



Retreat Policy Guide

Reservations and Payments

Reservations

Reservations can be made by calling Camp Wesley Woods at (865) 448-2246. When making your reservation, you will have the opportunity to secure your date with a deposit by mailing in a check or with a credit card. After your reservation is made, you will be sent a confirmation and reservation form via email. You will also receive a contract which will need to be signed and returned via email to Kayla@campwesleywoods.com or mail: Camp Wesley Woods 329 Wesley Woods Road, Townsend, TN 37782. Your signed form acknowledges that you have read, understand, and are willing to follow and enforce these policies with your group.

Rates The rates for your group are listed on the contract. Rates are guaranteed once we receive your contract and deposit. Any requested additions will be charged at the current rates.

Deposit

Your non-refundable deposit will be 25% of the estimated cost of your entire retreat package for group. Rate sheets are provided separately. Deposits can also be made during your reservation call with a credit card, or will be due within 10 days of receiving your contract to complete and hold your reservation. Your deposit will be subtracted from your final invoice.

Final Payment

At the end of your stay, your Host will review the final charges for your event. Your deposit is considered part of your final payment and will be deducted from the total amount due on your bill.

We request that our groups bring final payment with them to Camp at the time of their event. This can either be a check or a credit card.

If there are any additional charges, i.e cleaning charge, additional people, etc, those charges will be added and invoiced appropriately.

The group leader will receive a hard copy and emailed copy of the invoice.

Guaranteed Minimum

Group leaders will be asked at the time of reservation for an estimated number of participants. This number will be used to establish the guaranteed minimum, which is 80% of the estimated number. The group minimum for Camp Wesley Woods is 25. If your group has less than 25 people you must pay the required minimum of 25.

Two weeks prior to event, an updated estimate will be requested. This does not nullify the 25 person minimum for Camp Wesley Woods. **If the number falls below 80%, the group is financially responsible for the established guaranteed minimum as per the contract. If the number is above 80% of the original estimated number, a new guaranteed minimum is established.** The group will be responsible for payment based on the updated number, although a 10% attrition rate will be allowed. See *“Minimum Guarantee Worksheet” for clarification.*

Cancellations

Should you need to cancel your event, the deposit minus a \$50.00 handling charge is refundable or transferable up to six months before your event. After that time, the deposit is not refundable, nor may it be transferred to another date. Dates can at no time be transferred outside the calendar year.

Insurance

All Guest groups are required to provide a Certificate of Insurance with commercial general liability limits of at least \$1,000,000.00.

The certificate must **name both Camp Wesley Woods and Holston Conference Camp and Retreat Ministries, inc as additional insured.**

A copy of this certificate must be provided to the camp **two weeks prior to the group’s arrival.**

If no Certificate of Liability Insurance is received by Camp Wesley Woods prior to two weeks before your group’s arrival date, you will be charged between \$115 to \$265 (depending on your activities) for general liability insurance that will be provided to your group. You can email you Certificate of Liability Insurance to Kayla@campwesleywoods.com or mail: Camp Wesley Woods 329 Wesley Woods Road, Townsend, TN 37862.

Availability

Camp Wesley Woods reserves the right to refuse the use of our facilities to groups whose purposes are determined to be inconsistent with the principles and spirit of The United Methodist Church.

Arrival and Departure

Arrival

Check-in time for groups arriving on Friday is no earlier than 5:00 p.m. Check-in time to lodging facilities for groups arriving on Saturday is 1:00 p.m.

The group leader should check in at the camp office upon arrival. **Groups will be provided an orientation regarding safety and camp policies.**

Departure

Check-out time for groups is 11:00am from the lodging facilities, unless other arrangements were approved by the Retreat Coordinator.

Prior to departure the group leader needs to meet with the Group Host to finalize the charges for the event and do a final walkthrough of the facilities that were used by the group.

Access After Hours

For the safety and security of our guests, the gate at the main entrance to camp is closed from dusk to dawn each night. If members of your group need to arrive or depart during these hours, please make arrangements with Group/Weekend Host.

Parking

The main parking lot is located by Tipton Lodge (Dining Hall). Guests staying at Nickle Lodge may drive to Nickle Lodge to unload; however, parking is limited. **Please do not park on the grass or where you will block the road or driveway.** Additional parking is available in several parking areas along the main road. Driving access to cabins is limited, and parking is prohibited in the cabin area.

