

## VISIT RESERVATIONS FAQs (Frequently Asked Questions)

### *1. Why wasn't my visit approved?*

- A. Missing Information – missing legal name, driver's license # (as well as the state of issue if not Colorado), date of birth or contact name and number or email. If minor visitors are to be included on the visit, their legal name and date of birth must be included.
- B. Invalid dates - submitted too soon or too late. Visits are scheduled for the following week with Monday being the deadline for requests. For example: Visits requested Tuesday are not for the upcoming week/weekend, but the week/weekend thereafter. This applies to all forms of requests (In lobby, by fax, by email and by telephone.) . Please refer to the inmate lookup for inmate location and refer to the days/times indicated on the website for their location.
- C. Invalid times – visit days/times vary between facilities. Please refer to the inmate lookup for inmate location and refer to the days/times indicated on the website for their location.
- D. Inmate not eligible for visits – if inmate has not been at the facility 10 days **at the time of submission**, the request will not be considered. (There is not an exemption to this requirement where the inmate is in our custody pursuant to a writ.) If the inmate is transferred from the Downtown Detention Center to the Denver County Jail or vice versa, the time at the previous facility is not included in this timeframe. If the inmate has lost their visit privileges the request will not be considered and existing visits will be cancelled.
- E. Inmate's visits are full – inmate already has the allotted reservation(s) at the time your request was processed.
- F. Session times are full – there are only a select number of slots available for each session. Once that session is full, we are not able to schedule any more visits for that session.
- G. Inmate has court or other appointment on the day requested.

### *2. How will I be notified of my visit?*

- A. If you submit your request online your confirmation will be sent via email **if your request is approved**. Please check your spam/junk folder.
- B. If you drop off your request at either facility or fax your request to Visit Reservations and you only include your phone number you will be called with your confirmation Wednesday or Thursday of the scheduled visit week for the Denver County Jail or 1 to 3 days prior to the scheduled visit for the Downtown Detention Center **if your request is approved**.
- C. If you drop off your request at either facility or fax your request to Visit Reservations and you include your email your confirmation will be sent via email **if your request is approved**. Please check your spam/junk folder.
- D. If you have not received a telephone call or email confirmation **YOUR VISIT HAS NOT BEEN APPROVED.**

*Other things to keep in mind:*

- Do not send more than one request in per week. We only schedule one week at a time.
- When completing the forms, indicate 3 options for each visit. If the time requested is full or invalid or the inmate is no longer in our custody, you will not be contacted.
- Downtown Detention Center & Denver County Main Jail: Arrive and check in 30 minutes prior to your scheduled visit. All visitors are required to show a valid government issued ID at the time of check-in. Visitors from outside the U.S.A. must present a Passport. ***Visas are not acceptable, but Consulate ID's are.***
- Denver County Jail Community Corrections: Arrive and check in 15 minutes prior to your scheduled visit. All visitors are required to show a valid government issued ID at the time of check-in. Visitors from outside the U.S.A. must present a Passport. ***Visas are not acceptable, but Consulate ID's are.***
- Visit requests are only a “request.” In no way is it to be considered a guaranteed approval of the visit. If you are not contacted by phone or email, you were not approved. If you scheduled with the Reservationist you will not get a confirmation call.
- Do not leave requested date/time area blank. If you have an open schedule, please indicate the days you are open. However; if you indicate your schedule is open and you are not able to attend the reserved visit session you will not be rescheduled.
- If you are unable to attend an appointment, it will be a missed visit and still count toward the inmates allotted visits for the week.
- Denver County Jail Community Correction/Work Release (Bldgs 19 & 20) inmates are allowed 1 visit per week.
- Downtown Detention Center & Denver County Main Jail inmates are allowed 2 visits per week. (Either 2 single or 1 family and 1 single) Inmates are not allowed to have both visits on the same day.
- A family visit is deemed as any visit with 2 or more visitors. A maximum of 3 visitors are allowed (including infants and children).