

## 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 Highland Retreat grounds. Animals that have been 'individually trained to do work or perform tasks for a person with a disability' as defined under the Americans with Disabilities Act (ADA) may be admitted provided that the animal does not fundamentally alter the program and/or retreat (please contact the office for additional guidance for service animals). Animals that provide comfort and emotional support are not permitted. Service animals in training are not permitted.

No smoking (including e-cigarettes and vaping), no tobacco products, no alcohol (wine used during church communion services is allowed), no illicit substances (illegal drugs, misuse of controlled drugs, etc.), no profanity or obscene language.

No weapons, hunting, ammunition, target shooting, BB or pellet shooting, paintball, fireworks or explosives.

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 always monitored 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, PAYMENT, & CANCELLATION POLICY

- A deposit (standardly 60% of the minimum charges) is due to secure your reservation. Generally, 10% is due at the time of reservation (or within 10 days), 20% is due 7 months prior to arrival, and 30% is due 4 months prior. Deposits for food service and adventure programming are due 1 month prior to arrival. Groups and individuals booking less than 6 months in advance or having multiple retreats at Highland Retreat over the course of the year may have a slightly modified deposit schedule.
- **General cancellation policy:** Deposits are non-refundable and non-transferable after their due dates unless your retreat is moved at least 12 months prior to your arrival date. Small adjustments to the number of bedrooms/campsites can be made to your reservation up to 4 months prior to your arrival without penalty. Major adjustments at 4 months prior to arrival may mean a partial loss of previous deposits or need for additional deposits, and/or a new Guest Group Contract.
- **Emergency Cancellation:** If Highland Retreat needs to cancel your reservation due to major facility concerns, direction of civil authority, or a government declared state of emergency impacting our location, a full transfer of deposit payments will be made towards a future retreat.
- Group leaders will be supplied with a 'Group Lodging Worksheet' to help tally their final invoice. Please check-in with the office with your worksheet before you leave to finalize the invoice for your retreat. Your deposit(s) will be applied to your total bill. Payment for your retreat is expected before you leave. 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. You are responsible for any damage to camp property or facilities.

## HEALTH CARE & EMERGENCY INFORMATION

Guest groups are required to always provide adequate adult supervision of children and teens during your event and all areas. Highland Retreat does not provide supervision for guest groups. If Highland Retreat is providing programming (challenge course, nature studies, etc.) at least one adult chaperone must accompany each programming group.

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 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.