



# ARRIVAL INFORMATION

Regular Season

## Arrival Time

**You may arrive to the Accommodations Gate as early as 10:30am** (see our website for Park Hours)

We invite you to arrive, park for free, and enjoy the amusement park until your designated check in time:

### Hotel | Cabins | Rentals | Campsites: 3pm

- These are the times that your units/sites/rooms will be available for your use
- You may inquire with our Front Desk or Camping Office if earlier access is available
- Early arrivals are very limited – we advise you to ensure you are prepared to not have access until the designated check in time

## Arrival Procedure

**If you have NO CHANGES to your reservation – your arrival process will be much quicker!**

(NO CHANGES: reservation is paid in full; all names are listed on completed [Camping Agreement](#), and no additional people)

**If you need to add a person, need to complete a Camping Agreement, or make payment, please be aware that your check-in may be delayed.**

**Please use any lane with a green light over it, as all of our Gate Attendants can assist with your check in process**

#### Please Have Ready:

- ✓ Photo ID
- ✓ Confirmation Letter
- ✓ Completed Camping Agreement  
([Form download](#) from your email confirmation)

#### You Will Be Given:

- ✓ Park Access Wristbands  
(except for Hotel guests)
- ✓ Car Hang Tag
- ✓ Campground Map (Campsite Guests)
- ✓ Directions to your next location

Please contact a Vacation Planner ahead of time at **585-599-2211**, should you have any changes to your reservation. **All reservations must be paid in full prior to arrival.**

## After Entering the Accommodations Gate

**After being processed at the Accommodations Gate – the Gate Attendant will direct you to your next location**

#### Hotel Guests:

Check In Time: 3pm

- Proceed to the Hotel Parking Lot
- Check In at the Front Desk
- You will be provided:
  - ✓ Your park access wristbands
  - ✓ All package materials  
(if you booked a special package)
- You will be advised if your room is available for you

#### Guest House/Cabin/ RV Guests:

Check In Time: 3pm

- Proceed to the Camping Office Lot
- Check In at the Camping Office
- You will be advised if your unit is available for you
- You will be provided:
  - ✓ All package materials  
(if you booked a special package)
  - ✓ Your rental unit keys or **Express Pass**

**Express Pass:** if your unit is not immediately available; you will be provided a time to return and pickup your keys at the Express-Key Window

#### Campground Guests\*:

Check In Time: 3pm

#### If Arriving Before 3pm:

- Proceed to the Darien Square Parking Lot where you can park your vehicle and enjoy the theme park until 2pm

#### If Arriving After 3pm:

- You may proceed directly to your site which the Gate Attendant circled on your Campground Map

**Note:** Camp Gate clearance – **13'-6"**

\*if you need to pick up package materials with your reservation you can do so in the Camping Office

# Early Arrival – Special Needs

We advise you to plan accordingly for your designated check in time. Below are some tips for what to do if you arrive prior to your check in time:

## **Refrigeration Needs:**

We highly advise that you bring coolers to protect items that may need refrigeration

## Camping Guests:

Ice can be purchased at the General Store

## Hotel Guests:

Ice is available in the 1<sup>st</sup> floor vending areas

## **Campground Guests:**

### General Store | Beaver Brothers:

We welcome you to visit our General Store or have lunch in Beaver Brothers Restaurant while waiting for your site. Both have air conditioning!

### Camper's Lounge:

Relax with TV and free Wi-Fi in our Camper's Lounge located in Darien Square. A great refuge during the rain!

## **Hotel Guests:**

### Woody's Cafe | Lobby:

We welcome you to enjoy a light snack or beverage in our comfortable lobby with TV and free Wi-Fi!

### Outdoor Pool | Game Room:

Enjoy a dip in our heated outdoor pool or play a few games in our Game Room!

## Other Helpful Information

### Visitor Policy

For your safety, Only Registered Guests are permitted access through our Vacations Camp Gate. Additional Guests must be added to your reservation for the entire length of stay (as long as the maximum number of Guests is not exceeded). **Anyone not registered on a reservation is not allowed to enter the Vacations Camp Gate.** Darien Lake welcomes visitors to your site but requests that your Guests park, enter through the main Amusement Park entrance, and possess an Amusement Park Admission Ticket for the current day. Visitors are allowed to visit with you until the park closes.

### Upgrades upon Arrival

Depending on availability, we would be more than happy to see if an alternate room/unit/site is available for you (additional charges may apply). Hotel guests can inquire at the Front Desk, while rental/campground guests can inquire at the Camping Office. All changes are based on our availability during the time of your stay.

### Late Arrivals

Our Accommodations Gate is open 24 hours a day; therefore you can arrive at any time on your day of check in. It is very helpful if you let us know ahead of time what time you will be arriving. All Packages include park admission for the duration of your stay and cannot be removed for late arrivals. We suggest switching your dates to the next day if you are concerned about the park admission charge. **Campsite Guests may not set up their site after 11pm.**

### Campsite Setup

Should you set up on a site that does not belong to you - you will be charged the rate of the guest that is entitled to that site. Please contact the Camping Office, if there is an issue with your allocated site; Pop-up Campers or small Motorhomes/RVs are strictly prohibited from being placed on Cabin or RV Rental unit sites; units must be placed on a reserved campsite designated for such use, in a separate registered person's name; (1) small tent is permissible at Cabin or RV Rental Sites.

### Unauthorized Extended Check Outs

Should you stay in your unit/room/site past your check out time, you will be assessed an additional night charge automatically. If the site|unit is sold for that night there will be an additional charge, due to the inconvenience for the Guest that is entitled to that site, which includes any and all additional expenses the incoming Guest incurs.

### Inclement Weather Policy

We apologize in advance should there be inclement weather before you arrive and your site or unit is compromised. We ask that you do not set up on sites that have mud or puddles on them. Please return to the camping office to relocate to a new area. **There is no compensation due to inclement weather.**

If there are any issues with your room|rental unit|site please contact us right away so we can correct it.

***We do not compensate for unreported items that we could have corrected while you are here.***

Hotel – please call the front desk. Rental Units | Campsites – please call the Camping Office **585-599-5523**

*We are very much looking forward to having you stay with us!*