a series of protocols to take care of our guests while they enjoy the resort amenities.

They include:

- Aquatic area attendants are dedicated to regular cycles of guest touch point sanitization.
- Lounge chairs are spaced out and/ or removed from service to maintain social distance, allowing family units of up to 8 people together.
- Partition has been installed at the Arapahoe Springs Towel Hut
- Chaise lounge chairs, and cabanas are sanitized prior to and after each use.
- Signage is being used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols.
- Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant.

If you would like to learn more about Marriott's Commitment to Clean please visit [GaylordHotelsClean.com](https://GaylordHotelsClean.com)

**Can I get a credit on my hotel room if I do not/cannot use the pool?**

While this is included in the Resort Fee, we do have several other activities and amenities that are included. Additionally, alternative activities are available and include our Snow Ball, S'mores, Letters to Santa, and Peanut's Meet & Greet, as well as the outdoor pool and hot tubs. We will unfortunately not be able to issue a credit for the inability to use the pool.

**What are the height requirements for the slides?**

Guests need to be 48 inches to ride our slides for their safety.

**Is the lazy river open?**

The lazy river is open seasonally from May through October.

**Are pets allowed in the Hotel or Pool?**

Gaylord Rockies is not a pet-friendly resort; however, service animals with their owners will be permitted in the resort and in the pool area.