

GUIDELINES TO STAY & PLAY:

Guest Code of Conduct: Camelback Lodge is a family-friendly facility, and we want all of our families to have an adventure to remember! We enforce dress and conduct policies for the safety and comfort of our guests. Disrespectful conduct or behavior, such as vulgarity, intoxication, theft, excessive rowdiness, excessive noise, and all other actions that negatively impact other guests or staff will not be permitted. We reserve the right to remove anyone from the facility without refund if these policies are not followed.

No-Smoking / Deep Cleaning Policy: Camelback Lodge and Aquatopia Indoor Waterpark is a non-smoking facility. This includes all guest rooms, meeting rooms, patios and balconies. A \$350 - \$500 deep cleaning fee (dependent on the room type) will be assessed to any guest whom violates this policy. Designated smoking areas are located outside of the Lodge.

Quiet Hours: for the comfort and enjoyment of all guests, please keep noise levels to a minimum during the hours of **11:00PM – 7:00AM**.

Room Damage/Missing Items: Help keep our guest rooms enjoyable for all guests! Additional charges may incur if there are damages to the guest room or any of its content and/or accessories. Guests will also be charged if content and/or accessories are missing from the guest room after check-out.

Proper Attire: Your adventure doesn't have to end when you leave Aquatopia, but **shoes, shirt and/or swim suit cover-ups are required** when walking through the lobby, dining in any restaurant, or any public area outside of Aquatopia.

Check-In: begins at 4:00PM, or earlier if your room becomes available. If you arrive early, feel free to enjoy all of our activities and attractions. You can access Aquatopia as early as 12:30PM; lockers and changing rooms are available.

Check-Out: Check out is at 11:00AM. Once you check-out, you can continue to enjoy our activities and attractions for the remainder of the day. Please note that unauthorized late checkouts may result in additional charges on your bill. Requests for late checkouts are accepted, but not guaranteed depending on hotel occupancy. Please call the front desk from your guest room to see if a late check-out is available for your room.

The Re-sale of Camelback Resort Attraction Tickets is Strictly Prohibited:

Complimentary or discounted tickets such as lift, snowtubing or Camelbeach tickets cannot be re-sold and do not have cash value. These tickets are meant for you to enjoy, so please do not re-sell them. Re-selling these tickets is a serious offence and will result in prosecution.

Wheeled Vehicles not for handicapped use are prohibited inside the Lodge. This includes, but is not limited to, hover boards, bicycles, roller blades, skateboards, etc. Feel free to ride around outside, the scenery is beautiful!

Balcony Policy: Balconies are for sitting, chatting, relaxing, and taking in Mother Nature, not for drying your clothes and towels. Hanging any type of towel, clothing, banners or flags over your guest room balcony railing is prohibited. A clothesline for drying is available in your guest room bathroom.

Food and Beverage Restrictions: Outside food & beverage is not permitted inside Aquatopia. Restaurant and concession seating areas are for Lodge Food and Beverage use only. Outside food and beverage, pizza parties or small group gatherings, are not permitted in these areas, unless authorized through the Camelback Lodge Group Sales office.

Skis & Snowboards: Skis/ snowboard equipment is not permitted in our guest rooms. We have a Ski Check area across from Trails End Pub & Grille. Upon arrival, one of our friendly ski valets will bring your equipment down to Ski Check for storage. When you are ready to hit the slopes, head down to Ski Check to pick up your equipment.