

Our Sacred Space, Inc., a non-profit organization, is dedicated to providing opportunities for guests, both groups and individuals, to experience successful events while enjoying the community, facilities, programs and natural beauty of Pilgrim Heights Camp & Retreat Center in a safe and welcoming way. Our Sacred Space, Inc. therefore has approved the following Guests Policies.

We reserve the right to refuse service to any one, for any reason.

Services provided as a part of our non-profit mission are not subject to sales tax and are offered without requirement of gratuity.

In order to monitor our services and build on successful experiences, we require each Guest Group to prepare a brief Evaluation form after their time at Pilgrim Heights. It may be completed and returned during Check-out or may be returned not later than two weeks after the event. Each guest of Pilgrim Heights is important to us and we are dedicated to building, sustaining and improving opportunities for each individual and group to experience the sacred space we call Pilgrim Heights. Your input is important.

## Definitions

**Guest(s)** is the term Our Sacred Space, Inc./Pilgrim Heights Camp & Retreat Center uses for Renter(s).

**Guest Policies** – Our Sacred Space, Inc. board approved policies and guidance for guest group usage, in coordination with other organizational policies. A separate Guest Policies document is written for guests incorporating all relevant policies and procedures. It is shared with guest group representatives at the time of review of the Request for Reservation and Contract/Use Agreement.

**Guest Groups** – Groups that come to Pilgrim Heights to conduct their own event, includes individuals.

**Guest Group Representative** – organizer and identified decision maker for the group

**Request for Reservation** – form to be completed by potential guest groups specifying needs and wishes for the group's event. It may be completed with staff.

**Reservation Deposit** – A non-refundable deposit in the amount of 50% of estimated costs for the event must accompany Requests for Reservation in order to confirm the date and facilities requested. If the estimated costs increase after the staff/representative review discussion, the amount of the deposit required will be increased.

**Guest Contract/Use Agreement** – the signed contract agreement for use of Pilgrim Heights that refers to Guest Policies and acceptance of them and the terms of the specific contract. It incorporates by reference the Request for Reservation and Cost Quote.

**Cost Quote** – Written confirmation from Pilgrim Heights of the estimated costs for an event, including identified guaranteed minimum amounts and the date for final confirmation of numbers. It will be incorporated by reference in the Guest Contract/Use Agreement.

**Confirmation** - sent after Contract/Use Agreement is signed and 50% deposit of Cost Quote is received.

## Guest Policy on Reservations

The reservation process may begin with either the submission of a Request for Reservation form or direct contact with a Pilgrim Heights' staff member. The Request for Reservation form is meant to provide Pilgrim Heights' staff the required information in sufficient detail to best accommodate the needs and wishes of each guest group or individual. Guest Group Rates will be available so that a Request for Reservation can be completed without direct contact with Pilgrim Heights' staff. In some cases, the Request for Reservation will be completed and sent to Pilgrim Heights via mail or email. In other cases, the guest group representative will contact a staff member, in person or over the phone, and the staff member may bypass the Request for Reservation form and proceed to creation of a Cost Estimate.

Reservation Requests will be handled in the order received and the guest group representative will be contacted to discuss the Request within two business days of receipt. Rules for acceptance and participation in programs at Pilgrim Heights are the same for everyone without regard to age, race, color, religion, gender, sexual orientation, handicap, or national origin.

After reviewing the Request for Reservation form in a timely manner, staff will discuss available options with the guest group's representative to best meet the Guest Group's requests. The discussion will include disclosure and explanation of applicable usage policies, resolve any questions and confirm decisions regarding available options.

Staff will make written note of any decisions made or changes to the request form. If the guest group's representative is available, she/he will initial any significant changes to the Request for Reservation.

Staff will use the information from the Request for Reservation and other communications to complete a Cost Quote containing the itemized list of services to be provided.

The Cost Quote along with a Guest Contract/Use Agreement will be sent to the Group representative. The Contract will reference the itemized Cost Quote document number along with the amount of the deposit.

A reservation is considered complete upon the receipt of a signed Guest Contract/Use Agreement and required deposit.

Confirmation of a reservation will be sent to the Group representative, by mail or email, upon receipt of the signed Contract and required deposit.