Facilities

Facility Use

We ask that your group use only the lodging and meeting space reserved for you because we often serve multiple groups. If you discover during your event that you need additional space, please contact the Group Host. Camp Wesley Woods requires a minimum of 25 paid guests. (Your group can pay for 25 but bring less people.)

Linens

Guests must provide their own bedding, pillows, and towels.

Food in Buildings

Several issues are addressed in the rustic setting of camp by restricting food from the sleeping quarters of any building. Please DO NOT bring food into the cabins. In the buildings that are equipped with kitchen and dining areas, please make sure to properly store all food items when unattended.

Cleaning

While we will clean your building after you use it, we ask that you help us by returning furniture to its original location, removing any leftover food and ensuring all trash is placed in the trash cans provided in the building. A minimum \$50 fee may be added to your group's charges if buildings are excessively dirty and need additional cleaning beyond what we normally do.

Damages

Upon arrival, the group leader should inspect your assigned facilities with the Host and report any damage to the Host. Upon Departure, the group leader and Host will inspect the facilities again for any damages that may have occurred. Your group will be held financially responsible for any damage that occurs to the facilities during your group's use.

Environmental Stewardship

We ask our Guests to help us maintain the natural beauty of the camp by not cutting, breaking, or digging up flowers, shrubs, or trees. We also encourage guests to help us reduce camp's impact on the environment by recycling where possible, turning off lights when not in use and closing doors.

Quiet Hours

Because we often serve groups of varying ages and needs at the same time, we ask guests to maintain quiet hours from 11:00 p.m. to 6:00 a.m.

Cell Phones/Internet

Please be aware that the camp has very limited cell phone service and internet access. Internet access is available in Tipton Lodge and at the Camp Store, to be used at the group leader's discretion.

Food Service

Meal Service

Our kitchen can provide your group with delicious home-style meals to help make your event special and reduce the time and effort you need to spend on food preparation. We offer meal packages that make meals affordable for any type of group. Arrangements for meals must be made three weeks prior to your event.

Meal Times

For groups enjoying meals with us, breakfast is served at 8:30 a.m., lunch at 12:30 p.m., and dinner at 5:30 p.m., unless other times are approved by the Retreat Coordinator and the Food Service Manager.

Family Style

To help promote a sense of community and provide people the opportunity to be of service to others, all of our meals are served family style. **We ask that a few members of each group arrive 15 minutes before the meal to help set up. We also ask each group to help clean and clear their tables after meals.**

Special Dietary Needs

Many special dietary needs – including vegetarian, lactose-intolerant, and gluten-free – can be accommodated if the **dietary needs form is submitted at least two weeks in advance.** Group members with other unusual dietary restrictions should contact the camp to discuss their needs.

Additional Services

In addition to our regular meals, we can also provide special services such as a snack, cookouts, and sack lunches for an additional charge.

Self-Service Meals

User groups are not able to use camp's commercial kitchen.

Nickle Lodge has a refrigerator, sink and microwave that can be used as a snack kitchen. Please be aware, Nickle kitchen is not supplied with kitchen equipment and dishes.

Health and Safety

Emergencies

Upon arrival group leaders will be provided with a copy of our emergency procedures, along with a list of people and agencies to contact in case of an emergency.

We advise groups for in the case of emergencies, that they maintain a list of names and addresses of all participants.

As cell phone reception is limited at camp, an emergency message system exists for notification of emergencies at home while your group is here.

In the event of an emergency, call 865-448-2246. During office hours, a message can be passed to appropriate leaders. After office hours, follow the directions for emergencies. All calls to emergency line will be routed to an on-call staff member, who will activate a notification system within camp.

The on-site emergency phones are located inside Tipton and outside the office.

Health Care

Your group is responsible for providing any first aid or other health care services needed by members of your group. We recommend you obtain a health history including allergies or other health conditions and restrictions and a signed consent or parental permission to treat (youth participants) from all group members.

We also recommend that your group bring a first aid kit and have someone in the group certified in First Aid and CPR. An AED is available in Tipton Lodge.

In the case of a medical emergency the camp will assist where possible, but your group is responsible for providing emergency care and transportation if required. A limited medical insurance policy is provided to all our guests. Your Host has complete details should the need arise.

Please report all accidents that your group experiences to the Host for proper record keeping.

