

HOTEL POLICIES

RESERVATIONS AND CHECK-IN:

Check in time is 3:00PM. Check out is 11:00 AM. This room is guaranteed to your credit card. If your credit card is not valid or cannot be authorized on the day of arrival; we reserve the right to cancel your reservation without notice and re-sell your room. Late Arrivals do not need to notify the hotel.

Single or Multiple Booking Our system is designed to secure your room(s) at reservation. If you book with our system it is your responsibility to verify how many rooms you've reserved. WE WILL bill you for each room. No Exception. If you had an error online (such as a time-out, too many rooms selected, etc.) you should call us immediately after receiving your confirmation email. It is your responsibility to be sure that you receive a confirmation email from us. This is your reservation please make sure all information is correct. We do not see your reservation until the day of check in. We have multiple rooms booked on a daily basis in our busy times of the year. It is impossible for us to tell how many rooms you actually needed if you booked online or failed to cancel part of your room block.

PLEASE NOTE (30) days prior to check in, an authorization for your entire stay plus \$25/day will be placed on your card and will drop off. This is not a charge. You will be charged for the entire stay upon check out. We do not recommend that you use a bank, credit union, debit, or check card. This could show as pending for several days. Please call us and change the card we have on file after booking. Changing cards with-in the 30 days prior to arrival or at check in will not stop this automatic action from occurring and could result in multiple authorizations.

CANCELLATION INSURANCE:

As of January 1, 2017, Insurance can be added to your reservation 30 days prior to your arrival. You are not able to add insurance if you are within 30 days prior to your arrival. If you did not purchase insurance you are subject to our cancellation policy outlined in your confirmation email, or on our policies page at <http://riversedgeouray.com/policies.html>.

Please note:

1. Coverage will not be provided if you encountered an event that resulted in a claim prior to purchasing the Travel Protection Plan; and
2. Reimbursement is only for unforeseen covered events as identified in the Policy terms and conditions and all benefits are determined at the time of claim.

You can cancel or interrupt your trip for covered reasons only. Examples of covered reasons for trip cancellation/interruption include illness, injury or death of you, a family member or traveling companion; supplier cancellations due to a strike; traffic accident en route to departure; a documented theft of passports or visas; a Terrorist Act; and your home made uninhabitable by fire, flood, hurricane or natural disaster. See Description of Coverage for more information. The Description of Coverage will outline all named reasons for trip cancellation and interruption. A claim should not be filed in the event the trip is cancelled or changed outside of the named reasons.

TRIP CANCELLATION AND INTERRUPTION COVERED REASONS

Coverage is provided for the following unforeseeable events or their consequences which occur while coverage is in effect under this Policy if there is a change in plans by you, a Family Member traveling with you, or Traveling Companion:

1. Sickness, Injury or death of you or your Traveling Companion and/or you or your Traveling Companion's Family Member or Business Partner. The Sickness must commence while coverage is in effect, require the examination of a Physician, in person, at the time of Trip Cancellation or Trip Interruption and, in the written opinion of the treating Physician, be so disabling as to prevent you from taking or continuing your Covered Trip.
2. Arrangements cancelled by an airline, cruise line, motor coach company, or tour operator, resulting from organized labor strikes that affect public transportation.
3. Being directly involved in a documented traffic accident while en route to departure.
4. Being hijacked, quarantined, required to serve on a jury, or required by a court order to appear as a witness in a legal action, provided you, Family Member traveling with you or a Traveling Companion is not 1) a party to the legal action, or 2) appearing as a law enforcement officer.
5. Your Home made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster.
6. Being called into active military service to provide aid or relief in the event of a natural disaster.
7. A documented theft of passports or visas; or
8. A Terrorist Act which occurs in your departure city or in a city you are traveling through.

HOW TO CANCEL A RESERVATION:

You must comply with the following rules at our hotel when canceling your reservation to avoid any "No Show" charges. You must speak with us to cancel your reservation. We do not guarantee email as a form of communication for cancellations. Call us between 8:00am and 8:00pm and speak with someone who can assist you. Ask for the cancellation number. Once you receive this number, you can be assured that we have recorded a transaction in our system. It is your "proof" that we did our job properly.

Your credit card will be charged for your entire stay, if you don't arrive or cancel your reservation within your respective cancellation period. We are honest and upfront about our policies and give you opportunities to cancel your reservation without a charge.

CANCELLATION POLICIES:

RESERVATION TYPE:

INDIVIDUAL RESERVATION - 24 HRS PRIOR TO CHECK IN (CHECK IN IS 3PM) – You have up until 24 hrs prior to check in to amend or cancel your reservation. Days may be added if available. **NOTE:** Your reservation can not be cancelled if your scheduled date of arrival falls within an observed Event. Some examples of events are listed with "Event Booking" below. Events ect. Require a 30 cancellation.

GROUP BLOCKED RESERVATIONS- 30 DAYS PRIOR TO CHECK IN (CHECK IN IS 3PM)(I.E. Bus Tours, Family Reunions, Weddings, Etc.) Any multiple reservations (more than one) in one name are considered a group.

