

**Rental Group Policies**

**Philosophy**

Red Willow Ministries offers guests a 'place apart' where adult and youth groups can relax,

reflect and find spiritual renewal in a comfortable and safe environment. RWM serves youth,

families and adults from Church groups, non-profit organizations, crafters, and other community

groups. Our staff is available to provide great food, clean facilities, and programming options.

Our mission statement, 'We exist to strengthen and serve the church in its gospel mission and

ministry with and through Jesus Christ to every generation,' guides our program and retreat ministry.

**Reservations and Deposits**

1. RWM programmed events have priority use of facilities.
2. We retain the right to refuse any group.
3. Reservations may be requested up to 13 months in advance of the requested date.
4. A Retreat Contract will be emailed promptly following a verbal reservation confirmation.
5. A deposit is required to hold your Reservation Date. The minimum deposit is $100 or
	1. 10% of the estimated final bill. This deposit is NON-Refundable.
	2. This deposit is also used as a damage deposit.
	3. Reserved dates will not be held if the scheduled deposit is not paid.
6. Payment of the final balance is due prior to departure from the event unless other
	1. arrangements have been made. A surcharge may be added to any bill not paid
	2. prior to departure.
7. Deposits are Non-refundable. They are transferable if RWM or an Act of God cancels a
	1. retreat, or weather conditions are such that travel is unsafe.
8. This is an ELCA affiliated camp, and preference for scheduling will be given to ELCA
	1. entities.

**Retreat Fees**

1. A minimum group size of 12 is required to reserve the Retreat Center and contract for

meals. Contact us for information about smaller group accommodations.

1. How we calculate your Final Balance:
	1. The group representative must notify the camp of the total number expected to

attend at least 5 days in advance.

1. Should the number of actual retreat participants be less than the pre-registered

number of participants, the retreat group will be billed for the number of preregistered

participants.

* 1. If the actual number of participants increases, the actual participant number will be used to calculate a revised Retreat Fee and the difference will be billed to the group.
	2. The Retreat Fee Balance is payable before the end of the contracted retreat unless other arrangements have been made.
	3. Arrival and Departure
		1. Summer weekend retreats: Check in is after 4pm on Friday and check out is by 1 pm on Sunday, unless other arrangements are made.
		2. Retreats held at the camp when summer camping is not in session can negotiate check in and check out times.
1. A completed Retreat Participant Roster, including the names and addresses of all retreat

participants must be turned in upon check-in.

**Lodging and Bedding**

1. Lodging options in the Ofstedal Retreat Center include 10 private and semi-private

rooms with linens. Dorm rooms with quilts/no bedding.

* 1. The retreat center can sleep up to 45 with single bed occupancy.
1. Cabins for summer or winter use/no bedding.
	1. Our cabins can sleep up to 10 guests each.
2. Hospitality House
	1. Sleeps 5 with bedding.

**Food Service**

1. Meals are typically served for groups at 8:00 am for breakfast, noon for lunch and 5:30pm for supper.
	1. We serve buffet style for most meals.
	2. Please notify RWM of any special dietary needs and/or food allergies at least two weeks prior to a retreat.
	3. During orientation a staff member will explain meal and clean-up procedures.

**First Aid and Emergency Care**

1. Groups are advised to provide their own adults who are responsible for all health needs of the group. That adult should be currently certified by a nationally recognized provider in:
	1. First aid
	2. Age-appropriate CPR
	3. Bloodborne pathogens
	4. AED usage
	5. Breathing devices (pocket masks)
2. Groups are responsible for gathering and maintaining information on all members of the

group that includes:

* 1. Name, address, emergency contact names and numbers, and any
	2. allergies/health conditions/restrictions.
		1. For minors without a parent on the site, group leaders should have signed permission to seek emergency treatment.
		2. Group leaders are responsible to inform camp of any allergies or restrictions of anyone in their group that may affect camp services provided (e.g., food service, program activities).
1. Groups and individuals must bring their own medications and be responsible for

dispensing them. RWM can provide a secure area for medications to be locked up.

1. Groups are responsible for their own emergency transportation. Phone numbers and

locations of local EMS providers, clinics, and hospitals are provided during orientation,

and also posted near all phones available to groups, and in all retreat lodging.

1. Groups may use the camps first aid supplies and equipment.
2. The camp has an AED (defibrillator) located in the entry way of the Retreat Center
3. Orientation for groups will include updated emergency procedures for the camp,

including information on how to contact camp personnel in an emergency.

**Insurance**

1. Liability Insurance: Some user groups will be required to either show a certificate of their

own Liability Insurance, or be required to pay for a rider to the Red Willow Ministries

Liability Insurance. This cost will be added to the cost of the retreat/group use contract.

* 1. This rider is based on the number of participants and use of high risk facilities, i.e. waterfront, swimming pool.
1. Church Groups affiliated with the ELCA may be covered by their church liability

insurance. It is up to the rental group to check on this coverage.

