

Common Q&A

How do we get there?

Go to the bottom of web page and click on Terms/Directions link (directions are on the 2nd page)

When do we get a key?

Once you have paid in full, we will email you a lock box code. The lock box is located to the left of the main door.

Will my cell phone work?

Not really. Sometimes you can get some erratic service, but it is better to rely on the land line at the house

What is the phone number at the Riverhouse?

970 704 0242

Can I make long distance calls?

No, you will need a phone card to make long distance calls

Is there cable tv there?

Yes, it is direct tv

Can we fish at the Riverhouse?

Yes. It is catch and release for trout, but you can keep the whitefish

Can we use the firepit?

Yes, but we must "okay" and ALSO the Carbondale Fire Dept (970) 963-2491 must okay it prior to starting. Any fines will be paid by you, if they do not approve it and they are very strict. All fires must be completely put out with water and shall not be left smoking under any circumstance.

When is check in time?

3pm or later

When is checkout time?

11am or later

Is the house fully furnished?

Yes, all items will be in the house including fresh towels, sheets, etc. for your use.

Are we allowed to use the condiments, etc. at the house?

Yes, but if you use the last of any item please replace it.

Can we bring our pets?

Yes, but there is a \$50 per pet, non-refundable charge. Any pet cleanup will be charged against the damage deposit.

Can we smoke at the Riverhouse?

Yes, outside ONLY. NO SMOKING in the home.

When do I have to send the money in?

50% of total amount due to reserve the time (with the signed contract), with the remaining 50% due 60 days prior to arrival.

What is the damage deposit and do I get it back?

\$200 is the damage deposit and is fully refundable upon leaving the home without any damage. It is usually sent back within 7-10 days

Do you accept credit cards.

Not at this time..personal checks, money orders, wires or cashiers checks

How is it to the towns around there?

Carbondale	5 miles
Redstone	7 miles
Basalt	15 miles
Glenwood Spgs	17 miles
Snowmass	22 miles
Aspen	35 miles
Vail	70 miles

Are there fishing poles there?

No, you will need to bring your own

Is there a washer/dryer on the property and is it okay to use?

Yes