## Guest Policy on Deposits for Reservations

A non-refundable deposit in the amount of 50% of estimated costs for the event must accompany a signed Guest Contract / Use Agreement in order to confirm the date(s), services and facilities requested.

Estimates made in good faith will be accepted as sufficient to hold the reservation, even if the initial request by the Guest Group representative may not be complete. A revised Cost Quote and deposit amount will be part of the Guest Contract / Use Agreement.

If a Request for Reservation is unable to be accommodated because of the unavailability of requested facilities or services as determined by Pilgrim Heights' staff during their initial review of the Request, the deposit will be returned.

## Guest Policy on Payment

A deposit of 50% of the total estimated cost of the event is due with a signed copy of a Request for Reservation in order to hold a reservation and initiate at Confirmation.

Payment in full is due not later than upon arrival.

If additional services are required during your stay, and can be accommodated by Pilgrim Heights, additional charges will be reflected on a final invoice, and be due at Check-out.

## Guest Policy on Changes in Estimates for Reservations

Estimates are made in order to plan the most successful event and are determined in good faith. As plans develop, changes in the estimates of numbers of participants or types of services may change. Proper notice of any changes in your plans enables us to adequately order, staff, and plan for your event.

Reservations require a confirmation of number of visitors/guests two (2) weeks prior to the event date(s). Any changes to menu selections and other event details must be confirmed no less than four (4) business days prior to the event date. Guest count may be increased up until the day before the event. In some cases, a minimum number of visitors/guests may apply.

These confirmation numbers represent the basis of the final guaranteed minimum payment due. Full payment is due upon arrival. In all cases, the confirmed numbers/services or the actual count/usage (whichever is higher) will be the total due for the event.

## Guest Policy on Cancellation of Reservations

Please notify Pilgrim Heights of the need to cancel your reservation promptly. Cancellation of a contract/reservation will result in the loss of the total amount of the deposit.

## Guest Policy on Check-In and Check-Out

The Guest Group Representative must check-in at Cedar Lodge offices prior to the event set up or occupancy at any lodge or cabin. Unless arranged in advance, check-in time for the reception hall is 9:00 am the day of the event. For all other building (lodging) check-in time is 3:00pm. If the group representative has not yet received the Guests Orientation, it will take place at Check-In.

The Rental Group Representative is required to check-out at Cedar Lodge offices at the conclusion of the event.

## Guest Policy on Clean-Up

Buildings and grounds must be picked-up (garbage must be put in trash cans, personal items must be taken, and floors must be swept) before leaving to avoid an additional Clean-Up Fee.

Items used at the Outdoor Chapel must be biodegradable or must be pick-up as described above.

Guests with pets are responsible for clean-up after their pets and may be subject to cost of additional after-the-fact cleaning.

## Guest Policy on Orientation of Safety and Emergency Procedures

Before the Event, the Guest Group Representative must attend a brief orientation session with Pilgrim Heights Staff, where Staff will provide safety issues and procedures for the unlikely event of an emergency. Be prepared to share this information with other leaders or members of your group. Staff may assist in orientation for your group, upon request.

Each lodging facility has a Welcome Binder, which also includes specific emergency procedures and contact numbers. Each phone on-site has emergency numbers posted nearby. Kitchen Use Guides have specific safety and emergency procedures noted.

Pilgrim Heights Staff are trained and rehearsed in providing leadership, care and action in the case of emergencies as outlined in the orientation. Please notify the Director when any emergency or safety issues arise. Do not hesitate to call 911 when the situation warrants.

Each Guest Contract / Use Agreement will require the Guest Group Representative to determine who, Pilgrim Heights or themselves, will provide first aid, emergency care, emergency transportation, supervision of group behavior and orientation of safety procedures and regulations with the full group. First Aid and Emergency Care provided by Pilgrim Heights includes: an adult on duty at all times with certified American Red Cross (or equivalent) training in first aid and age-appropriate CPR/AED. We recommend that the Guest group provide the same level of First Aid and Emergency Care if they choose to be responsible for their group's first aid and emergency care. In a medical emergency, call 911 for EMT services and transportation. In the event that self-transportation is required, Guests may choose to be responsible for their group's medical emergency transportation or ask that Pilgrim Heights' staff be responsible. In any case, Guests will be provided access to the designated medical emergency vehicle as instructed during Guest Orientation to safety procedures and regulations.

