

**Thank you for booking your reservation for the Durango & Silverton, we look forward to your upcoming ride with us!**

**\*\*\*\*\*IMPORTANT PASSENGER COVID 19 INFORMATION AND PASSENGER RELEASE\*\*\*\*\***

Passenger acknowledges that novel coronavirus ("COVID-19") infections have been confirmed in the state of Colorado. Passenger represents and warrants that Passenger has not had within the last 14 days 1) exposure to any person suspected or confirmed to have COVID-19, or 2) exhibited symptoms of COVID-19 as identified by the Centers for Disease Control here: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>. 3) To the best of the passenger's knowledge, passenger does not have a temperature over 100.4°F upon entering the property. Passenger agrees that he or she shall not enter company property if he or she develops any of these symptoms within fourteen days prior to arrival.

The Durango and Silverton Narrow Gauge Railroad desires for its passengers to have a safe experience and has therefore implemented certain measures and protocols designed to minimize the transmission of COVID-19 ("the protocols"). Passenger acknowledges that he or she has familiarized him or herself with the protocols and is satisfied that they are reasonable and appropriate for preventing the transmission of COVID-19.

Passenger agrees to comply with any rules and procedures adopted by The Durango and Silverton Narrow Gauge Railroad even if Passenger is not fully informed of such rules and procedures prior to arrival. Failure to follow any such rules and procedures could result in the immediate cancellation of Passenger's ticket and denial of Passenger's privilege to be on The Durango and Silverton Narrow Gauge Railroad property or its railcars.

Passenger understands and agrees that no measure can be taken to guarantee against the transmission of COVID-19. Passenger nevertheless assumes the risk of the possible transmission of COVID-19 and releases any and all liability that may arise against The Durango and Silverton Narrow Gauge Railroad, its directors, officers, employees, volunteers, agents, independent contractors, affiliates, subsidiaries or parent, guests, invitees, visitors, successors or assigns from all liability to the Passenger and all personal representatives, assigns, heirs and next of kin of the Passenger for any loss, liability, damage and costs (including attorney's fees) and any claim or demand on account of any property damage or any injury to or any illness or death of the Passenger from COVID-19 (or to any person who may contract COVID-19, directly or indirectly from the Passenger), whether caused by the actions, inactions, omissions or negligence, active or passive, direct or indirect of The Durango and Silverton Narrow Gauge Railroad if Passenger contracts COVID-19 by virtue of the purchase of a ticket.

**IMPORTANT TRIP SPECIFIC INFORMATION:**

**POLAR EXPRESS services departing from Durango, CO**

**November 20<sup>th</sup> through January 3<sup>rd</sup> 2021**

- Passengers should arrive to the depot **NO EARLIER** than 45 minutes prior to departure!!!
- Pre-boarding show will start approximately 15 minutes prior to departure time
- One member from your party will check in at the window outside the old Palace Restaurant and receive tickets  
Seating may be changed to ensure social distancing; **ALL PARTIES MUST PICK UP TICKETS PRIOR TO BOARDING!**
- You will receive the **SOUVENIR GOLDEN TICKET DURING THE EVENT** onboard the train
- Polar Express services depart from our downtown Durango depot at 479 Main Ave
- Pre-paid parking is **STRONGLY ADVISED** unless staying within walking distance  
Our parking lot is located at 209 W College Drive just a block and a half off Main Ave.
- Wear appropriate layers!!! We encourage you to wear your PJs, but be prepared for chilly evening temps and inclement weather. You will be aboard heated coaches during the train ride and in Santa's workshop, but with time outdoors for the pre-boarding show, visiting Santa's reindeer, etc you will want warm jackets, hats, gloves, and boots especially for the little ones!

**Special Seating Policy for our Polar Express special event service:**

Seating will be assigned at the time of booking, however seating assignments may be adjusted to ensure proper social distancing in each car. **Passengers traveling together MUST BOOK UNDER ONE RESERVATION to ensure seated together**, for multiple payments simply call with the original reservation number to be added to that booking to ensure seated together otherwise parties will likely be seated apart and unable to change seating the night of your trip. Please be aware

that the seats you are assigned will be for the duration of your trip and we ask that you maintain those seats and do not move into other cars without checking first with the conductor. Restrooms are available onboard the train.