EVENT BOOKING- 30 DAYS PRIOR TO CHECK IN (CHECK IN IS 3PM)(I.E. If your reservations include FJ Cruiser Summit, Imogene Run, Jeep Jamboree, Ice Festival, Holidays(4th of July, etc.), Etc.) Also, see Ouray Calendar of Events online for other special events.

EARLY DEPARTURES: If you choose to leave your reservation early, you will be billed for entire stay. We reserve the right to resell the accommodations once you check out. No refund will be given.

OTHER POLICIES:

The credit card provided at check in will be the card charged at check out. We can't split charges between multiple credit cards for each room.

WE DO ALLOW PETS IN PET ROOMS ONLY. ADD \$13/NIGHT.

All Reservations are subject to a \$3.00 lodging tax, \$5.00 resort fee, and a state sales tax of 8.9%.

There is no smoking of any substance with-in 25 ft. of any public building.

The hotel is closed every March through April and again November through December 25th.

The Rivers Edge Lodge Resort & Motel reserves the right to amend these policies at any time without notice.

PET POLICIES

DOGS ONLY PLEASE

1. A pet fee of \$13.00 per night per dog will be charged at time of check in.
2. Dogs are welcome in most rooms. If you sneak your pet into your room you will be charged a automatic \$50.00 fee.
3. Dogs may not be left unattended at anytime, inside or out. Many pets will suffer from separation anxiety when left alone in a strange environment. Pets may not be left unattended in your vehicle at any time day or night.
4. Dogs must be on a leash at all times. They are your best friend, please take care of them.
5. Please clean up after your dog. We have a pet pick up bags available by the hot tub or at the front office. Dogs may be walked on the river's edge or in back of hotel. If you do not pick up after your pet you will be charged a \$25.00 clean up fee.
6. Keep dogs off the beds, linens and furniture. We provide you with coverings to aid in your attempt to be responsible. If we find pet hair on the bedding or furniture you will be charged an automatic \$25.00 laundry and cleaning fee.
7. If your dog has accident in the room, don't be embarrassed, inform us immediately. We will clean it up before the carpet stains. If you choose not to report an accident you will be charged a \$100.00 cleaning fee.
8. There are only a few lodging facilities left that accept dogs. Please be respectful of your home away from home.

*** RIVERS EDGE LODGE RESORT & MOTEL PRIVACY POLICY***

We at Rivers Edge Lodge Resort & Motel (referred to herein as RELRM), are concerned about privacy issues and wants you to be familiar with how we collect, use and disclose Personally Identifiable

Information (as defined below). This Privacy Policy (the "Policy") describes our practices in connection with personally Identifiable Information that we collect.

By providing Personally Identifiable Information to RELRM, you agree to the terms and conditions of this Policy. If you do not agree to the terms and conditions of this Policy, please do not provide any Personally Identifiable Information to RELRM through our Site or otherwise. We reserve the right to change this Policy without prior notice. You can determine when this Policy was last revised by referring to the "Last updated" legend at the heading of this page. Any changes to our Policy will become effective upon our posting of the revised Policy on the Site. Use of the Site following such changes constitutes your acceptance of the revised Policy then in effect.

What Types of Information Does RELRM Collect From Me?

RELRM gathers three basic types of information from you: "Personally Identifiable Information" (or "PII"), "Non-Personally Identifiable Information" (or "Non-PII") and "IP Addresses". Personally Identifiable Information is information that identifies you as an individual. Non-Personally Identifiable Information is aggregated information, demographic information and any other information that does not reveal your specific identity. An IP Address is the Internet Protocol address of the computer that you are using to access our Site.

We may collect PII, such as your name, postal address, telephone number, e-mail address, credit card number or other payment account number through the Site, through reservation and call centers. We may also combine that PII with publicly available PII and PII we receive from others or cross-reference with others. We use that combined PII for the purposes described in this Policy. If you voluntarily share with us "Sensitive Information", for example, information related to your health or your affiliation with a particular group, that information may be stored in your reservation record for the sole purpose of serving you better and meeting your particular needs. For example, if you voluntarily convey a health-related need to us, we may store and use that information to provide a room with appropriate amenities. We do not collect or store Sensitive Information unless it is voluntarily provided

How Does RELRM Use Personally Identifiable Information Collected From Me?

RELRM collects PII about our guests and visitors to the Site so that we can provide an experience that is responsive to our guests' and visitors' needs. RELRM may use collected PII: For fulfillment of Reservation or Information Requests; To fulfill your requests such as to complete your transactions or to respond to your requests that we send marketing, informational or other newsletters to you (and to personalize such newsletters and the Site to your preferences). For example, when you make a reservation, we may collect your credit card number or other payment account number, billing address and other information related to such purchase (collectively, "Payment Information") from you and may use and disclose such Payment Information in order to fulfill your reservation.

From time to time, to send you important information regarding the Site, changes to our terms, conditions and policies and/or other administrative information (e.g., information about your travel reservations, such as reservation confirmations, shipping and/or billing information) or otherwise to inform you of products, programs, services and promotions of RELRM.

