

RETREAT/CONFERENCE POLICIES & PROCEDURES

CEDAR LAKE MINISTRIES

13701 LAUERMAN STREET ~ P.O. BOX 665 ~ CEDAR LAKE, IN 46303

phone: 219-374-5941 ~ fax: 219-374-7830

email: retreats@cedarlakeministries.org ~ website: www.cedarlakeministries.org

A truly successful retreat takes a lot of work. We believe that the Lord, the retreat group leadership and the conference center staff all play substantial parts in a successful retreat. If you are reading this, it's quite likely that you are in the process of booking a retreat or conference at Cedar Lake Ministries. It is our desire as the staff at CLM that your upcoming event has every opportunity for success. Our mission is to provide a life-changing environment for evangelism and spiritual growth.

This document explains important policies and expectations regarding your retreat/conference reservation. **These policies and expectations will be binding once the contract is signed. So please read it carefully.**



Reserving Retreat Dates

Contact us as early as possible. Weekend reservations are in high demand. Groups that have a current reservation with us have the first option to rebook those same dates for the following year, and many groups choose to do this. When you make a reservation, we will send you a contract. **Your reservation for that date is not final until we receive back both the signed contract and the initial reservation deposit** (see below).



Contract Guaranteed Minimum

CLM requires a minimum number of full-time guests per lodge. These minimum numbers are:

Rest-A-While Lodge (entire building).....	90 Guests
(each individual wing).....	30 Guests
Cedars Lodge	30 Guests
Hickory Lodge	30 Guests
Lakeview Lodge.....	30 Guests

Your group will need to be prepared to reserve for the minimum listed above. If your number should fall below the minimum, you will still need to pay for the minimum number. **Example:** *If you reserve Rest-A-While Lodge for 90 guests and only 70 attend the retreat, you would still need to pay for the contract minimum of 90 guests.*



Signing and Returning the Contract

At the time of booking, information will be taken by our office and typed into the contract. Please review your contract to verify that all of the initially-agreed-to information is noted correctly (lodging and meeting facilities, AV equipment, meals, contact address and phone number, etc.). Once you have reviewed the contract, if you find it correct in detail, an official of your church or organization (such as: pastor, treasurer, or director) must sign it. There are two signature locations: on the first page and again on the last page of the contract. If the contract is emailed to you, please print the contract and sign it in the appropriate places and return with the

initial reservation deposit (see below) within 14 days (the contract due date is highlighted at the bottom of the first page of the contract). If the contract is sent by mail, two copies will be mailed. Please keep one for yourself and return the other with the initial reservation deposit (see below) within 14 days (the contract due date is highlighted at the bottom of the first page of the contract).



Deposits & Advance Payments

An initial **reservation deposit** of 25% is required to reserve a specific date and is based upon the package reserved. It is non-refundable and non-transferable. You can make your deposit with a Visa, MasterCard, American Express, Discover credit card or check. The dates will not be reserved until we receive the deposit. This deposit is due at the latest 14 days after booking. Second and third **confirmation deposits** are required 3 months and 1 month in advance of your retreat date. The amount of each deposit should equal 25% of your contract amount. The dates and amounts due are specified on the back of your contract. These deposits are required in order to keep your reservation current.



Final Count

A final count of your guests is required 14 days before your arrival. Your bill will be calculated based on your final count or the contract minimum, whichever is greater. So be as accurate as possible. Make sure you know the number of adults, children and the number of drive-ins that will attend. NOTE: any drive-in day guests must notify the retreat leader and the office upon their arrival so that their grounds fee and/or meals may be computed into the bill.



Payment

Your final bill is due upon your arrival. Payment can be made with Visa, MasterCard, American Express, Discover or one check—made out to ‘CLM’ or ‘Cedar Lake Ministries’. (Your retreat participants should pay your church or organization and you should in turn bring one check). The amount of your bill may be obtained in advance when you call in your final count (see above). Any additional costs incurred for unannounced guests or damages will be billed and due payable within 10 days of receipt of notice. **Reminder: should your group attendance fall below the guaranteed minimum number required for your lodge, or below the final call in count you gave us, you will be charged for the greater of the two.**

Returned checks will be assessed a fee of \$25.00 per occurrence. Overdue balances will be assessed an interest charge of 1.5% per month.