## CASCADE CANYON WINTER TRAIN departing from Durango, CO

### November 20<sup>th</sup> through January 3<sup>rd</sup> 2021

- Passengers should arrive to the depot **NO EARLIER** than 30 minutes prior to departure!!!
- Boarding will begin 15 minutes prior to departure, passengers should be onboard and seated no later than 5 minutes prior to departure time
- Due to contactless boarding, you do not need printed boarding passes and tickets will not be issued for this event
- Pre-paid parking is **STRONGLY ADVISED** unless staying within walking distance  
Our parking lot is located at 209 W College Drive just a block and a half off Main Ave.
- One member of your party will check in at the ticket office for your coach assignment prior to boarding

#### **Special Seating Policy for our winter Durango to Cascade Canyon service:**

You will receive a confirmation number if you book by phone, or a confirmation and boarding passes if booking online. Please have **ONE MEMBER OF YOUR PARTY ONLY** bring this information directly to the Durango depot ticket window prior to your train's departure time and our agent will give you your assigned car. **Passengers traveling together MUST BOOK UNDER ONE RESERVATION to ensure seated together**, for multiple payments simply call with the original reservation number to be added to that booking to ensure seated together otherwise parties will likely be seated apart and unable to change seating the day of your trip. Due to our current operations at reduced capacity, you will only be reserving a car type on your selected train. Train employees will assist you with your seating arrangements as you board. Please be aware that the seats you are assigned will be for the duration of your trip and we ask that you maintain those seats and do not move into other cars without checking first with the conductor. Restrooms are available onboard the train.

#### **General Confirmation Information**

If you have made an error in your reservation or wish to change or cancel, please call us directly at (970) 247-2733 or (888) 872-4607. Cancellations and changes to existing reservations CANNOT be processed using the online system.

For most up to date information, we encourage you to sign up for our newsletter at DurangoTrain.com and to follow us on Facebook. In the event of delays or cancellations, we will notify passengers impacted by text message notification, so please make sure to provide your cell phone as the number we have on file. We look forward to your upcoming trip!

Prior to your ride with us, we encourage you to download the Durango Train app (available via the Apple App Store) for information on our train crews, route, and other useful information for your day on our historic narrow gauge railroad.

**Cancellation and Change Policy:** Special and Licensed Events (such as Polar Express) are non-refundable if cancelled within 60 days of departure. Tickets for all other trains are non-refundable if cancelled less than 5 days prior to your train departure but will be charged a service fee of \$14 per adult ticket and \$7 per child ticket regardless of when the cancellation occurs; within 5 days of departure, the reservation is non-refundable.

Changes to a reservation such as date, time, or type of car are subject to a \$6.00 fee per ticket regardless of when the change is made. All changes must be made prior to the original trip date.

The D&SNGRR is not currently charging cancellation fees for COVID-19 related cancellations. We will maintain the right to enforce our regular cancellation and change fees per normal policy in cases where the situation is such that it is reasonable to do so.

**Delays:** While every effort is made to maintain our schedules, mechanical and/or weather conditions may cause delays. The Durango & Silverton Narrow Gauge Railroad will not be held liable for any delays, whatever the cause. Our trips run regardless of the weather unless conditions become unsafe for operations.

Passengers **MUST BE ON BOARD AND SEATED AT LEAST 10 MINUTES PRIOR TO DEPARTURE.** Boarding will begin 15 minutes prior to your train departure time.

Accessibility: We have a wheelchair lift and accessible coach on our first train during the Silverton season and on our winter Cascade Canyon train. If you use a wheelchair or require lift assistance for boarding, please contact our ticket office directly for assistance with your reservation.

Trip Insurance: No matter how hard you try, there are some things you just can't plan for.

- If a family member gets sick...
- If you have car trouble...
- If you are unable to travel due to inclement weather...
- If you miss a flight connection...

Let the coverage through Travel Guard help cover expenses due to unexpected travel mishaps along the way. To learn more about all the benefits of purchasing a Travel Guard travel insurance plan, click on the link below:

[http://www.travelguard.com/agentlink.asp?ta\\_arc=331577&pcode=](http://www.travelguard.com/agentlink.asp?ta_arc=331577&pcode=)

Reminder: Because of the changing mountain climate and the increase in elevation from Durango, we strongly suggest you have layers of clothing available. Sunglasses are highly recommended. Restrooms are available onboard the train.

Terms & Conditions of Sale: <https://rezeast.net/durango/terms.aspx>