

USER GROUP WORKSHEET

All the steps you take before arriving, while planning and upon arrival are what make a successful and memorable retreat. Office assistance available Mon. – Thurs. 9:30 AM – 2:30PM

PLANNING:

- ✚ Have one leader do all communicating with the site.
- ✚ Have more than one phone number to get a hold of leader: church, home, cell.
- ✚ You are welcome to tour the site and building to plan for sleeping and meeting space and agendas. Please call for appointment.
- ✚ Structure your down time as well so everyone is clear on event times and fax us your agenda to 815-284-8915 to help us see how we may best serve your group.
- ✚ Incorporate our amenities into your agenda as desired. Our Site manager or other trained staff will facilitate archery and/or team building course unless you have a trained person in your group. Please let us know in advance times you will need any special events.
- ✚ Our kitchen may not under any circumstances be used by outside user groups as we are under strict Food and Safety regulations. No cooking is allowed in buildings.
- ✚ Run off copies of our maps we send, lists of what to bring, camp rules and other information sent to you by us and give to each person attending retreat so they can go over it before they pack/arrive.
- ✚ Be clear about arrival and departure times and stick to them as housekeeping needs to know exactly when to get in and out of a building to clean for the next user group.
- ✚ Inform us of any specials you need such as campfires, swimming times, watercraft usage, overhead projectors, T.V., DVD etc...

BEFORE YOU ARRIVE

- ✚ **Get deposits and signed contracts in on time, it** helps the whole booking process to flow smoothly and assures your building is being guaranteed for your retreat. **If you do not have a signed contract, then you may not be on our calendar.** Make sure insurance information and tax exempt numbers are filled in prior to returning your contract.
- ✚ **Expect to pay for retreat in full upon departure.**
- ✚ **Call us the week prior to your stay to confirm numbers, times, meals, linens, activities, etc... Call anytime your numbers drastically change, as minimums are required for all buildings.**

UPON ARRIVAL

- ✚ **Everyone must register at camp, please stop at the office first.** There may be a sign directing you to the site director or directly to your building to register. Even day use guests need to register; a roster is required for all participants (confidential for health & safety regulations).

DURING YOUR STAY

- ✚ **Please remember the manager is there to host you, however he also lives on site with his family. If it is late at night and a true emergency, please contact him-he is there to help with any emergency situation. However, this does not mean: the VCR won't work, the light bulb is burned out, a toilet is running etc... Those things can wait until morning. If your manager gets a good nights rest, he will be ready to serve you the following day.**
- ✚ **Please be on time for meals: our kitchen staff works very hard to prepare hot, delicious, fresh food and serve it in a timely manner for a positive dining experience. Meal times are 8:00 AM, 12:00 Noon & 5:30 PM.**
- ✚ **If you are using a dining hall pod for your group meeting, please be aware the kitchen staff needs at least one half hour prep & clean up time before and after meals. If other groups**

are still eating, please allow them to finish before returning for meetings.

✚ Please be respectful of other cultures, religions, heritages and diversities-we welcome all groups her at Reynoldswood. Never forget we are a Christian Campsite and as long as you are here respectfully act accordingly.

✚ We have a volleyball pit, basketball court, game room and chapel-again be courteous of other groups who may want time and be willing to share and take turns-get to know one another and communicate.

We at Reynoldswood look forward to serving you and making your stay a peaceful one.

**In Christ's service,
Reynoldswood staff**