Cancellation

Once both parties have signed the contract and it is returned to CLM with the deposit, your reservation is secured, and both parties have entered into a binding agreement. The facilities and meals your group has reserved will be kept for you and will be prepared as agreed. **This contract reservation may be cancelled only in writing with at least 5 months advance notice before the reserved date. With less than 5 months advance notice, cancellation of this reservation agreement is not possible unless a suitable replacement group for the same date and facility can be found.** *Example: Suppose two months in advance of their*

reserved date a group decides that they desire to cancel. If they call our office immediately, our staff would begin searching for a replacement group. The initial group is welcome to assist in this process by providing leads to potential replacement client groups. But the initial group is not released from their contract obligation until a replacement reservation from another group is secured. If no replacement group is found, the initial group is still obligated to the original contracted event. They may come with as many guests as possible or they may choose to stay home, but in either case the group would need to pay the contract minimum guaranteed.



Applicable State & County Taxes

With regard to retreats & conferences that are coordinated by non-profit entities, the state of Indiana considers lodging and prepared meals to be added conveniences, and therefore not exempt from sales tax. Only the meeting room and program expenses have the potential to be considered tax exempt. Therefore CLM will divide your final bill into three separate components (if applicable). The ‘Meals’ and ‘Lodging’ components will be subject to a 7% Indiana Sales tax; the ‘Lodging’ component will also be subject to a 5% Lake County Innkeeper’s tax; and the ‘Conference/Facility Usage Fee’ will be tax exempt. To receive this tax exemption, your group will need to submit to CLM a copy of your organization’s sales tax exemption certificate in advance of your event. If your organization does not have a sales tax exemption certificate, taxes will be assessed on the entire total of the bill. A preliminary estimate of the three-way division of your fee, and the estimated tax amount will be included in your contract.



Mediation

Based on 1 Corinthians 6, the undersigned parties agree that any dispute arising from the implementation of this contract shall be settled by mediation and, if necessary, legally binding arbitration in accordance with the then current rules of the Institute for Christian Conciliation. Judgment upon an arbitration award may be entered in any court otherwise having jurisdiction.



Acts of God / Force Majeure

No party shall be liable for any failure to perform its obligations in connection with any action described in this agreement, if such failure results from any act of God, riot, war, civil unrest, flood, earthquake, or other cause beyond such party's reasonable control (including mechanical, electronic, or communications failure, but excluding failure caused by a party's financial condition or negligence).



Room Check-in and Check-out

Unless otherwise arranged, our normal check-in time is 4 PM, and our normal check-out time is 9 AM. If you need a meeting space after room checkout time, please arrange this in advance with our retreat office.



Housing Assignments

Our office reserves the lodging facility for your group. We will send you a room chart and assignment sheet for your convenience. You then may make the individual room assignments for the guests in your group.



Keys

Keys are available for the lodging assigned to your group. The group leader may check these out from the office upon arrival. There is a \$15.00 charge for each key not returned.



Linens

Unless otherwise specified on the contract, your retreat package includes towels, washcloths and bed linens in the rooms. Also, unless otherwise specified, there is no maid service—each guest is provided with one towel and linen set for the duration of the weekend. *Extra towels can be ordered for a modest charge.*



Meals

Meals are served buffet-style in the Dining Hall. Since all guests are welcome to come back to the buffet line for second helpings, *it is a good idea to make sure your group arrives on time for meals.* Otherwise we can not guarantee a good selection or quantity of food items. **No food may be taken from the Dining Room. No take out containers are available.**

Meals are usually served at the following times, though *we reserve the right to adjust times in advance in order to accommodate the majority:*

- Friday Dinner7:00 PM
- Breakfast8:00 AM
- Lunch12:00 PM
- Dinner5:00 PM

Our Food Service Director designs the menu for each meal. If members of your group have any special dietary needs, we will do what we can to meet those needs if the group leader informs us 14 days in advance.

Some groups desire to fast for part of their retreat stay. This is possible provided that the meal schedule is arranged in advance. There is also a \$2.50 surcharge per person for the meal that ends a fast.



Snacks

Snacks may be purchased individually in Branches, our snack shop, which is open periodically during the weekends (you can arrange a special time for this to be open if you wish). You may also arrange with us to serve snacks for the entire group. See our “Snack Price List” for selection. Snacks are served in the Dining Hall unless otherwise arranged. Snack times are negotiable.

Bringing your own snacks is permitted. However a clean-up charge may be assessed.



Meeting Rooms

Each overnight group has a meeting room assigned. This room is yours to use between check-in and check-out. If you think that your group will require more space, or additional rooms for breakout sessions, please call right away. (These are limited, as is the overall capacity).