Law Enforcement / Emergencies / Compliance.

We may use and/or disclose your PII:

- (i) when we have reason to believe that it is necessary to identify, contact or bring legal action against persons or entities that may be causing injury to you, RELRM or others;
- (ii) when we believe law or regulation (including laws and regulations outside your country of residence) requires it;
- (iii) as mandated by subpoena, court order, or legal process;
- (iv) to establish or exercise our legal rights, defend against legal claims or protect our operations;
- (v) to protect the rights, privacy, safety or property of RELRM, you or others; and
- (vi) to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of RELRM's terms of use, or as otherwise required or permitted by law.

Non-Personally Identifiable Information

We and our service providers may collect Non-PII from sources such as environmental variables, including computer type (Windows or Macintosh), screen resolution, OS version, Internet browser and Internet browser version.

We may also collect Non-PII from sources such as "cookies" and so-called "pixel tags," "web beacons," "clear GIFs" and other similar technologies, and may engage third party tracking and advertising providers to act on RELRM's behalf to track and analyze your usage of our sites through the use of such technologies. These third parties collect and share with us, as we may request, site usage information about visits to our sites, measure and research the effectiveness of our advertisements, track page usage and paths followed during visits through our sites, help us target and track use of our Internet banner advertisements on our sites and on other sites, and track use of other links from our marketing partners' sites to our sites.

If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to automatically decline cookies, or to be given the choice of declining or accepting the transfer of a particular cookie, or cookies from a particular website, to your computer. Please be aware, however, that some functionality on the site may not work if cookies are disabled. To learn more about cookies, please visit <http://www.allaboutcookies.org/>. We also collect Non-PII (e.g., interests, geographic location, etc.) when you voluntarily provide this information to us. Additionally, we may aggregate PII in a manner such that the end-product does not personally identify you or any other user of the Site, for example, by using PII to calculate the percentage of our users who are from a particular geographic location. In instances where Non-PII is combined with PII (such as combining your name with your geographical location) the combined information will be treated by us as PII.

IP Addresses

Your IP Address is a number that is automatically assigned to the computer that you are using by your Internet Service Provider (ISP). This number is identified and logged automatically in our server log files

whenever users visit the Site, along with the time(s) of such visit(s) and the page(s) that were visited. Collecting IP Addresses is standard practice on the Internet and is done automatically by many web sites. We use IP Addresses for purposes such as calculating site usage levels, helping diagnose server problems and administering the site. Please note that we treat IP Addresses, server log files and related information as Non-PII, except when we are required to do otherwise under applicable law.

Security

RELRM believes that we have implemented security measures that provide reasonable precautions against the unauthorized access, disclosure, alteration or destruction of PII. Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. Please do not send us credit card information or sensitive information through e-mail or any undesignated area (such as, for example, submission of your credit card number in a "comment" field). If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), you must immediately notify us of the problem (note that if you choose to notify us via physical mail, this will delay the time it takes for us to respond to the problem).

Access Rights

We take reasonable steps to ensure that the PII we use is accurate, complete and current to the extent necessary for the purposes for which we use the PII. We make a good faith effort to allow you the right to access and request that erroneous or inaccurate PII that is held by us be rectified. RELRM may allow you to review certain PII through the Site or through other online means. Information about the availability of online means for reviewing your PII is generally available at the Site or on the printed materials where such type of PII was first submitted. You may also review your PII by contacting us. RELRM will make all corrections and/or deletions of erroneous PII brought to its attention within a reasonable time period and as required by applicable data privacy regulations. We may need to retain certain information for recordkeeping purposes, and there may also be residual information that will remain within our databases and other records, which will not be removed there from.

Retention Period

RELRM only collects the personal information that it believes is necessary to perform the services that you seek from RELRM and to comply with its obligations as otherwise outline in this Policy. We will keep your PII only as long as we need it for the purposes for which we collected it, or as permitted by Note Regarding the Use of the Site by Children

The Site is not directed to individuals under the age of thirteen (13), and we request that such individuals do not provide PII through the Site.

Jurisdictional Issues

RELRM does not represent or warrant that the Site or any part thereof is appropriate or available for use in any particular jurisdiction. Those who choose to access the Site do so on their own initiative and at their own risk, and are responsible for complying with all local laws, rules and regulations. We may limit the Site's availability, in whole or in part, to any person, geographic area or jurisdiction we choose, at any time and in our sole discretion.

Dispute Resolution

If you feel that RELRM has mishandled your PII, you should contact us with a written description of your complaint. After receiving such written description, we will contact you to set up a time and manner to discuss your complaint. RELRM is interested in addressing all legitimate complaints about its adherence to this Policy and will make a good faith effort to engage in communications to address any problems.

Contacting Us

If you have any questions regarding this Policy, please contact us by e-mail at info@riversedgeouray.com.

TOLL FREE 866-739-4987, or please write to the following address:

Rivers Edge Lodge Resort & Motel
P.O. Box 546
Ouray, CO 81427

Please note that e-mail communications will not necessarily be secure; accordingly, you should not include credit card information or Sensitive Information in your e-mail correspondence to us.