**Tobacco, Controlled Substances, Alcohol, Firearms and Pets**

1. This is a smoke free camp. Smoking is not allowed in any buildings or on camp land.
2. Controlled substances, except for medication prescribed to a specific user by a doctor, are prohibited for all retreat users regardless of age.
3. Alcohol Consumption:
	1. Permits are required for any alcohol use on camp grounds/buildings and require agreement to the Red Willow Alcohol policy which is available from our office.
	2. Use of Alcohol must be approved in advance of your event.
	3. Absolutely no one under the age of 21 is allowed to consume alcohol at Red Willow or return to the property under the influence of alchohol
4. Firearms and ammunition are prohibited at camp. The only exceptions are for registered

hunters who have signed a consent form. All firearms must be kept in a locked vehicle.

1. Pets are allowed with prior permission and documentation of required immunizations.
	1. Pets must be under continuous control of owner at all times and pet waste picked up and disposed of.

**RWM Activities**

1. User groups must sign a waiver of responsibility form to use certain RWM activity

areas. See attached. This is a camp requirement for risk management and safety. An

instructional session by our staff will precede any use of the pool, lakeside area, challenge course, mountain bikes or other defined areas.

* 1. Use of all activities requires permission of RWM prior to usage. Some activities will require the supervision of a RWM staff person or proof of qualifications to lead the activity on your own.
1. If you request an activity that involves swimming in the pool or lake: You are advised to have your own:
	1. Current lifeguard with proof of training from a nationally recognized certifying body, or other acceptable certification or license.
		1. Or contract with RWM for the use of our lifeguards
	2. All swimming requires a lifeguard.
2. If you request an activity that involves the use of watercraft, you are advised to have:
	1. A staff person with current instructor rating in the appropriate craft from a nationally recognized certifying body, or current lifeguard training from a nationally recognized certifying body, or other acceptable certification or license.
		1. Or contract with RWM for the use of our lifeguards
3. You are further advised to provide a staff member to be on duty and accessible at each

swimming or boating location who has:

* 1. Current certification from a nationally recognized provider in first aid, training in blood borne pathogens.
	2. Age-appropriate CPR
	3. Training in the use of an AED that includes the use of breathing devices (pocket mask)
1. Be respectful of all program equipment issued for your use, and return it to the proper place when done.
	1. Any camper or guest bringing personal sports equipment, (i.e. archery, bikes) must secure that property to protect others from misuse.
2. We reserve the right to select the time frame for these activities.

**Safety and Supervision**

1. All groups are expected to check in at the Ofstedal Retreat Center upon arrival.
	1. A group orientation will be given by RWM staff at the beginning of a retreat to orient guests to retreat policies.
2. Adult supervision of youth and children is required at the rate of:
	1. 1 adult to every 6 youth for those 8 years old or younger
	2. 1 adult to 8 youth for 9-14 year olds
	3. 1 adult to every 10 youth for 15–18-year-olds.
3. Further you are advised to train your staff to never be alone 1-on-1 with a youth when out of the sight of other adult leaders. Specific consideration should be given to
	1. Restroom and shower protocol
	2. Healthcare settings
	3. Campers who require personal care assistance
	4. The desire/need for one-on-one conversations
	5. Program design
	6. We advise that you use the “rule of three” at all times, and being in auditory or visual range of others when a situation requires one-on-one interaction.
4. User groups are advised to have background checks completed on staff and volunteers

working directly with children.

1. RWM retreat staff members are not responsible for the supervision of participants.
2. Keep camp property and grounds clean and orderly. Defacing or damaging buildings or trees, and littering is not permitted.
3. Any damage to camp property, buildings or equipment, over and above normal wear

and tear is the responsibility of the group. The group will be responsible for the cost of the damage.

1. Any person conducting themselves in a disruptive manner will be asked to leave camp property. Organizations/persons/groups using our facilities may also be asked to leave if violations occur.

**Group Representative**

1. There should be one representative from the retreat/event/conference group who is in charge of the event:
	1. He/she should handle pre-registration and all arrangements with RWM.
	2. He/she should arrive early and be last to leave in order to supervise their group attendees.
2. Upon arrival, the representative will receive a camp orientation packet and an orientation from a RWM staff person.
3. The group representative is responsible to ensure that all policies in this document are followed.
4. Before departure, a RWM staff person may have the group representative complete a Facility Checkout Checklist, to report any damage, breakage, or anything not in working order.
5. The group may also be asked to complete a retreat/camp evaluation survey to help us continue to improve our service.

**Lost and Found**

1. Personal or group property left at RWM in the summer will be held until September, and

then disposed of or may become the property of RWM.

1. Personal or group property left at RWM in the retreat season will be kept for 30 days, so contact the camp as soon as possible if you believe you have left items with us.
	1. After 30 days any unclaimed property will be considered abandoned and will be disposed of or may become the property of RWM.

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