## Guest Policy on Proof of Insurance

For guest events, proof of insurance by the event organizer is required to cover damage or liability incurred during the event. A copy of the proof of insurance will be kept on file in our office. If guests will be bringing pets, personal watercraft or other personal sports/recreational equipment, additional proof of insurance may be required of the pet, watercraft or equipment owner, at the event organizer's discretion.

If damage occurs or you encounter damaged or broken items, please complete a Breakage/Damage Report Form. A copy of the form is provided at guest orientation; and copies are available at the Cedar Lodge office.

## Guest Policy on Pets

Notification of the intention to bring a pet to the property for a private event is to be done at the time of a Request for Reservation, and is required no later than 15 days prior to the beginning of the event. A non-refundable pet fee of \$75, per pet, is required.

At the time of Check-In, guests must submit proof that their pet is currently on a flea-prevention program such as Frontline and that all shots are up-to-date prior to their arrival. This should be in the form of a letter or note from their veterinarian's office. Guests must also submit proof of proper local licensing for their pet.

Guests are responsible to clean-up after their pet(s), vacuum up pet hair and remove all evidence from the grounds (clean up and appropriately dispose of any pet feces, waste and litter deposited by the guest's pet on the common grounds, shrubs, flower beds, sidewalks, access ways, parking lots of the property) before checking out.

Pets are not allowed in buildings where food is prepared or served, including Four Seasons Conference Center.

If not reserving exclusive use of Pilgrim Heights, pets may be temporarily restricted from certain areas due to the scheduled events of other program participants or guests. You will be notified of these scheduled restrictions as they occur, and will be reminded of any activity schedules or restrictions upon check-in and orientation.

Pets are not allowed on the beds or furniture. If additional cleaning services are needed after the stay due to a guest's pet(s), a fee will be assessed and collected.

Guests must never leave a pet unattended at any time, unless restrained in an appropriate pet carrier or in a personal vehicle.

Pets must be on a leash at all times when outside. Pets are not allowed on the beach or in the swimming area.

Pets must not be nuisance barkers.

Guests agree that they will be financially responsible for damages caused by their pet(s). The Group Representative assumes liability insurance coverage, and may require pet owners to provide their own proof of insurance coverage.

Our Sacred Space, Inc. reserves the right at any time to ask a guest to remove their pet from the property if the pet(s) behavior cannot be controlled or is in any way threatening to any other Pilgrim Heights guest or program participant. We may also ask a guest to remove their pet(s), if the animal is not being properly supervised, controlled, and cared for.

Guests who bring pets are required to acknowledge these policies in writing at or before the time of Check-In.

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**Printed Name of Pet Owner:**

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**Signature of Pet Owner:**

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**Date**

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**Printed Name of Group Representative:**

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**Signature of Group Representative:**

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**Date**

## Guest Policy on Waterfront Activities

The Lake is a special part of the natural environment and recreational opportunities found at Pilgrim Heights Camp & Retreat Center. We are dedicated to preserve and protect the Lake and provide safe and enjoyable recreational opportunities to campers and guests.

Approved Waterfront Activities include beach activities, swimming in designated swimming areas, boating, fishing and ice activities. Separate areas are designated for each activity.

All participants, staff and guests must follow all safety rules as posted at the waterfront areas.

We use and recommend the buddy system for all swimmers and boaters. Swim Buddies must stay in the same swimming area. A buddy check is conducted at least once during each waterfront activity time. Whenever a whistle is blown all swimmers will immediately get out of the lake, find their buddy and wait for instructions; boaters will stop unnecessary action, find their buddies and wait for instructions.

Access to the waterfront and waterfront activities may be restricted temporarily based on other guest group agreements or Pilgrim Heights' programming scheduling, staffing, and weather or other safety concern. You will be notified of these scheduled restrictions as they occur, and will be reminded of any activity schedules or restrictions upon check-in and orientation. If severe weather approaches (thunder and lightning) all waterfront areas will be closed and swimmers, boaters and those fishing must leave the lake area immediately.

