

Cimmaron Golf Resort

A Travel Raintree Resort Property



Property Policies & Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- Age Requirements - Be aware that the resort does have a 21 or older check in restriction. If you don't want a hassle, make sure you have your resort confirmation letter with you. Additionally, you will need a valid ID and credit card available at check in. No Valid ID = No room access!!!
- Cancellation Policy - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Maximum Occupancy - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.
- On-Site Gym - - Unfortunately, it looks like this resort is missing an on-site gym or workout facility. If you're a runner, it's all good, there is a beautiful golf course and desert trails to run. However, if you are looking for something more, check in with our Imagine Agents who can see if there are any gyms nearby that will allow daily passes.
- Parking - Outdoor parking is available for all guests.
- Pets - Unfortunately, pets are not happening here. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Pool & Spa Towels - The Good News, your room is stocked with pool towels. However, if you can't find them or don't have enough stocked, please check with the front desk or housekeeping. It isn't cool to use the bathroom towels down at the pool.
- Security Deposit - The resort will hold a \$150.00 USD security deposit against your credit card at check in. The deposit is fully refundable at check – out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when you get there please make sure you contact the front desk and let them know. Don't get charged for someone else's damage.
- Smoking - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

Property Amenities | Hours of Operation:

- Front Desk Services - The front desk operates daily from 8:00 am to 10:00 pm. If you plan on arriving after hours use the afterhours call box, which will connect you to Security who will be more than happy to help get you moved into your unit.
- Pool & Spa - The pool, Jacuzzi and sauna are available for your enjoyment. However, since it is an indoor pool sound carries throughout the property so the amenities are only available from 8 am to 11 pm daily.
- Business Center - Need to print last minute airline tickets or work on e-mails or a project. The business center is available daily from 8:00 am to 10:00 pm.
- Laundry Facilities - Need to do some laundry. No worries, the on-site laundry facilities are open from 8:00 am to 11:00 pm daily.
- Security - Need help or get locked out of you unit? Security is available to help from 10 pm to 6 am daily.

Other Interesting Stuff:

- Books and Games - Check with the front desk, they have books, board games and puzzles for your enjoyment.
- Kids' Stuff - Bringing little ones along with you. The resort has Pack and Play and baby gates for units with stairs. If you need something more and don't want to deal with the hassle of carrying all the additional baby equipment, check out BabysAway.com. It is a cool child equipment rental site with over 80 locations throughout the USA. You can order what you need on-line and their operators will deliver to and pick up from your destination when you ready to leave.
- DVD Rentals - The property does have DVDs for rental. You can always bring you own but if don't feel like carrying your library with you there are a few Redbox locations the closet being approximately 1/2 mile from the resort. Contact our team and we can send you some of the stores.