



GAYLORD ROCKIES™

Gaylord Rockies - Cashless Group Q&A

Reason & Benefit

- The transition to a “cashless” operating environment is meant to allow our STARS to focus on serving out guests in a more efficient manner. Eliminating much of the cash handling experience, our STARS will be able to easily engage with all our guests to ensure not only an increased speed of service, but a more streamlined experience.

Commonly Asked Questions

- What types of payment does Gaylord Rockies accept?
 - The resort accepts all major credit cards.
 - Debit Cards are also accepted throughout the resort; however, as is our current policy, upon room check-in at the front desk, the guest’s bank will place a hold on the debit card for room & tax plus \$60 per day for incidentals. This hold will not be released for up to 5-7 business days after the guest’s departure. We recommend using a credit card at check-in to prevent this hold on the guest’s cash funds.
- Where can a guest visit if they need cash for tips or gratuities?
 - There is a Cash-To-Card kiosk located on the lobby level, next to the escalator leading down to the SPA/Fitness Center. Guests can also locate this kiosk via the wayfinding app by searching the keyword “ATM”.
- What type of card is issued from the kiosk?
 - A gift card issued by a major credit card company (e.g., Master Card, VISA)
- Can you choose increments to receive back?
 - The kiosk will issue cards ranging from as low as \$20 to a maximum of \$500. The kiosks will also have a bill breaker feature.
- If the card is not spent fully at the resort, can it be used outside the resort?
 - Yes, the card is usable wherever that specific credit card is accepted. Cards are not returnable or exchangeable for cash.
- Where can guests check the balance on their gift card?
 - On the back of the issued card, there is a website and phone number. The site will allow guests to check their gift card balance, review transactions and track refunds.
- What happens when a past-stay guest requires a refund, but has lost their gift card?
 - The Gaylord Rockies can issue a check for any needed refund.