

**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>. 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 Information Rockwood Services from June 23<sup>rd</sup> through August 15<sup>th</sup>\*\*\*\*\***

Our Rockwood Depot is located off County Road 200 about 18 miles north of Durango about one mile off US Highway 550. If driving north from town, CR 200 will be on the right just past the overpass of the train tracks.

PRE-PAID PARKING PASSES ARE REQUIRED for parking at the Rockwood location due to limited spaces available. If you are driving to Rockwood, you MUST RESERVE PARKING in advance. Due to touchless payment, customers will not be able to pay for parking upon arrival at Rockwood.

Bus services from Durango to Rockwood will be available for \$15 per person and will INCLUDE PARKING in Durango at our lot at 206 W College Drive.

Seating for these services will be OPEN SEATING; please see D&SNGRR staff at Rockwood for assistance with boarding to ensure social distancing is maintained in each car for your excursion. Passengers will be limited to the car you are seated in, passengers in open air cars will have access to restrooms in an adjacent car.

The D&SNGRR is not currently charging cancellation fees for COVID-related cancellations. We will enforce cancellation and change fees per normal policy as the health situation is it becomes reasonable to do so. Passengers needing to cancel can leave the value open through the end of the year, convert to a gift certificate valid through 2021 or be refunded in full.

**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 the most up to date information, we encourage you to sign up for our newsletter at DurangoTrain.com and to follow us on Facebook, Instagram and Twitter. 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 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.

**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.

**Seating Policy:** Please check your ticket for car and seat assignments. Seat assignments are not guaranteed but we will make every effort to fulfill your request. We may need to reseat passengers due to unforeseen equipment changes or other reasons. Please be aware that the seats you requested are assigned to you 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.

Passengers **MUST BE ON BOARD AND SEATED AT LEAST 15 MINUTES PRIOR TO DEPARTURE.** Boarding will begin 30 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 to Silverton (9300 ft.), we strongly suggest you dress in layers of clothing. Sunglasses are highly recommended to protect eyes from possible particulates in the air. Safety glasses are available for purchase in the gift shop and onboard the train. Restrooms are available onboard the train.

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