

## Website FAQs:

Tours are paid for in advance to reserve your spot on time slot. Each party is limited to a quantity of 6 tickets per tour time. Tours have a capacity of 20 reservations per tour time and we cannot overbook. Tours do not offer a waitlist. Please contact us if you are having issues accessing your receipt, tour confirmation, online difficulties, or if you are trying to reserve with a credit card that is international. We are able to exchange your tour tickets to another time and date if given enough notice in the event we have open spaces to switch to. Tours are under a 24 hr cancellation policy.

### **When are the tours held?**

Stanley Tours are held every day, often from about 10AM-10PM on a pre-reserved basis. The number of tours offered and their scheduled times will depend on the day, with tours being either opened or closed based on demand and staffing. Book your preferred time in advance by visiting [www.stanleyhotel.com/tours](http://www.stanleyhotel.com/tours) or calling the Tours Office 970-577-4111.

### **How much is a tour?**

Stanley Day Tour \$20 Children, \$23 AAA, Military, Senior, Hotel Guest \$25 Standard Price

Stanley Night Tour \$30

### **How long is it and what does it include? Where does the tour go or what will we see?**

Tours are 75 minutes (or 1hr 15 mins) in length. They are a walking and standing tour approximately 1-1.5 miles covering grounds both indoors and outdoors (but never the guest rooms). Routes can sometimes cover outbuildings and mostly the main hotel. You could see anything from ballrooms and staterooms, to the steam car in the lobby, to the remnant of the tunnel in our basement foundation. Routes are dependent on availability and day-to-day events but tour content is always the same.

### **Do I need to book in advance or can I walk in to a tour time?**

It is often very difficult to simply walk in to a tour, as they frequently sell out in advance. We always recommend buying tickets ahead of time to ensure you are on the guest list of your preference. If you check online and see that we still have spaces, we can never guarantee someone else won't buy them by the time you arrive. However, some folks do get lucky from time to time playing it by ear!

### **What can I do while I'm at the Stanley if I'm not on a tour?**

The Stanley Hotel is simply a hotel. We do have casual visitors come to walk our grounds and gardens while admiring the architecture and view. Our public areas include the lower level of the main hotel which features the Cherry Company Café for beverages and snacks as well as our lobby level of the main hotel where we have the Chrysalis Gift Shop as well as Cascades Bar and Restaurant. Many visitors are also here to attend concerts and events with Stanley Live or renting one of our many accommodation options. Public visitors are requested to refrain from walking the guest halls.

### **Will I have to pay for parking?**

Seasonal gate attendants may ask the casual visitor to pay a parking fee of \$10. You may be given a Stanley Hotel commemorative coin which you can either keep, or use for \$5 in either the

Cascades Bar and Restaurant, Chrysalis Gift Shop, or Cherry Company Café. Guests who have already booked a room or pre-registered for a tour are waived this parking fee. Gate attendants may not always be aware of sold out status of tours.

### **How do I get there?**

333 Wonderview Avenue, Estes Park CO 80517 (map?) Tours Office is in the lower level of the main hotel, near the Cherry Company Café.

### **Why do you have age limits?**

The Stanley Tour is not fun for everyone, especially the littles. It can involve quite a bit of listening and patience. This age policy also includes infants and toddlers in arms. (Even if they are well-behaved rather than disruptive or distracting.) We apologize if this is an inconvenience in your plans. We often host other more family-friendly tour options that are meant more for children!

### **What is your cancellation policy?**

Stanley Tours would appreciate at least 24 hours notice in the event you cannot make your tour reservation. Refunds or exchanges are not guaranteed after this courtesy time frame.

### **Can I exchange my tour for a different day or time?**

If we have open spaces to exchange your tickets to, we are happy to help! Keep in mind the Stanley Day Tour and Stanley Night Tour have different price points.

### **The tours are already sold out to capacity. Do you have a wait list?**

Stanley Tours does not facilitate a wait list. In the event of ticket cancellation or exchange, those refreshing the website box office will see those changes and ticket quantities reflect in real time. Once we have hit Sold Out status, we do not have more tickets to sell.

