

Camp Wesley Woods – Guest 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 or mail. You will also receive a contract which will need to be signed and returned to us via email camp@holston.org or mail: Holston Conference Camp and Retreat Ministries, 262 Bart Green Drive, Gray, Tn 37615. 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 standard rates.

Deposit

Your deposit will be one-half the estimated cost of your lodging/meal 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, our Weekend 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. Your group will be billed by email for your final charges.

Guaranteed Minimum

Group leaders will be asked at 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. Two weeks prior to event, an updated estimate will be requested. If the number falls below 80%, group is financially responsible for the established guaranteed minimum. 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. This does not nullify the 25 person minimum for Nickle Lodge. *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 naming Camp Wesley Woods as an additional insured. A copy of this certificate must be provided to the camp prior to the group's arrival.

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 leaving on Saturday is 11:00am from the lodging facilities. Check-out time for groups leaving on Sunday is 1:30pm from the lodging facilities from September-May and 11:00am from June-August. Prior to departure the group leader needs to meet with the Weekend Host to finalize the charges for the event.

Access After Hours

For the safety and security of our guests, the gate at the main entrance to camp is closed from 11:00 p.m. to 6:00 a.m. each night. If members of your group need to arrive or depart during these hours, please make arrangements with the Weekend Host.

Parking

Guests 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 Weekend Host. Nickle Lodge requires a minimum of 25 paid guests.

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. 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 \$50 cleaning 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 and report any damage to the Weekend Host. Your group will be held financially responsible for any damage that occurs to the facilities during your group's use.

Environmental Stewardship

Guests are asked 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 and turning off lights when not in use.

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, 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 8:00 a.m., lunch at 12:30 p.m., and dinner at 5:30 p.m.

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 up 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 three 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 coffee service, snack, cookouts, and sack lunches for an additional charge.

Self-Service Meals

Nickle Lodge has a refrigerator, sink and stove 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. In case of emergencies, groups should 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, parents may 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 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 Weekend Host has complete details should the need arise. Please report all accidents that your group experiences to the Weekend 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.

<u>Youth Age</u>	<u>Number of Leaders</u>	<u>Number Overnight Youth</u>
Up to 5 Years	1	5
6-8 Years	1	6
9-14 Years	1	8
15-18 Years	1	10

Transportation at Camp

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

Tornadoes and Severe Storms

In the event of a tornado or severe storm, guests should go immediately to the basement of Sunset Lodge.

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.

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.

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.

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 August, 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. 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.

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. We can also work with your group to arrange day trips to explore the nearby Great Smoky Mountains National Park.