Pilgrim Heights wants to provide a safe and enjoyable waterfront experience for all participants regardless of mobility needs and level of independence. To protect individuals with mobility impairment around the lake and waterfront please assess how best to handle wheelchair restraints, and provide an able-bodied buddy who is familiar with their buddy's restraints and limitations and who accompanies their mobility impaired buddy whenever he/she is near the lake. Wheelchairs in the beach/waterfront area must have the brake set and a block in front of the wheel to prevent accidental rolling.

Emergency procedures for waterfront activities are a part of the broader Emergency Procedures for Pilgrim Heights that each Guest Group representative must read and review with Pilgrim Heights' staff and sign off on at Check-in. Please be sure each of your group is aware of emergency safety procedures for the waterfront. Rescue equipment and First Aid kit are located at the waterfront shelter SE pod, and a phone is located inside the door of the building where the Rules are posted.

Please help us keep our waterfront equipment and facilities in safe, working order and bring to Staff attention any need for repairs or replacement.

## SWIMMING

A reservation and signed contract is required before guests/visitors may swim in the lake. You may not provide swimming lessons as a waterfront activity,

A Waterfront Certified Lifeguard and someone certified in CPR must be on duty whenever anyone enters the water at the swimming areas. Someone trained in First Aid is also recommended.

Swimmers are allowed only in the designated swimming areas: 1) the beach and shallow roped swimming area, 2) deep roped swimming area including anchored float, and 3) open water swimming. When swimmers are in the open water swimming area, boating will be prohibited in that area.

You may contract with Pilgrim Heights for Waterfront Certified Lifeguards. If you bring your own lifeguards, they must provide a copy of their current certification from a nationally recognized certifying organization. Your lifeguard must be on active duty when anyone is in the water. A dedicated, trained watcher/lookout should be onshore assisting with swimming safety.

If your group is a youth group, you will be required to follow Pilgrim Height's supervisory ratios: For every group of 30 swimmers or less, a minimum of two qualified persons must be on duty, one of whom must be over age 18, one person holding a current Waterfront Lifeguard Certification, and one watcher skilled in the use of basic rescue equipment. When there are more than 30 swimmers, an additional currently certified lifeguard is required (minimum of three qualified persons, two being certified lifeguards). The overall ratio of one staff person for each fifteen swimmers must be maintained at all times.

Lifeguards area in charge of who is allowed in which swimming area and will assess each individual based on ability. Be sure instruction in basic swimming safety rules are given before the first swimmer enters the lake.

We use and recommend a tag board system to indicate which swimmers are in the water.

Rules for Swimming and Beach Activities will be posted at the waterfront swimming/beach area.

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**Printed Name of Certified Lifeguard:**

**Signature of Lifeguard:**

**Date**

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**Printed Name of Group Representative:**

**Signature of Group Representative:**

**Date**





## BOATING/WATERCRAFT

Rules for boating will be posted at the waterfront area. You may check out boats at the waterfront storage area; you must use the Check-Out/Check-In roster.

Boating is restricted to the south portion of the lake as designated by location marker, or by Pilgrim Heights' staff. When swimmers are in the open water swimming area, boating will be prohibited in that area.

All persons who use watercraft of any kind are required to wear Coast Guard approved personal flotation devices (PFDs) that are appropriate to their size and age and in good condition. Flotation devices are available at the waterfront storage. Please return flotation devices to storage when finished.

Use of Pilgrim Heights' or personal watercraft by guests must follow posted water safety rules, including proper use of PFDs and orientation for getting in and out of boats and self-rescue in the case of capsizing or swamping. The Event organizer assumes insurance liability coverage; the Event organizer may require proof of insurance from watercraft owners. Access to the lake will be only at locations designated by Pilgrim Heights' staff. Guests bringing their own watercraft must attest to the water safety rules: 1) the watercraft and trailer has been out of the water and dry for a minimum of ten days; or, 2) the watercraft and trailer has been power washed since last being in the water. Any holds on the watercraft must have been included in these procedures. The use of motorized personal watercraft is prohibited by persons under the age of 16

Boating Supervisory Ratios are: A person trained in CPR and an adult trained and acting as watcher must be present at the waterfront whenever there is boating activity. Children age 8 and younger are prohibited from boating on their own; they must be accompanied by a trained staff or responsible adult. If your group is a Youth Group, you are required to have a certified lifeguard on duty for boating sessions. You may contract with Pilgrim Heights for supervision of boating.