### **Do you have to be a hotel guest to attend a tour? Doesn't the tour come with my room reservation?**

Many visitors are only coming to see us for the day. Though, you do receive a discount if you are staying with us. The tour ticket is not included in your room reservation and are sold on a first come, first reserve basis. Renting a room does not also guarantee you a tour ticket. Please do reserve a tour in advance.

### **Are pets permitted?**

No, not on the tours. We do accommodate service animals under ADA. (Emotional support, therapy, comfort, or companion animals are not considered service animals under ADA.)

### **Do the tours feature the guest rooms?**

No. The guest rooms are not set aside for visitation by the tours and are only used for the rest and privacy of the room renter. Stanley Night Tour does not access the guest floor hallways.

### **What discounts do you offer for tours?**

Depending on the tour choice, some available discount qualifications could include Children, AAA affiliation, Military ID, Senior over 55 years of age, or Hotel Guest. (We do not offer Colorado resident, student, teacher, government, police/firefighter or similar discounts.)

### **How much walking is involved?**

You'll want to be able to walk, stand, and listen to stories as you go across the grounds and main hotel approximately 1-1.5 mile. Please be aware of your health status and the possibility of altitude sickness here at 7,522 ft. Seated resting areas are not always promised throughout the tour and it does not stop for restroom or beverage breaks in between.

### **Are you ADA accessible? Can I borrow a wheelchair?**

We can make an accessible route and we do have one elevator on premises. Please let your tour guide know you'd like some special consideration by making a note on your order or making our office aware. The Stanley Hotel can lend a wheelchair, but it is not promised as it is a first come first serve item on hand.

### **Will we be going outside on the tour?**

Tours frequently go outside either to enjoy an exterior view or go back and forth between buildings. While the majority of the tour will be indoors, it is always advisable to be flexible and prepared in attire.

### **Where do we go to check in and at what time?**

Please check in to the Tours Office around ten minutes before the start time of your tour. We will check your name off our guest list, give you a tour pass, and invite you to take a seat and gather with the rest of your tour group. We do not do early check-ins. Tours will leave on-time. If you arrive late, we can always try to catch you up but you could risk forfeiture of your ticket. If we do not have space on a later time slot, we cannot exchange you to a new time.

### **What are the Tour Office hours?**

The Tours Office administrative hours are 9:30AM-5:30PM Mountain Time. You may find staff at the desk before or after these hours as the tours progress throughout the day. Please allow ample processing time for voicemail messages, emails, and requests as we get through them as quickly as possible but do not have customer service agents or a help desk 24 hours a day.

### **Is the tour scary?**

While we do cover some spirit folklore and stories associated with our hotel, we are not a theme park or "haunted house". The tour guides will not prank, frighten, or reenact scary scenes. If you do believe in spirit, we never guarantee a spirit experience of your own. (If you don't, you are still welcome as our stories are an interesting part of our lore!)

### **Why did you combine the History and Spirit Tours?**

While we previously offered two separate tour experiences, The Stanley History Tour and Stanley Spirit Tour, customer feedback and experience has informed us that a combo or hybrid tour including all topics would be more desirable and fun for the majority of visitors.

### **Can I bring food or drink with me?**

Non-alcoholic beverages such as coffee, tea, or water are allowed on the tour. We highly recommend bringing hydration! Food is not permitted, so please finish it before the tour begins.

### **Where can I find the local wildlife?**

The wildlife in Estes Park are indeed wild. They go where they want as they want and are not tracked or guaranteed to be out in a certain place for your viewing. Please practice safe and respectful viewing and do not harass the wildlife.

### **What else is there to do in Estes Park?**

Estes Park is a mountain tourist town, a gateway to Rocky Mountain National Park. Consider contacting or dropping by the Estes Park Visitors Center for lots of information about things to do!

### **Do tour guides accept gratuity?**

Tour guides can and do accept tips if you enjoyed your experience and would like to show appreciation. It is NEVER required or expected. There is an ATM located in the lower level of main hotel, near Cherry Company Café and tour guides also have a labeled envelope in the Tours Office in the event you'd like to leave them something. Again, this is not a requirement!