We normally set up a meeting room with chairs and a podium. Please submit any special set-up requests at least 14 days in advance, including audio-visual equipment.

Audio-visual equipment is available for rent at CLM. Fees for most items are specified on the rate sheet.



Retreat Agenda

We need to have a copy of your retreat schedule in order to serve your group well. It helps us to know break times, seminars, activities...in case we need to reach someone in your group for an emergency. Please send or fax a copy to our office at least 14 days in advance of your retreat.



Weekend Group Host & Group Orientation

CLM provides a full-time guest host for the retreat groups each weekend. Upon arrival, the group leader should go directly to the office for check-in. (The office is open until 9:00 PM on Friday nights.) If you arrive after this time, go to your lodging. Your host will be around to check on your needs shortly after your arrival and will provide an after-hours phone number for emergency help. The host will be available to help your group throughout the weekend, and will be present at all mealtimes.

The host will also be available to give a brief (5 minutes or less) word of welcome and orientation to your group at its first meeting. This can be arranged on your arrival.



Emergency Medical Services

Should a member of your group experience a medical emergency *during office hours*, send someone to our office right away and we will contact the ambulance for you. Should a member of your group experience a medical emergency *during night hours*, use a personal phone within your group to call **911**. The Cedar Lake and Lake County Services are familiar with our property; you will need to provide them with information about which building the emergency is in. After you have called 911, *please also contact your host*, so that our staff can help direct the emergency vehicles. An incident report form provided by the host will need to be filled out completely before the group leaves for home.

There are no medical personnel on the CLM staff. As per the retreat contract, the retreat group is responsible to provide its own first aid supplies for routine medical attention.



Liability Disclaimer

Cedar Lake Ministries and its agents and employees do not accept liability for loss of property or damage or personal injury arising from the use of the facilities, except to the extent caused by the negligent, reckless or intentional conduct of Cedar Lake Ministries or its agents or employees.

CLM can refer you to an insurance agent if your group wishes to purchase its own liability insurance for the planned event.



Property Damage

Guest groups will be held responsible for any damages they cause to CLM property.



Energy Surcharges

Due to rapidly rising energy costs, CLM reserve the right to add additional energy surcharges should our costs require it. This includes climate-control decisions; CLM reserves the right to assess extra charges if a group requests winter heating temperatures above 72 F, or summer cooling temperatures below 70° F.

Items to Communicate to your Group Members

You are probably aware of the importance of the following items, but some groups have had members come to Cedar Lake not knowing where to go, how to get here, when to arrive, or the retreat schedule... Therefore, this helpful information should be supplied to each member of your group ahead of time. (Some of these items are also noted on the Contract Addenda page, which you will be signing.) Note the following list:

- Dates of the retreat
- Retreat Schedule (include arrival and departure times)
- Directions to Conference Center (One map is enclosed with your contract, which you are welcome to photocopy.)
- Contact from Home: Emergency phone number for family or friends at home to call: 219-374-5941. *(This is our office phone; there are no phones in the rooms. If there is such an emergency call, we will bring a written message to your group.)*
- Cars should be parked in designated parking areas, and not in the pedestrian mall (except for unloading buses). Vehicles parked on the grounds should be locked.
- Illegal drugs, alcohol, smoking, and fireworks (including candles and incense) are prohibited.
- Community quiet time is 11:00 PM to 7:00 AM. This does not mean lights out. It means no disturbance to your neighbors; everyone should be in their building.
- Furniture and other furnishings are to remain in the room, *not moved to another room, lodge, or taken outside.*
- CLM does not accept liability for loss of property or damage or personal injury arising from the use of the facilities. CLM can refer you to an insurance agent if your group wishes to purchase its own liability insurance for the planned event.
- Damages and/or needed repair work should be reported to the guest host as quickly as noted by the guest. The group will be expected to pay for damages incurred by them.
- Beach: The group must inform office of when they will use the beach and they are responsible to have *their own lifeguards/adult supervision.*
- Use of motor bikes is prohibited on the Conference Grounds.
- Bikes must be under control at all times. Instruct children to be careful.
- Conduct and dress are to reflect modesty, good taste and moral standards. Cover-ups are to be worn to and from the beach.
- Group leaders are responsible for the conduct of their group and must provide adequate supervision (1 adult per every 8 children).
- Parents are responsible for the conduct of their children and must enforce the rules.
- Pets are not permitted on our grounds.
- Before Leaving: check drawers, dressers, closets, bathrooms and under beds for any personal articles. Please turn out lights. Keys should be left in the room or given to your host at checkout time.