

## FREQUENTLY ASKED QUESTIONS

Thank you for choosing Thousand Pines for your next retreat. This info sheet answers the most Frequently Asked Questions of our Guest Relations Department. There is a lot to cover. So, let's get to it.

**Helping Your Group Find Their Way:** Please distribute the directions from this packet to anyone driving to the camp or direct them to the website and encourage them to follow the directions closely. Map Quest and Yahoo Directions are not as detailed. When you arrive at the top of Thousand Pines Road there is a cul-de-sac with three roads. Which way do you go? Most folks (*except those who are staying at our satellite camp, Ponderosa*) will take the middle road to the conference center, following the arrow on the large green sign to the Conference Center. At the top of this road, go to the left to park in the large parking lot. Those who are staying at Ponderosa will arrive at the cul-de-sac and take the road to the left out to Ponderosa (unless you are the leader of the group). We have highlighted the enclosed map of the grounds for you.

### **Arrival Time and Checking In at the Office:**

As accurately as possible, please inform us of your group's arrival time and the arrival time of anyone who is coming on up ahead (like group leaders or band members) so we're ready to welcome you!

Both short term and long term parking areas are designated and rolling carts are provided for unloading and transporting luggage. For the safety of all our guests, driving across the foot bridge through main camp is not allowed.

***The leader of the group needs to come to the office to check in with the CAMP HOST.*** At check in, we will give you a radio with which to communicate with the CAMP HOST for any needs you may have. Please direct all of your radio calls to the CAMP HOST who is available from 7a to 11p. At the time of check in, we will also confirm housing arrangements, collect activity release forms, distribute wristbands and go over the details of your retreat. It takes about 10 minutes and will ensure a smooth retreat for you.

**Housing, Meeting Areas, and Checking Out:** Included in this packet is your designated cabin assignments based on your contracted numbers. Should you begin to exceed your numbers, please phone Guest Relations to see if extra housing is available. Upon arrival in your assigned cabins, please fill out the cabin condition report if you notice any damage done by a previous group or if there are any overlooked maintenance issues that you would like remedied.

Our three meeting areas in main camp are allocated to groups according to the size of the three groups at camp. You will be assigned one of these meeting areas and this will be confirmed with you before arrival. If you are hoping to use any other facilities, please phone in reservations two weeks ahead and we will do our best to accommodate your needs, taking into consideration the needs of all groups. We can provide one (and possibly two) hotel style rooms (with bedding and towels) for your pastor and/or guest speaker(s).

Your group's designated check out time is on your contract. Please ask your group members to put luggage on the porch by 9am on the day of departure unless other arrangements have been confirmed. We appreciate your help in tidying up the cabins before you leave and keeping them free from damage (as we will need to bill damages to your group.) Please stop by the Main Camp Office on Saturday to settle your invoice if there is an additional payment to be made. Thank you!

**Meals:** Meals are served buffet style at 8am, 12:00, 5:30pm in the fall and winter and 8:00; 12:30 and 5:30 in spring and summer. At our Ponderosa site, meals are served at 8:15, 12:00 and 5:45 in fall and winter and 8:15; 12:30; and 5:45 in spring and summer. We ask that you plan these times in your schedule. We can arrange for dinner on Friday evening to be served up until 6:30 if special arrangements are made with our office. Please inform us of any special dietary needs or preferences and we will do our best to accommodate you.

**Snacks and Beverages:** The malt shop, located in the center of camp, serves a variety of snack foods and beverages. Malt Shop Hours are arranged for on your Guest Planning Worksheet. We provide water for your group in each meeting room and in the center of camp during the summer. Hot beverages, such as tea and coffee can be provided for adult groups if we are aware of your meeting schedule. The dining hall has fresh coffee ready at 7am. The juice stations are turned on only during meal times unless otherwise requested for a \$1.50 per person additional fee. Soda and bottled water are available in the Malt Shop Porch vending machines. You are also free to bring food that needs to be refrigerated and our Dining Room Host will assist you. Please inquire about the availability and price of prepared and served beverage and snack items (such as brownies, cookies, or s'mores), or you may bring your own pre-packaged items. A carpet cleaning fee is rarely necessary.