If you are providing non-motorized watercraft instructions as a waterfront activity, we suggest that your instructor(s) has documented certification in instruction for the type of activity or watercraft you are using, or has documented experience, knowledge and skills in teaching and supervising the particular watercraft activity. Guests may not provide motorized watercraft training as a waterfront activity.

## FISHING

Fishing is allowed in Sportsman/Fellowship Lake on a catch and release basis. The possession or use of minnows at the lake is prohibited. Fishing may be from boat/watercraft or shoreline or reserved dock. Use caution and use the buddy system for fishing activities. Pilgrim Heights maintains a limited amount of fishing gear for use of participants and guests. Please indicate to Staff your desired schedule for fishing to coordinate with the scheduled activities of other guests or program participants on site. Access to the lake and fishing activities may be restricted temporarily based on other guest agreements or Pilgrim Heights' programming. You will be notified of these scheduled restrictions as they occur, and will be reminded of any activity schedules or restrictions upon check-in and orientation.

Suggested Fishing Supervisory Ratios are: When supervising fishing (by children under the age of 14) one adult (preferably trained lifeguard) may supervise a group of no more than 5 children under the age of 14, keeping all children at the same location and within visual range. A person trained in First Aid/CPR should be available to those fishing.

Use of Personal Flotation Devices is required when in a watercraft, but may be advisable for shoreline fishing with younger children or non-swimmers.

Ice Fishing: Is allowed only with the approval of Pilgrim Heights Executive Director. Fishing policies remain in effect for ice fishing.

## Guest Policy on Supervision of Minors

An adult must accompany minors under the age of 18 at all times, throughout the grounds. We recommend to all guests with minors as part of their group to adhere to the supervision ratios relating to number of adults who should be supervising minors overnight or in general activities. These recommendations come from the American Camping Association.

Overnight supervision of minor guests:

Age 5 years and younger	1:5 adult to minors
Age 5 years to 8 years	1:8 adult to minors
Age 9 years to 14 years	1:6 adult to minors
Age 15 to 18 years	1:10 adult to minors

Day Activity supervision of minor guests:

Age 5 years and younger	1:6 adult to minors
Age 5 years to 8 years	1:8 adult to minors
Age 9 years to 14 years	1:10 adult to minors
Age 15 to 18 years	1:12 adult to minors

The American Camp Association also recommends that 80 % of supervisory adults be over the age of 18, and that supervision be by persons at least 16 years of age and at least two years older than the minors they are supervising. If situations warrant, you may want to determine when exceptions to these ratios may be advisable, depending on the type of activity, characteristics of minors and the location.

We also recommend that adults who could have unsupervised access to children sign a Voluntary Disclosure Statement and submit to screening through the National Sex Offender Registry. If you group would like to utilize our services for this, please let us know at least two days prior to your event.

SEE Policy on Waterfront Activities for specific supervisory ratios recommended for swimming, boating, and fishing.

## Guest Policy on Healthcare Supervision

It is the recommendation of Pilgrim Heights Camp & Retreat Center that each rental group provide adults with the following qualifications to be on duty for care:

1. Adult trained in Age- appropriate CPR/AED certification from a nationally recognized provider (Example: American Red Cross)
2. For youth groups\*, first-aid certification from a nationally recognized provider

\*A youth groups is one with children under the age of 18 who are unaccompanied by a parent or guardian.

## Guest Policy on Personal Property

Our Sacred Space, Inc. / Pilgrim Heights is not responsible for the loss or damage of personal property of guests or visitors. Please secure items of value in a locked vehicle or personal storage.

It is the general practice of Pilgrim Heights not to issue keys for individual rooms or facilities. Upon request, keys will be issued to guests by Pilgrim Heights' staff. A deposit will be required, and returned when the key is returned to the Cedar Lodge office.

