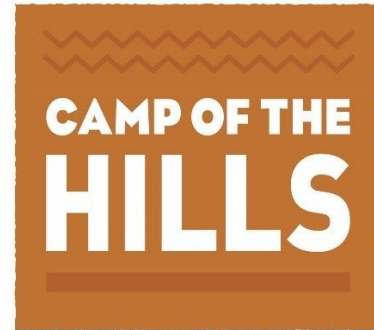


Camp of the Hills

RETREAT & RENTAL POLICIES



BILLING AND CANCELLATION POLICY

All groups are accepted on first-come, first-served basis. A non-refundable deposit is required at least 30 days before the rental reservation in order to secure a date. Group can pay online or by mail. A guaranteed number of people attending the retreat, food service needs, and additional activities must be communicated to the office within 10 business days before arrival. This information will be the final billing amount, unless there is an increase in attendees. We ask that if the group needs to cancel that they give 30 day notice.

CHECK IN AND OUT

Upon arrival

The Camp of the Hills office is open until 4:30pm on Friday evening. If you are checking in after 4:30 pm, we ask that it is arranged with your assigned point of contact. Upon arrival at Camp of the Hills, the "Group Leader" will need to check-in at the office with the following things:

- Payment or receipt of payment
- Photo ID
- Primary contact vehicle information
- Final headcount

Your point of contact will meet you at the office, and bring all of your check-in documents including camp pass for your vehicles.

Before leaving Camp of the Hills

Check and make sure campground, cabins and facilities are clean before leaving:

- Take out your trash
- Dispose of food items
- Turn off the A/C and lights

Check your facility for all personal items. Report any damages or needed repairs to the office or your point of contact. If staying in cottages, we ask that you return your cottage keys to lock box inside office. Return green folder to the front office and make sure your account has been settled.

ALCOHOL & TOBACCO POLICY

Camp of the Hills restricts the use of tobacco, drugs and alcohol. The use of alcohol, drugs, and tobacco products is strictly prohibited. Please make sure all group members are aware of this policy.

FOOD SERVICE

Groups will share the dining hall with other groups when requested food service is provided. Special meal requests must be made at the time of reservation, and no later than a week prior to the retreat. Group leader must give a final count of members within 10 business days. There will be no refund after deadline. Meal times are as follows:

Breakfast- 8am; Lunch- 12:00pm; Dinner- 6pm

PET POLICY

Camp of the Hills has a no pet policy due to insurance.

SUPERVISION OF GROUP MEMBERS

Camp of the Hills is not responsible for the supervision of the group members and their behavior. It is the responsibility of the group leader to properly supervise their group or provide adequate supervision for their members while they are on camp property and while they are participating in any specialized recreational activities. Damage to facilities/equipment will be charged to the individual or group responsible. We recommend a ratio of one (1) adult per seven (7) minors.

IN CASE OF EMERGENCY

In case of fire or medical emergency, please call 911 and then notify the camp staff member on call. For facility-related issues, you should contact Jimmy Nelson (210-449-7200).

FIREARM POLICY

No firearms or fireworks are permitted on camp property.

SWIMMING POLICY

While swimming at Camp of the Hills, there must be a certified lifeguard present while participants are swimming. There is access to the swimming hole and lake. Group is required to make advance reservations for swimming hole usage. If group brings their own certified lifeguards, they are required to bring certification documents. There is no lifeguard provided at the lake, it is swim at your own risk.

ROPES COURSE

Ropes course is off-limits except at scheduled times. There must be a certified facilitator present for any participants on course. A counselor/adult must be present with each group. The ropes course must be reserved prior to arrival.

CANOES/ KAYAKS POLICY

Canoeing and kayaking is available only during scheduled times. The group is required to reserve canoes and kayaks before arrival. There must be an adult present with minors while out on the lake. Anyone under the age of 18 is required by state law to wear a life jacket. Adults are required to bring life jacket onto canoe or kayaks. The group is required to place equipment back in appropriate places.

RESTRICTIONS

There are permanent residents living on camp property and we ask that groups respect their quarters. If you did not reserve the facility, we ask that you do not use it. Those facilities are completely off limits at all times. The maintenance building is also off limits. If you need help with maintenance we ask that you contact Jimmy Nelson.

TRANSPORTATION

The campus speed limit is 15 m.p.h. All vehicles must stay on roads. Vehicles must be parked in designated parking areas, and there is no parking in the grass at anytime. We ask that you do not allow group members to ride in the bed of pick-up trucks, or open backed vehicles for safety.