Supervision

All adults accompanying children and youth groups should have undergone appropriate screening and training established by your governing organization, including training to eliminate student/adult one-on-one situations when out of sight of others. Your group leaders are responsible for supervising group members at all times. The following guidelines are recommended supervision ratios.

Youth Age	Number of Leaders	Number of Overnight Youth	Number of day-only youth
5 years and younger	1	5	6
6-8 years	1	6	8
9-14 years	1	8	10
15-18 years	1	10	12

Transportation at Camp

Please observe our posted speed limits while at camp. Because children are near, including staff children, it is essential to drive slowly and carefully. **Restrict riding to proper seating compartments of vehicles, always using seatbelts as provided.**

Riding in the back of a pick-up truck is not allowed.

Off-road-type motorized vehicles may not be driven off-road while at camp.

Hunting

Hunting is not permitted anywhere on camp property. Paintball and Air-Soft guns are also prohibited. Wildlife photography is encouraged.

Alcohol

The possession or use of alcoholic beverages at the camp is strictly prohibited.

Prohibited Items

In addition to alcohol, we also prohibit the possession of illegal drugs, weapons, and fireworks at the camp.

Smoking

Smoking is discouraged at the camp and is prohibited in any camp building.

Pets/Animals

We do not allow pets of any kind at camp other than service animals, as defined by Title II and Title III of the ADA . The group leader must contact camp in advance to make arrangements for the service animal.

Off-Limits Areas

For the safety of our guests, some areas of the camp are off limits to everyone other than camp staff. These include maintenance areas, mechanical rooms, private staff homes and the kitchen. In addition, program areas including the ropes course, climbing walls, archery range, boating activities on the lagoon, and swimming pool are off limits and activities prohibited unless supervised by certified staff.

Campfires

Campfires are permitted in designated locations only and need to be coordinated with the Host. Firewood is available; groups should not bring or cut their own firewood. Please practice good fire safety by limiting the size of the fire and making sure it is completely extinguished after use.

Program Opportunities

Scheduling

The camp offers a variety of fun and educational program opportunities that can be added to enhance your event. Due to high demand for these services and the need to schedule staff, we ask that you contact us no later than one month before your event to arrange for these activities. Some activities require additional fees to pay for staffing.

Challenge Course

The Wesley Woods challenge course is designed to help groups explore and learn more about teamwork, trust, communication, and leadership. Through a series of problem-solving activities, the camp's trained facilitators help groups process their experience and apply the lessons learned to real-life situations.

Ropes Course

Our high ropes course offers the opportunity for individuals to challenge themselves to learn more about who they are and what they are capable of accomplishing. Trained facilitators from the camp help participants have a fun, rewarding, and safe experience traversing elements, riding the zip line, and/or taking a ride on the V swing.

Climbing Wall and Tower

The climbing wall and tower are great activities to provide individuals with an experience that appears challenging yet is easy enough for most people to be successful. Trained facilitators from the camp are required to ensure the safety of participants.

Swimming Pool

Available from June through mid-September, our swimming pool is a great place to have fun and cool off. A certified lifeguard provided by the camp is required whenever the pool is in use. Reservations for pool use must be made by at least two weeks in advance.

Canoeing

Canoeing is available in the lagoon at the camp. All activities on the lagoon must be supervised by a properly certified camp program staff member.

Hikes

The camp has a number of well-marked hiking trails that allow you to explore the undeveloped portions of the camp. Either self-guided or camp led trails are options. A trail map is available.

Personal Recreational Equipment

Guests who bring sports equipment (e.g., Frisbees, volleyballs, etc.) to camp for their self-directed game activities are advised to clearly mark all equipment with owner identification. Use of personal adventure equipment will not be permitted, including climbing harnesses, archery equipment..

Consent Forms

Consent and Release forms must be completed before guests are allowed to participate in specialized adventure recreation activities.

Additional Activities

In addition to the activities we offer at the camp, we can also arrange for a number of off-site activities. These additional activities include kayaking, caving, and rock climbing/rappelling.

Fishing

Fishing is permitted in the lagoon provided appropriate licensing is met.

Camp Store

We would love to open up our camp store for your group! The times the store is open can be scheduled with the retreat coordinator. Our store offers snacks, drinks, ice cream, water bottles, sweat shirts, and a variety of camp merchandise.