



## Three Amigos Ranch Review

Klondike Ranch  
386 Crazy Woman Canyon Rd  
Buffalo, WY 82834

Dear Richard

On behalf of the “Three Amigos Ranch Review” Team, we are writing to express our disappointment and dissatisfaction with our recent Klondike Ranch experience. Unfortunately, the experience that we had with your establishment did not meet our expectations and we feel compelled to share our grievances with you in the hope that future visitors do not have a similar experience and disappointment. The following three areas will be addressed, along with recommendations for improvements:

- Cabin / Bunk House
- Riding / Activities
- General

### **Bunkhouse / Cabin**

To begin, the cabin/bunkhouse that was assigned to us was not up to the standard that was advertised on your website. In fact, finding images of the actual cabin (in general) is difficult. Could there be a reason for this?



More importantly though, the Klondike website states the following:

**“Our cabins are modern and comfortable**, each with their own private bathroom, and offer a home away from home element...with some added rustic charm.

Enjoy a wonderful view of the Big Horn Mountains, as the ranch is just 4 miles from the face of these beautiful peaks. If preferred, some cabins have kitchenettes, as well as living areas.”

Understanding that the bunk house for which we stayed was over 100 years old, it was by far not “modern and comfortable”. The family room and bedroom furniture were run-down and old. In addition, the kitchen was in deplorable condition and lacked common items such as glassware, basic utensils (knives, forks) and hand towels. The floors were filthy; the windowsills filled with leaves and



moths; and a good portion of the lights either did not work or were missing bulbs. A wall thermostat existed; however, it was not in working order. Fortunately, given the cold draft that flowed through the bunkhouse, there was a fireplace to keep the main room warm, however, having to chop our own wood was not mentioned in any advertisements. It is true that space heaters were provided but given the age of the wiring in the bunkhouse, we did not feel safe utilizing them.

While we did only stay for five (5 nights), we paid for six (6) at a total cost of \$133 per night or \$801 for the entire stay. Local hotels in the area with daily cleaning / laundry / towel service (more than 1 towel too) charge slightly less and should be an option made available for future visitors. It would also behoove Klondike management to improve their cleaning practices, make crucial structural updates, and potentially remodel the kitchen to allow for a nice eating/cooking experience should a visitor wish to do so. In addition, given the snow and rain that accumulates in the winter and spring, fixing the holes in the ceiling left behind by a former visitor's shotgun round would prevent water leaks in front of the fireplace. Finally, a last resort option is not to use that specific cabin/bunkhouse for customers.

While it may be difficult to read the above, the points noted are very factual and if not addressed, could lead to further complaints and dissatisfaction with customers. We did pay nearly \$2,500 for this experience.

### Riding / Activities

There is no doubt that the beauty and aesthetics of Buffalo, Wyoming are spectacular – especially with the mountains that surround the property. And while it did rain, it did not take away from the beautiful views. The rain did cause some expected challenges when it came to horseback riding. There was a clear understanding that the rain and mud would limit rides up and down mountain trails. The bigger issue was the *threat* of rain when it didn't rain. See below the events and activities that took place during the week of June 12, 2023:

Monday AM Monday PM	1.5 hour ride in hay field Assisted John build a tree carrier because of the <b>threat of rain – did not ride (rain started around 4:30)</b>
Tuesday AM Tuesday PM Tuesday PM	1.5 hour ride to reservoir along dirt road 1.0 hour moving cattle to fireplace, tried to trail ride but stopped as it was too wet. Drove to Crazy Woman Lounge/family dollar in Buffalo (on our own)
Wednesday AM Wednesday PM	2.5 hour trail ride – was supposed to move cattle but they moved themselves Potential <b>threat of rain – did not ride – didn't rain</b> . Visited downtown Buffalo (on our own)
Thursday AM Thursday PM	1.5 hour ride to Indian Tee-pee Rocks <b>Threat of rain – did not ride – didn't rain</b> . Went to downtown Sheridan (on our own)
Friday AM	Did rain – decided to depart early



In total, we rode for about 8 hours (and that is a generous estimation) during our 5-day stay at the Klondike Ranch. The Klondike website reads as follows:

**“If you like trail riding, you’ll love riding for a purpose.** At Klondike, 90% of our spring, summer and fall work is spent horseback and working cattle every day. We also offer amazing Historical Tours, top-notch Fishing & experiences like you’ve never imagined. Yep, every day is a new adventure”.

The quote above from your website is also very misleading. In essence, we paid \$1,292.50 to ride for 8 hours, help build a log contraption, and did our own sightseeing. As a ranch owner, and former Congressman, you can surely understand why we question the value of services provided, especially given the fact that local outfitters are charging \$300 for 4 hours of trail riding.

### General

It was clear throughout our stay that no one was in charge. Our communication prior to arrival was with Mr. Tass, yet he was only present during meals. The day-to-day management of activities was led by his 14-year-old granddaughter. In simple terms – that is a lot of pressure and stress to place on a young teen and should be reconsidered for future visitors. She did an excellent job and did what she felt was safe and correct with little direction.

The absence of the owners or someone more experienced during the activities demonstrated little care for paying customers. In fact, the consensus was that Klondike Ranch took financial advantage of at least three paying customers by leaving the coordination/activities to kids with the owners being generally absent and displaying little care about customer satisfaction. There is more to a business than the beauty that God and nature provide.

Finally – we clearly did not appreciate the accusatory remarks by the owner that there were some “grapevine grumblings” around the activities and our desire to trailer the horses to the government-leased property. This was completely inaccurate. It was a dead subject **until the son (John Tass) stated the night prior that this would be the plan for the next morning. His idea.** This misconception is a clear reflection of the disfunction around this business and its lack of leadership and communication within/amongst the family. It begs the question – is Klondike serious about this business or is it a money grab?

The ranch help, Ryan, Bella, McKenzie and Natosha were outstanding and should be commended for their efforts. The food was consistently good and overall, everyone was nice and helpful. Each received \$125 in tips. Obviously, it would have been more if there were more activity – so in essence the lack of contingency plans and activities also impacted the income of the workers – which should be important to you as an owner I would hope.



Klondike Ranch has tremendous potential to be one of the best destinations in the ranch/trail riding segments. A top player. However, it can't be managed as a side hustle (that was the perception). The horses, the food, the aesthetics, the ranch help – all were very good. The lack of coordination, leadership/management and care for customers was the downfall to our experience. If this doesn't change, Klondike will likely struggle in the future as social media can be relentless and wide reaching. If Klondike a true business – then make an effort to perform at the highest level possible ensuring complete customer satisfaction.

We welcome your feedback. The intent of this evaluation is to ensure a better experience for future visitors by providing input that you will take seriously enough to make change(s). How you wish to handle moving forward is obviously your call.