



Frequently Asked Questions

About Staying at RMHC-Denver

Is access to the Houses limited?

Houses are open to guest families 24 hours/day, 7 days/week and someone is always on-site and available to help.

Is there parking near Ronald McDonald House and is there a cost to park?

Free parking is available in a lot adjacent to both Houses. Guests are responsible for locking their vehicle at all times. Belongings should be stored in your room or locked in the trunk of your vehicle. RMHC-Denver is not responsible for anything lost or stolen.

Are laundry facilities available on-site?

Laundry facilities are provided, free of charge, including washers, dryers, detergent, bleach, irons and ironing boards.

Are cleaning services provided?

Cleaning staff will maintain all shared spaces, but guest families are asked to clean their own rooms and to clean up after themselves in kitchens. When it's time to go home, families are asked to complete a checklist of tasks within their rooms before checking out.

Are meals provided during my stay?

While some donated food is always available at the House, guests should plan to supply most of their own food. Grocery stores are conveniently located nearby both Houses. In addition, community volunteers provide meals for guests on numerous days each month.

Are the patient's siblings allowed to stay with me in the House?

Up to two children are permitted to stay in a room. Baby-sitting services are not provided and children should not be left unattended at any time. Please note that there are absolutely no exceptions to these rules. *Note: Due to the pandemic, only those who have been cleared to visit the hospital may stay in our Houses.*

Can I bring my pet?

Ronald McDonald House-Denver is a pet free facility.

How can I be reached while I'm staying at RMHC-Denver?

When you check into the Ronald McDonald House you will be given your own phone number so that family, friends and medical personnel to contact you directly in your room. Mail is picked up and delivered Monday-Saturday. Mail should be addressed with the guest's last name in care of: Ronald McDonald House-Denver, 1300 East 21st Avenue, Denver, CO 80205 or Ronald McDonald House Aurora, 932 Potomac Circle, Aurora, CO 80011