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**Sound Equipment:** We have quality portable PA systems, microphones, music stands, overhead projectors, screens, TV's, VCR's, DVD players, dry erase boards available for your sound and visual needs for each of our meeting rooms. Please let us know what you will need and we will have it ready for you. If you have a band and are using Jensen Chapel, you may use our fully equipped sound and lyric projection system. This requires hiring our A/V technician (\$120.00/weekend) for 4 chapel times. It is really important that we know the schedule of your chapels, and our technician will arrive 1/2 an hour before the chapel begins to assist you. Extra use of the tech for extra chapels or multiple bands setting up may incur an additional fee to cover staff services.

**Recreation Activities:** Please see the enclosed flyer with a complete description of recreational options and the times of their availability. If you have indicated an interest in these options on your Guest Planning Worksheet, we will be anticipating your group coming upon your arrival to the REC SHED in the center of camp to sign up for their choices. During the rainy season, board games and cocoa are available for your indoor free time. During the warmer months the swimming pool is available upon request from Labor Day to Memorial Day and heated to 85 degrees.

**Personal Property Regulations:** Please be aware that we do not provide keys for the cabins because of the difficulty keeping track of them. We suggest that you do not bring valuables to camp and that you keep your money on your person. Please do not bring the following items to camp: electronics, cell phones, weapons, alcohol or illegal drugs, fireworks or weapons. The use alcohol, drugs, fireworks, or weapons will be grounds for immediate departure from the premises. Skateboards and roller blades are allowed in the skatepark when it is open; otherwise, as a safety precaution their use is not permitted throughout camp. Mountain bikes are allowed on the back trails but not on the main paths through camp. For the comfort and safety of all our guests and the upkeep of the facilities, pets are not allowed at retreats.

**Safety Precautions:** Because our camp is part of the San Bernardino National Forest, the Forest Service regulates the campfires we have in camp. ***We must obtain clearance from the Forest Service for all fires.*** Therefore, please give us advanced notice if you would like a fire and we will obtain a clearance. (Unfortunately, we cannot guarantee a campfire until the day of its use.) All of our meeting spaces have great stone fireplaces, which is also an option. Our staff will build the fire for you and we will also supply the wood at no additional cost. Because the campfire must be attended at all times, please use the radio provided to call the CAMP HOST when you are ready to attend it. All fires must be put out by 11p. In regards to smoking, the designated area is in your own vehicle in the parking lot to ensure the safety of the grounds and other non smoking residents.

**Emergencies and Evacuation Procedures:** When you arrive and check in at the office, we will provide a list of emergency phone numbers. In your envelope, a map of the surrounding area will be provided with the three marked routes off the mountain in case of the need for evacuation. We always want to be prepared. In case of fire please call 911 and then radio the CAMP HOST. In case of an emergency an alarm will be sounded; please assemble at the upper lawn for further instructions.

**Supervision and Medical Care:** Your group is responsible for providing supervision to your campers at a ratio of one adult to every 10-12 campers. Your party is also responsible for providing medical attention to your own campers. We will provide a list of emergency phone numbers and the hospital routes in case professional medical care is required. Our staff will be helpful in whatever way feasible in an injury situation, but our staff is not obligated to give medical care or advice. We advise you to have adults with the following qualifications to be on duty for emergency care: CPR certification from a nationally recognized provider; and, for youth groups, first-aid certification from a nationally recognized provider.

**Good Neighbor Policy:** We do have neighbors bordering certain perimeters of our property. We try to stay in good relationships with them. Please help us to do so by staying on Thousand Pines property and observing outdoor Quiet Hours between 10p and 7a. No outdoor amplified sound during Quiet Hours will be permitted. You as the leader are responsible for the behavior and discipline of your group.