



## Frequently Asked Questions

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

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

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

Reservations are required for the indoor pool; however, availability for the outdoor pool and lazy river is on a first come, first served basis.

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

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

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

Outside food, drinks or coolers are not allowed at Arapahoe Springs. Food and beverage is available at Arapahoe Springs Bar & Grill.

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

You do not need to bring your own towel. We have towels 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 and lazy river.

### **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 & Lazy River by themselves?**

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

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

Children are allowed to use the hot tub at their parent's discretion. We also feature one outdoor 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. Swim diapers are available upon request.

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

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

### **How many people can be in my pool reservation?**

In order to be compliant with the state and local restrictions on how many people can be at the pool at one time, we have a 4-guest limit per pool reservation, which is in alignment with the guest room occupancy guidelines. Should you have more than 4 people in your guest room, please see our friendly front desk agent for additional wristbands, up to 6 people.

### **Does my child need to be a part of my pool reservation?**

Children are included in the pool reservation.

### **Do I need a wristband even if I do not plan on swimming?**

Wristbands are required to enter the pool area.

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

Guests need to be 48 inches to ride the indoor slides, but there is not a height requirement for the outdoor slide; however, guests must be capable swimmers.

### **Are there height requirements for the lazy river?**

There is not height limit for the lazy river; however, guests must be capable swimmers.

**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, the resort has a series of protocols to take care of our guests while they enjoy the resort amenities. Learn more about Marriott's Commitment to Clean at [GaylordHotelsClean.com](https://www.gaylordhotels.com/clean).

**Can I book my pool reservation before I arrive on property?**

We highly encourage you to book your pool reservation ahead of time to ensure your preferred pool time slot is available. Please know that reservations are on a first come, first serve basis and you will receive a link via email 7 days prior to your arrival. Also, pool reservations are not available more than 7 days prior to your scheduled arrival. Your pool reservation name must match your hotel reservations name.

**Can I book my pool reservation after I arrive on property?**

Of course. You can book reservations at any point during your stay either online or by visiting the Front Desk.

**Will there be food and beverage options at Arapahoe Springs Pool & Lazy River?**

Arapahoe Springs Bar & Grill is open daily; however, you can only dine at the pool bar during your pool reservation time.

**Are Cabanas available at Arapahoe Springs Pool & Lazy River?**

Cabanas are a seasonal amenity and can be reserved by emailing [gh.dengr.CabanaReservations@marriott.com](mailto:gh.dengr.CabanaReservations@marriott.com).

**Where do I need to go when it is time for my pool reservation?**

When it is time for your pool reservation, simply check in at Arapahoe Springs Towel Hut.

**What happens if I lose one or more of my wristbands?**

We ask that you hang onto your wristbands as we are not able to replace them if they get lost. We recommend retrieving your wristbands closer to the start time of your pool reservation. Wristbands must be worn at all times while visiting the pool.

**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. We will unfortunately not be able to issue a credit for the inability to use the pool.

**Can I use the pool on my day of arrival if I have not been able to check-in yet?**

Guests are able to use the pool on their day of arrival. We encourage guests to plan in advance and make pool reservations early to secure desired pool reservation times.

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

We do not have a wait list for the indoor pool and reservations should be booked in advance.; however, we welcome registered hotel guests without indoor pool reservations to walk-in and encourage you to visit the front desk for availability.

**What happens if I am late or cannot make it to my reservation?**

If you are late for your pool reservation you may use all the time up to your original scheduled end time. If you are unable to make it to your reservation you are welcome to change your reservations to another available time. Our team will always happily accommodate you to the best of their ability.

**Will we be informed if the pool will close?**

With an ever-changing environment and new recommendations surrounding COVID-19 from state and local authorities we will do our best to keep the information on [WelcomeToGaylordRockies.com](https://www.welcometogaylordrockies.com) updated.

**Can I rebook my pool appointment in the event of a pool closure due to inclement weather, maintenance, etc.?**

Inclement weather, or sudden changes due to COVID-19 is seen as an "Act of God" and therefore does not guarantee your reservation to be rebooked. You are welcome to revisit the front desk for the next available reservation or online. Our team will always happily accommodate you to the best of their ability.

**What if I want to host a birthday party or group outing at Arapahoe Springs Pool & Lazy River? Can I bring outside guests to my pool reservation?**

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

**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.