



ACCESSIBILITY STATEMENT

At Twin Peaks Lodge & Hot Springs we care about all our guests. It is important to us that everyone who visits the Twin Peaks Lodge & Hot Springs website or hotel feels welcome and finds the experience seamless and rewarding.

Twin Peaks Lodge & Hot Springs strives to provide accessibility services and accommodations to help all of our guests who may have additional needs or requirements. Our commitment to accessibility ensures that all individuals can experience our extraordinary amenities.

How has your experience been?

We monitor our website regularly to maintain this standard, but if you have difficulty using the website, please don't hesitate to reach out to us via email at info@twinpeakslodging.com or call us at (970) 325-4427.

Accessible Common Areas:

Lobby: Lobby is wheelchair accessible.

Complementary Breakfast Room: Is wheelchair accessible, a phone is available to call the front desk if assistance is needed.

Mineshaft Restaurant and Miner's Bar: Mineshaft Restaurant has an accessible entrance on the west side and the Miner's Bar has an accessible entry from the sidewalk on 2nd Street.

Hot Springs Facility: Both entry gates to the hot springs facility have ramps for easy accessible entry.

Hot Springs Tubs: Two hot tubs have a "T" bar installed for accessibility from the ledge. Every tub has a hand rail on the steps for entry.

Swimming Pool: The swimming pool has an accessible ramp with hand rails that leads to the 3ft deep section of the pool.

Hot Springs Bathrooms: Both male and female bathrooms in the hot springs facility are ADA compliant.

Tiki Bar: Outdoor ordering and employees have been trained to offer assistance if needed.

Accessible Guest Room Features:

Twin Peaks Lodge & Hot Springs is designed with rooms to accommodate guests with disabilities. The hotel currently offers 3 accessible guest rooms that are mobility accessible with either one king bed or two queen beds. Rooms have widened doorways and offer either accessible bathrooms with tubs or roll in showers. The breakdown of these rooms is as follows:

1 King room on the ground floor with a ½ inch threshold lip, roll in shower.

1 King room on the ground floor with a ½ inch threshold lip, bathroom has a lowered pedestal sink and tub/shower with grab bars.

1 Double Queen room on the ground floor with cement ramp at room entry, extra wide doorways and tub/shower with grab bars.

Television in guest rooms offer closed-captioning.

Towel racks are low to accommodate accessibility.

Other Features

Twin Peaks Lodge & Hot Springs allows persons with disabilities to use service animals, without imposing any extra charges or conditions, in guest rooms/suites and all public areas of the facilities.

Hotel staff are available to move furniture and provide and adjust accessible features in guestrooms.

Hotel staff are trained to offer assistance, upon request, to persons with disabilities who cannot transport their luggage to/from their guestrooms and who made need assistance in locating guestrooms and hotel amenities.

Hotel staff are available to read printed/visual information upon request.