### **How do I book a private tour?**

If you have a private party, we would love to help you book a privately contracted tour. Tours can host smaller groups or full groups of up to 20 for a flat rate. We need to do this at least 2-3 weeks in advance with a Tours Supervisor. For more information, pricing, and guidelines please email [stanleytours@stanleyhotel.com](mailto:stanleytours@stanleyhotel.com) or give us a call with your contact information for someone to get back to you as soon as possible.

### **Do you still have overnight investigations?**

The Stanley Hotel does not offer "paranormal" investigations or overnight events. You can only imagine that we receive a number of similar inquiries from around the globe, to the point of being overwhelming. In an effort to be fair and consistent, we have stopped supporting such projects. In the past forty years we have participated in so many similar endeavors it is no longer viable for us to select one versus another, much less cover new ground or area of study. We wish you the best in your research!

### **Our crew/blog/news agency would like to use the hotel for our show/blog/podcast/episode/article. Who do we talk to?**

There are specific parties to speak with and permissions to obtain in order to pursue media inquiries with the Stanley Hotel. Please send us a note at [stanleytours@stanleyhotel.com](mailto:stanleytours@stanleyhotel.com) and we can connect you with the appropriate contacts.

### **Will you donate to our cause or organization?**

All donations inquiries must be filled out and submitted via this form. Best wishes!  
<https://www.stanleyhotel.com/donations.html>

**How do I get a refund?**

We are happy to accommodate a change in plans in the event you cannot attend your pre-scheduled tour if you contact us 24 hours ahead of original tour time.

**I want to leave a review or I have a comment about my experience. Where should I go?**

If you've scheduled a tour, you should receive a survey afterwards. We are also happy to hear your comments via email, in person, or via phone. Your feedback helps us improve or could incentivize a great staff member!

**Does the tour go into Room 217?**

It does not. Tours never enter into guest rooms, as they are rented by guests every single night. No guest rooms are set up as a display for tours.

**Was The Shining filmed here?**

Many folks are accidentally mistaken thinking the 1980 horror film by Stanley Kubrick was filmed here. It was not. The Stanley Hotel acted as inspiration for Stephen King to create his 1977 novel "The Shining". It also served as filming location for his 1997 television miniseries adaptation of the same name. The story of The Shining as imagined by Stephen King only coincidentally or tangentially overlaps some details of the real history of the Stanley Hotel.

**What time and date did I sign up for?**

There are several ways we can access your customer profile in our ticketing system. Check your confirmation email for details, an order or confirmation number, or further information about the tour. We can also use your email, last 4 digits of the phone number you signed up with, or other means of looking for your reservation.

**There was an error or problem with my ticket purchase online. What can I do?**

Your tour was not purchased or completed online unless you received the receipt via email. There are some errors that can occur and we'll be happy to research them in our system if you give us a call!

**Is there a self-guided tour?**

We do not offer audio tours, brochures, or self-guided tour information at this time.

**Why am I only allowed a quantity of 6 tickets per tour if each tour accommodates up to 20 guests?**

Public tours accommodate a certain quality of experience that should not be overshadowed by large groups. Please respect our policy and do not circumvent the rules by purchasing multiple orders of tickets on one tour time.

**Are there really spirits here?**

Opinions on spirit are very subjective and mean different things to different people, staff included! While no one could ever prove or disprove the presence of the supernatural, there are many years of history within these walls and we encourage you to come feel it for yourself!

**What concerts and events are coming up and how can I get more information and tickets?**

The Stanley Hotel hosts a variety of wonderful events which you can browse by visiting [www.stanleylive.com](http://www.stanleylive.com) ! We can also answer a few questions and sell any tickets that have been released to the public if you give us a call.

**Do I need a printed copy of my ticket?**

You don't! Save the paper and the ink, as your reserved tour should be on our guest list via your name. It does not hurt to keep a copy of tour information with you (perhaps on your phone or email) for your reference or for our gatehouse.