## Guest Policy on Vehicles On-Site

Vehicles are to be parked only in designated parking areas. Owners of vehicles that are to be parked on-site overnight will check-in at the office.

Driving of personal vehicles on-site will be limited to drop off/pick up, transporting those with mobility concerns, transport to special events as arranged with staff in advance, maintenance work, or transport of supplies and equipment.

Event parking must be monitored by guests or by prior arrangement by staff.

Our Sacred Space, Inc./Pilgrim Heights is not liable for contents of vehicles; vehicles should be locked.

Emergency medical transportation is always available; notice of the accessibility of emergency medical transportation will be part of staff training and orientation of guests. At no time, other than in cases of Medical Emergency Transportation and/or Weather Emergency evacuation, are passengers allowed to be transported in the bed of a truck or other non-passenger vehicle.

## Guest Policy on Possession / Use of Alcohol, Tobacco and Drugs

Guests are allowed to supply and provide alcoholic beverages during a planned event, if it is part of the written agreement/contract. The contract will stipulate the responsible distribution of alcoholic beverages by trained persons, proof of insurance, clean up and any restrictions on locations of service. A deposit for damage/clean-up may be required.

When offering alcoholic beverages as part of an event, the following applies:

Alcohol is permitted under specific conditions and with prior approval from the Director.

It is the Guest's responsibility to provide the alcohol served.

Guests must provide proof of insurance coverage for the event.

Pilgrim Heights Staff is not able to serve alcohol at the event; so Guests must provide their own experienced bartender to provide this service.

The use of tobacco products is allowed only in designated outdoor areas: the main fire pit and the loading dock of Four Seasons Conference Center. Guest groups will be informed of the policy. A deposit for damage/clean-up may be required.

The possession or use of illicit drugs on the premises of Pilgrim Heights/Our Sacred Space is strictly prohibited. Any member of a guest group in violation will be asked to leave, denied further access to the property and authorities will be notified.

## Guest Policy on Inappropriate or Unsafe Behavior

The Pilgrim Heights' management team and the Guest Group Representative along with the Group Supervisors, both have the responsibility and authority to eject individual participants from the property for inappropriate or unsafe behavior. In such an event, any party may first exercise this responsibility, and then consult with the other party.

## Guest Policy on Sports and Recreational Equipment

Sports/Recreational Equipment owned by Pilgrim Heights will be maintained in good working order and stored safely. Please replace any equipment used to its original storage location. Guests are asked to report to Staff any incidents of damage or need for repair or replacement. Staff will assist guests in providing written documentation and will remove from service, repair or replace the damaged equipment.

Sports/Recreational Equipment not owned by Pilgrim Heights but brought for use on site will be noted to staff at check in. Discussion with staff will provide clearly defined areas and times available for the use and storage of non-owned equipment. Proof of liability insurance may be required for use of certain equipment at the discretion of the Event organizer; if not required, the Group Representative is assuming responsibility for appropriate insurance coverage.

## Guest Policy on Weapons and Firearms

### *Policy on Weapons*

The possession or use of weapons, devices designed to inflict injury or death, is contrary to the values of Our Sacred Space. The possession of such weapons by staff, volunteers, campers, Pilgrim Heights' program participants or guests is strictly prohibited. See Policy on Firearms for specific security issues related to recreational firearms possession.

### *Policy on Firearms*

The use of firearms on the property at Pilgrim Heights is strictly prohibited.

Possession of any firearms by program staff, volunteers, campers and Pilgrim Heights' program participants is strictly prohibited. Possession of firearms designed as weapons, i.e. hand guns is strictly prohibited.

Guests and staff must declare possession of all recreational firearms on site, and at all times firearms must be unloaded and locked in hard-sided safety case and/or with trigger locks. Firearms must be secured in an area inaccessible to non-owners (i.e. locked vehicle). All ammunition must be secured in a locked container and must never be placed or stored in buildings on the property. Guests will be reminded of the strict prohibition of the possession of weapon firearms and prohibition of the use of firearms on Our Sacred Space/Pilgrim Heights property.