



SUN MOUNTAIN C E N T E R

Guest Policies, Things to Know & What to Bring Program Guests

Check-In

Please plan to arrive to our office during your check in window, between 4:00-4:40pm, so that you may begin your retreat on time and be present for orientation at 4:45pm.

Check-Out

Please plan to check out of your room by your retreat's departure time of 11:00 am. Place your key in the drop box located near the front door. Your final lunch will be served buffet style with takeaway containers.

Location & Driving Directions

SunMountain Center is at 328 El Paso Blvd., Manitou Springs, CO 80829
Some GPS systems provide inaccurate directions.

From Westbound Hwy24 use the Manitou Springs exit at MM150.

1. Turn right at the stoplight onto Manitou Avenue.
2. Take an immediate right onto Garden of the Gods Place.
3. At the T, go left onto El Paso Blvd.
4. Go through one stop sign and the next driveway on the right is for SunMountain Center. The entrance is framed by a large gate, and the driveway has a series of switchbacks.
5. Park at a 45 degree angle along the island in the center of the driveway. The office for check-in is in the carriage house to the left of Rockledge House.

From Eastbound Hwy24 use the Manitou Springs exit at MM150.

1. Go straight at the stoplight onto Garden of the Gods Place.
2. At the T, go left onto El Paso Blvd.
3. Go through one stop sign and the next driveway on the right is for SunMountain Center. The entrance is framed by a large gate, and the driveway has a series of switchbacks.
4. Park at a 45 degree angle along the island in the center of the driveway. The office for check-in is in the carriage house to the left of Rockledge House.

Transportation/ Drop Off

Parking is available for guests who wish to bring their own vehicle.

For guests arriving by Uber or Lyft prior to 4:00 pm, please direct your driver to our office next the Rockledge House at 328 El Paso Blvd, Manitou Springs, Colorado, 80829

If you need to arrive after 4:00 pm, please have your driver drop you off at the house where you are staying.

Addresses for the two houses are:

Rockledge House: [328 El Paso Boulevard, Manitou Springs, Colorado 80829](#)

Onaledge House: [336 El Paso Boulevard, Manitou Springs, Colorado 80829](#)

Customer Service

For any needs between the hours of 9:00 am - 4:00 pm, please refer to the Office.

During after-hours, if there is a facilities emergency, or you are experiencing discomfort, call **719-459-2716**.

Facility Use

SunMountain Center is a multi-use property. As a wellness facility offering sacred learning environments, we kindly ask all guests to be conscientious and respectful of other programs.

Suggested Packing List

SunMountain Center is located in the foothills of the Rockies, where weather is unpredictable. Days can be warm, while evenings can be cool. Please plan accordingly and pack plenty of layers, including a sweater, sun hat, light rain jacket, and sturdy shoes, as well as a swimsuit for the Spa. During winter months a down jacket is best with a hat and gloves.

Spa Vouchers

Your voucher for a complimentary soak at SunWater Spa can be used before, during, or after your retreat. Please note that since the Spa is also open to the public, it may be at capacity during your preferred soaking time, and unable to accommodate you. We cannot guarantee that space will be available when you wish to soak but mornings and weekdays tend to have more availability than other times.

Onsite Massage

NEW! You can now enjoy a private SunWater Spa massage, the Ātman Massage, without leaving the property. SunMountain Center is equipped with a fully-stocked and serene massage room, exclusively for our guests. During the Ātman massage, your therapist will focus on your current needs in the moment - to nourish the needs of your inner self, your essence, your soul. Enjoy 60 minutes for \$96 or 90 minutes for \$132 (20% gratuity included).

Please email info@sunmountaincenter.com to book your massage. Any appointments booked less than two weeks in advance are not guaranteed. A valid credit card is required to reserve your appointment. SunWater Spa's cancellation policy applies. You may find the policy on our website, www.sunwellness.net.

Use of the Kitchen

Kitchens are for staff use only. There are mini fridges that are labeled for guest use in the coffee and tea service area of each house.

Meals

Coffee and tea are available throughout the day. Meals are served at the following times:

- Breakfast: 8:00 am / Lunch: 12:00 pm / Dinner: 6:00 pm

Our meals are vegetarian, community-centered, and served in our Rockledge House. Guests may also dine on our patio when weather permits. We encourage all guests to connect and mingle with other groups through the spirit of inclusion during our meal times.

Gratuities

Gratuities for our hardworking staff are graciously accepted and sincerely appreciated. Please plan to bring cash for this purpose. A tip jar will be placed in the dining room during dinner and the suggested contribution is \$8-10 per day.

Dietary Restrictions & Allergies

When you book, please inform your retreat leader of any allergies you may have. With advance notice we will make every effort to accommodate your needs.

Linens & Towels

The white towels are meant for use inside your guest room. Hot tub towels are provided in bins located near the hot tub.

Missing & Damaged Items

Upon departure, if there is any damage to or items missing from your room, you will be responsible for the cost of repair, replacement, and/or cleaning.

Room Keys

Keys not returned upon checkout will result in a \$50 fee for key replacement.

Items Left Behind

In the event that a guest leaves personal items behind and requests these items returned, a service fee of \$20 plus postage will be charged.

Pets

In order to protect our guests who have allergies, pets are not allowed on property. Guests who violate this policy will be charged a \$300 cleaning fee. Licensed service dogs providing assistance to those with disabilities are allowed on the property in compliance with ADA guidelines.

Release of Liability

Sun Mountain Ventures LLC or KatsPaw LLC cannot be held responsible for damage to personal property, accidents or injuries to our guests due to falls incurred on the premises, injury from wildlife, and/or loss of money, jewelry, or valuables of any kind. All guests must sign our liability waiver as soon as they arrive on property.

Please Be Aware of our Policies

Violation of any of these policies will result in early termination and immediate eviction from the premises without refund of any charges or deposits. Thank you for your understanding and adhering to our policies.

Quiet Hours

SunMountain Center is a tranquil retreat facility with neighbors on all sides of our property. In consideration of local noise ordinances and good neighbor policy, quiet time is observed from 10:00 pm - 8:00 am daily.

Smoking, Vaping, Tobacco, Cannabis & Open Flames

In order to keep our historic homes clean and safe, all smoking and vaping of any substances are prohibited on the property. For your safety, the use of candles and other open flame devices are also prohibited. In addition to being asked to leave without refund of any charges or deposits, the penalty for disregarding this policy is \$500 plus the cost to clean, repair, and/or replace anything damaged or smoke contaminated.

Alcohol

While the use of alcohol is not prohibited at SunMountain Center, we do strive to create a sacred environment and experience for our guests. In keeping with this mission, most of our retreats opt to be alcohol-free events. Alcoholic beverages are permitted during retreats with prior approval. Guests 21+ can bring their own beverages onto the property. Please honor public spaces and quiet hours of 10:00 pm - 8:00 am. Mindful and moderate consumption is expected and appreciated.

We look forward to having you join us, and hope you enjoy your stay at SunMountain Center!