

# Event Planning FAQ

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**Updated: February 2019**

## How do I book an event or find pricing for an event at Cedar Lake Ministries?

The first step in the process of booking your event at CLM is to fill out the [Inquiry Request Form](#). This form gives us the information needed to check availability, provide pricing options, and prepare a quote. [Click here to start the process today!](#)

## Where do I go when I arrive?

Arriving leaders should check-in at the Main Office. From Lauerman Street, take Entrance A and follow the drive to the office parking lot. Your group leader's arrival time should be communicated in advance, and the office should be called if your arrival time changes. Final payment should be made at this time. Group leaders should know the exact number of people staying at each lodging rate.

## What time is check-in and check-out?

Standard group arrival time is 4:00 p.m. Standard lodging check-out is 10:00 a.m. Cedar Lake Ministries considers service an act of worship; if you require a change to our standard procedures we are happy to accommodate your reasonable, advance-communicated request as we are able.

## How early or late can our group be in our meeting space?

The standard opening time for meeting spaces is 7:30 a.m. The standard closing time for meeting spaces is 10:00 p.m. Groups desiring to stay later in their meeting spaces should arrange this in advance with their CLM Retreat Coordinator. If a schedule is not provided to the Retreats Team in advance, it may not be possible to accommodate an early or late meeting room access time.

## **What time are meals served?**

Our standard meal times are as follows:

Breakfast: 8:00 a.m.

Lunch: 12:00 p.m.

Dinner: 5:00 p.m (Fridays at 7:00 p.m.)

## **Are towels and linens provided?**

Towels and linens are provided, including bath towels, wash cloths, bedsheets, and blankets. Beds in Rest-A-While (hotel) and Cedars Lodge (motel) have bedspreads. Our bunk lodging (Hickory and Lakeview) have thin blankets, some guests prefer to bring additional blankets. Guests will need to bring beach towels if going to the lakefront.

## **Nearest hospital, airport and grocery store?**

The nearest Hospital is Saint Anthony's in Crown Point. The nearest airport is Chicago Midway International Airport. The closest grocery store is Strack & Van Til which is right down the road at 9605 Lincoln Plaza, Cedar Lake, IN 46303.

## **Does CLM provide A/V equipment?**

Yes, we provide the basic equipment needed for your event's audio and visual needs. Examples include microphones, speakers, keyboards, and TVs or projectors. Sound technicians are not provided; groups requiring larger use of audio and visual equipment should bring their own A/V operator, unless otherwise contracted.

## **Are pets allowed?**

Pets are not permitted. Necessary registered service animals are welcome.

## **Is alcohol or smoking allowed?**

CLM does not allow alcohol on the grounds. Smoking is prohibited except in designated smoking areas, which are the gravel parking lots, no less than 8 feet from any entrance. Smoking is prohibited inside lodging, and will result in a cleaning fee.

## **Is coffee & water provided?**

Coffee is included with all three meals served in the Dining Hall, but it can also be served in a meeting space for a fee. We have water fountains in our Conference Building, but we do not provide water bottles or cups. Water service can also be added for a fee. Small coffee makers can be made available by advanced request.

## **Are CLM buildings within walking distance of each other?**

Yes, all of our buildings are within walking distance. Generally when a group arrives they unload their vehicles and park them for the duration of the event.

## **Does CLM have WiFi?**

CLM does have WiFi in all lodging and meeting spaces. The password is provided to leaders during check-in. Leaders can choose to share the password with their group as they see fit.

## **What are considered child vs adult ages?**

CLM works to be affordable to families. Children prices are available for ages 4-11 years. Ages 12 and older are considered adults.

## **Is a nurse or first aid provided?**

We do not have a nurse on staff, but we do have First Aid kits and an AED. Emergencies will be referred to local area hospitals.

## **Are there handicapped accessible buildings and lodging?**

Our main meeting spaces and lodges are handicapped accessible. The Rest-A-While hotel features a wheelchair ramp entrance and two rooms with accessible entry showers.

## **What activities are provided?**

CLM is blessed with many activities to offer. Some activities do have an extra cost. If you would like more information on these, please contact a Retreat Coordinator.

## **What time zone is Cedar Lake Ministries in?**

Cedar Lake is in the Central Time Zone (Chicago).

## **Are people allowed to bring outside food on the grounds and in meeting spaces?**

Outside food is permitted in lodging and meeting spaces; however, outside catering is not permitted.

## **Does CLM allow people to customize the menu for meals?**

The menu is “chef’s choice” and is generally not distributed until the meal is served. Options for people with dietary restrictions and allergies are provided, as long as the concern is communicated within three weeks of the event.

## **What do I do if someone in my group has a food allergy?**

Food allergies should be communicated to the Retreats Team by email at least three weeks in advance of your event. CLM tries to accommodate all food allergies. The three week timeline is necessary as food shipment orders must be placed by our Food Services Team by that deadline; late allergy notices may not be able to be accommodated.

## **How far in advance can I schedule an event?**

As a general rule, CLM will book events up to 12 months in advance. Events for larger groups may be permitted to book further in advance.

## **What do I do if my group has a need while we are on site?**

At check-in, a phone number will be provided. This number forwards to a member of our host team 24/7 throughout the duration of your stay. Texts are preferred.

## **What do I have to do to checkout at the end of my event?**

Group leaders should collect all lodging keys and evaluation forms and meet the Host at the office at the group's designated checkout time. If final payment has not already been made, it can be taken care of at this time and an updated invoice will be provided. Group leaders should know their exact counts of people for each contracted rate.