

GENERAL INFORMATION & POLICIES FOR GUEST RETREATS

Highland Retreat offers a mountain setting where people meet Jesus Christ, explore nature, and build relationships.

Highland Retreat is a nonprofit corporation closely affiliated with Virginia Mennonite Conference of the Mennonite Church USA. Our facilities are offered only to churches, families, individuals, and groups whose interests are compatible with our Christian principles. These guidelines for your time at Highland Retreat are based on what we feel are good Christian principles of stewardship and moral perspective as they relate to our mission.

INFORMATION FOR ALL GUEST RETREATS

Groups are asked to appoint one contact person who will work with the office during your stay. Group leaders are responsible to make sure all participants are aware of our policies. A welcome packet with keys, host information, and an estimated invoice is available at the office for the group leader to pick up. Individuals who are part of a larger group do not need to check in with the office. It is expected that the group leader will finalize the invoice with the office prior to departure. On call help is available for guest retreats outside standard office hours.

The camp phone number is 540-705-0554. Office hours are generally 9:00 a.m. to 5:00 p.m. Monday-Saturday with extended hours on Friday nights throughout the year and Sunday afternoons during the summer.

Cell phone reception is limited on Highland Retreat grounds. Public phones (Harrisonburg local calls only) are located in Mountain View, Red Oak Lodge, Willowbrook bathhouse and the main office. Wi-Fi internet is available in Mountain View, Red Oak Lodge, Sassafras Pavilion and the Main Office. A password will be provided on your welcome packet.

POLICIES FOR ALL GUESTS ON HIGHLAND RETREAT GROUNDS

Pets are not permitted anywhere on our grounds.

Alcoholic beverages, smoking, vaping and nicotine, firearms and fireworks are not permitted.

All-terrain vehicles are not permitted. Please keep vehicle traffic to a minimum and observe all posted speed limits.

Modest attire is required at all times. No bikinis please (at the pool or on the grounds); tankinis covering the midriff are okay. Cover-ups should be worn when not in the pool area.

Fires should only be built in designated camping areas and in existing fire pits. Please make sure your fire is monitored at all times and fully extinguished before leaving the area.

Please stay on marked trails to prevent erosion. Highland's steep hillsides are naturally beautiful, but environmentally fragile. Please enjoy plant and animal life in their natural state and preserve them for others to enjoy. Take only photographs and leave only footprints. Do not litter.

Please be considerate of other groups on site, especially during night hours. All areas of camp are to be quiet after 11:00 PM. Early risers should be considerate of others still sleeping. Please stay out of other group's designated areas.

When youth camps are in session during the summer (Sunday evening through Friday afternoon), other guests are to remain clear of the youth camp area (Sassafras, Tabernacle, Lower Highland camping area and cabins), except for designated use of the swimming pool.

Please help us maintain good relationships with our neighbors. Stay on Highland Retreat property.

Each group/individual is expected to do a general cleaning of their facilities before leaving. Please place trash and recycling in appropriate containers and leave the grounds neat and orderly. Please return tables, benches, chairs and other equipment to their designated area. Any damage to camp property or equipment should be reported to the office.

DEPOSIT & CANCELLATION POLICY

- A deposit of 10% of the minimum charges is due at the time of reservation. This deposit is non-refundable but is transferable to another reservation only if transferred at least 9 months prior to the original arrival date.
- A second deposit of 20% of the minimum charges is due 7 months prior to the arrival date. This deposit is non-refundable, but transferrable to another reservation only if transferred at least 6 months prior to the original arrival date.
- A third deposit of 30% of the minimum charges is due 4 months prior to the arrival date and is non-refundable, but transferrable to another reservation only if transferred at least 3 months prior to the original arrival date.
- Additional deposits for food service and programming fees are due 6 weeks prior to arrival and are non-refundable.
- Groups and individuals booking less than a year in advance may have a slightly modified deposit schedule.
- A group leader is expected to finalize the invoice with a staff member while you are here for your retreat. Payment is expected during your retreat. In special circumstances, we will give an extended time of 10 days to send your payment. Outstanding payments (over 30 days) are subject to late fees and interest.

HEALTH CARE & EMERGENCY INFORMATION

Guests are responsible to provide their own first aid, emergency care, and emergency transportation while at Highland Retreat. Emergency services can be reached by calling 911; response times are generally 25-30 minutes. Individuals are responsible for providing their own medical insurance coverage.

Groups are advised to bring their own first aid supplies. Groups are advised to have an adult on duty for emergency care with CPR and First Aid certification. Groups are advised to gather the names and emergency contact information for all participants and, when minors are present without a parent or guardian, a list of allergies or health conditions requiring treatment, restrictions, or accommodations and a signed permission from a parent or guardian to seek emergency treatment for minors. Highland staff will not dispense any medications to a guest. Limited first aid supplies are available at key buildings.

Groups that have liability coverage through their organization are asked to submit a copy of their certificate of coverage to the office prior to arrival.

RECREATION, RESOURCES AND OTHER AMENITIES

Included in the cost of your stay is the use of many recreational facilities: hiking trails, volleyball, basketball, shuffleboard, tennis, softball fields, disc golf, human foosball court, Cornhole boards, and playgrounds. Recreation courts are not reserved, but are on a first come, first serve basis. Courts and playgrounds that are in immediate vicinity of a group's meeting location are generally deemed reserved for that group. Game room usage is exclusive to the groups staying in each building. Additional balls, discs, Cornhole boards are available from the main office. A list of other nearby off-site activities is available on our website.

The challenge course, Zip Line, Adventure Tower, and Nature Programs can be provided at an additional cost with 3-4 weeks advanced reservations required.

Televisions, DVD players, digital projectors and sound systems are available upon request for an additional fee. Local television, cable, and streaming services are not available.

Copy, print and fax service are available at the main office for a nominal fee.