

Pinyon Pine Ranch (PPR) Policies

It is important to us that each Guest is given appropriate information to make their stay as comfortable as possible. Please read these policies in their entirety to avoid surprises and misunderstandings. For additional details, please contact PPR Staff. Email: reservations@pinyonpineranch.com

GENERAL POLICIES

MINIMUM AGE POLICY

All PPR Guests must be 21 years or older on the day of arrival.

AGE REQUIREMENT POLICY

PPR Guests must be 21 years or older with photo identification to complete a reservation.

ID REQUIREMENT POLICY

Valid identification required at check-in (current US passport or Real ID).

EARLY ARRIVAL POLICY

Early arrivals are not guaranteed unless the accommodation has been reserved for the night prior to arrival. Please contact PPR for further information.

EARLY DEPARTURE POLICY

Guests must confirm their departure date upon arrival. If guest shorten their length of stay after check-in, 25% per room night plus tax (if any) will be charged to the guest.

EARLY CANCELLATION POLICY

Guests can cancel their reservation 72 hours (3 days) in advance of their scheduled check-in time, without penalty. Please contact PPR directly for any specific questions.

LATE CANCELLATION / NO-SHOW FEES POLICY

Please note late cancellations are subject to a cancellation fee if cancelled within 72 hours (3 days) of arrival or in the case of a no-show. Late Cancellation and no-show fees will be charged \$200 per reservation day. Please contact PPR directly for any specific questions.

PACKAGE HANDLING POLICY

PPR will not handle, store, retrieve, ship, or receive guest packages.

ACCESSIBILITY POLICY

PPR is committed to providing reasonable accommodation of service, access, and facilities for all our guests as accommodations allow. Be aware this is difficult terrain to negotiate and the landscape has remained untouched. Trip hazards and natural barriers are plentiful. Please contact PPR for further information.

HEALTH & WELL-BEING POLICIES

MINOR CHILD POLICY

Children under the age of 21 are not allowed.

PET POLICY

Pets are not allowed. The abundance of wildlife on the ranch can pose a severe danger to your pets. We strongly encourage support animals remain in homecare and not visit the ranch.

SMOKING POLICY

All guest and public spaces are 100% non-smoking. This policy includes tobacco and medical marijuana. A 1,000 USD cleaning fee will be charged to any guest who violates the smoking policy.

MARIJUANA POLICY

Under Arizona law, the use of marijuana by anyone who does not have a medical marijuana card issued by Arizona Department of Health Services (ADHS) is considered a crime. The use of Recreational Marijuana is considered a crime in Arizona.

ILLEGAL SUBSTANCES POLICY

Illegal substances are not allowed. A 2,000 USD cleaning fee will be charged to every guest who contaminates ranch property with illegal substances.

FINANCIAL POLICIES

CHECK POLICY

PPR does not accept checks

CHECK CASHING POLICY

PPR does not provide check cashing services.

CREDIT/DEBIT CARD POLICY

Debit and Credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. The authorization will hold the funds until check out, at which time the amount actually incurred during the stay will be charged. Authorized amounts may take up to 30 days after departure to be released by your bank or financial institution and PPR will not be responsible for any resulting fees or charges.

COUPON POLICY

To redeem a coupon, guests are required to contact PPR directly. All coupons are subject to PPR approval only.

GIFT CERTIFICATE POLICY

To redeem a gift certificate, guests are required to contact PPR directly. All gift certificates are subject to PPR approval only.

CHECK-IN AND CHECK-OUT POLICIES

Check-in Time: 3:00pm MST (Mountain Standard Time)

Minimum Age to Register: 21 years (at time of stay) Valid ID Required

Minimum Age for Accommodation: 21 years (at time of stay) Valid ID Required

Check-Out Time: 11:00am MST (Mountain Standard Time)

PERSONAL VEHICLE POLICY

Personal vehicles are not allowed on the ranch.

GUEST POLICY

A maximum of two (paid) guests per glamp site are permitted to use the facility. Unregistered guests are not allowed on property. Unregistered guests will be escorted off the premises with their host party. In the event that any party is escorted off property for violating the Guest Policy, No refunds will be granted and the guest will be billed for the aggregate of the reservation.

FIREARMS, EXPLOSIVES, FIREWORKS POLICY

Guests are strictly prohibited from carrying or handling firearms, explosives, fireworks, and all similar devices while on ranch property. Only active members of law enforcement with valid ID are permitted to carry firearms on the ranch.

INCLEMENT WEATHER POLICY

Unexpected storms and storm flow can affect your stay. The Tuckayou wash is perennial with tremendous flow and power amid heavy rainfall. During Monsoon season and unexpected storms, the wash can fill and become dangerous to cross. We want you to be aware these beautiful Acts of God can impact your reservation. We will provide refunds per-day if your reservation is impacted during ingress. We will not be held responsible for extended stays due to inclement weather. We will not provide refunds when guest egress is impacted.

USE/ MISUSE POLICY

Guests are encouraged to enjoy the amenities the ranch has to offer. Damage resulting from misuse and/or abuse, intentional or unintentional, and/or the willful or unintended destruction of property, including natural and man-made assets, will be prosecuted to the fullest extent of the law, not limited to the aggregate cost of repair, the loss of business, financial compensation for ranch guests negatively impacted as a result of the above, including a lifetime ban from the premises.