

## **HINTON RURAL LIFE CENTER**

### **POLICIES, PROCEDURES & GUIDELINES**

Thank you for choosing Hinton Rural Life Center (hereinafter known as Hinton Center) for your unique event. We hope you find the opportunity to retreat, reflect and renew a valuable part of your spiritual journey.

Whether you are planning a personal or group retreat, conference, vacation, wedding, banquet, or family reunion, the staff of Hinton Center is here to assist you in making your event successful and problem-free.

Any individual or organization renting at Hinton Center must abide by and conform to all policies, procedures and guidelines. The renter shall be responsible to make immediate family members, guests, vendors and other concerned parties aware of and abide by all policies, procedures and guidelines.

#### **RESERVATION POLICY**

A minimum 50% advance lodging deposit is required for booking. Your reservation will be deemed tentative until the deposit and a signed copy of this document are received. If the deposit and signed document are not received within 15 days, the tentative reservation hold will be released. The final balance of your account is due upon arrival. A guaranteed minimum head count for any meal service is required one week prior to your arrival. You will be responsible for payment for this number plus any additional meal participants added during the week prior to arrival.

#### **CANCELLATION POLICY**

Cancellations received 60 days or more before your arrival date will be accepted with full refund of deposit. Cancellations received 30-59 days before your arrival date will result in forfeiture of 50% of deposit. Cancellations received less than 30 days prior to your arrival date will result in forfeiture of entire deposit.

#### **CHECK-IN PROCEDURES**

1. Check-in time is 3 p.m. Our business office hours are 8 a.m.-5 p.m. Please call ahead if you are checking in after hours, on weekends, or on holidays so that we can arrange for a staff member to meet you. If an early check-in is needed, please call one week prior to your arrival date. We will do our best to accommodate you.
2. Your full account balance is due upon your arrival by cash, check or credit card.

#### **CHECK-OUT PROCEDURES**

1. Check-out time is 11 a.m. If a later check-out is needed, please make arrangements prior to your arrival. We will do our best to accommodate you.
2. On your last morning at Hinton Center please:
  - a. Bedding: Lodge guests - place bed sheets and pillowcases in a bundle and put them in the brown bin near the Coke machine in our breezeway. Towels are placed in the appropriate bin, also in the breezeway. ***Please leave the bed spreads, mattress pads and pillows in place.***
  - Guests staying in our retreat houses need to place their bedding and towels in the downstairs laundry areas of each home. ***Please leave the bed spreads, mattress pads and pillows in place.***
  - b. Gather all trash and place in the dumpster on our main parking lot.
  - c. Check underneath beds and dressers and in closets for items left behind.
  - d. ***Close all windows and doors. Turn off lights. Help us be good stewards of our electrical resources.***

- e. Leave key(s) on kitchen counter.

## **GUIDELINES FOR YOUR VISIT**

1. The Hinton Center is a place for hospitality, spiritual growth, and renewal. Courteous and appropriate behavior is requested at all times. Hinton reserves the right to ask guests to leave for inappropriate behavior.
2. The Hinton campus is **tobacco-free** and **alcohol-free**.
3. Possession and use of any **firearms and fireworks** is strictly prohibited. Also prohibited are bb guns, pellet guns, and bows and arrows.
4. Except for scheduled religious services in the Chapel, candles and open flames are prohibited in all other buildings.
5. Parents or guardians are responsible for supervising their children at all times. Hinton staff and volunteers are not permitted to supervise children.
6. Quiet hours are from 11 p.m. to 7 a.m., seven days a week. Please be considerate of the other guests on our property at all times.
7. Shoes and shirts are required in the dining hall by the Health Department. You will be asked to leave if not in compliance.
8. Our kitchen staff works hard to ensure that we have balanced and nutritious meals. In return for all the great food, we ask you to be courteous and to clean your table at the end of each meal.
9. Our meals are served cafeteria style. After the kitchen staff has opened the door to the serving area, you may go through the line and pick up silverware, a tray, and your food. After eating, bring your trays to the dish window and someone will assist you in placing things in the proper location. All dishware, cups and mugs should remain in the dining hall.
10. Vegetarians and persons with special dietary needs should notify Hinton prior to arrival so that we can be prepared. We ask that these individuals introduce themselves to kitchen staff upon arrival. We are happy to store guests' food if needed.
11. We are called to be good stewards of all our resources, food included. Follow the posted serving sizes when fixing your plate and/or your sack lunch. Choose only the food you will be able to eat. You may get seconds after everyone has been served.
12. Please treat our facilities gently. They were built by our staff and volunteers. Do not use outdoor sports equipment indoors and do not remove window screens. All rooms must be returned to their original setup. ***Repair and/or cleaning fees for damaged room furnishings and equipment will be added to your bill.***
13. Swimming is at your own risk and only in Hinton's swim area. An adult, 21 or older, must always be present when the lake is being used. Swimming after dark is not allowed. Please dress appropriately and remember that many groups may be using our facilities at the same time.
14. ***Some facilities at Hinton Center are pet-friendly.*** Pets require a \$100 cash deposit that is payable upon your arrival. If your rental is found undamaged, the deposit will be returned after room inspection. Pets require leashes and pooper scoopers at all times and should never be left unattended. With the exception of guide animals, no pets are allowed in our dining hall. ***Check when making your reservation to be sure your rental is pet-friendly.***

15. We ask that you recycle during your time at Hinton. The hallway between Moore Hall and the Lodge lobby has bins for recycling plastic bottles and aluminum cans. Please remove caps from plastic bottles.
16. Riding in the back of a truck is prohibited on campus and off campus.
17. Please park in the area closest to your reserved location. Please do not park in front of our dumpster, our kitchen loading area, or our basketball goals. If space is tight, please let our Guest Services Manager know so you may be guided to alternate parking areas.
18. Hinton supplies towels, washcloths, and bed linens for your use. ***Do not take Hinton towels to the lake!***
19. Wi-fi service is available in most areas.
20. There are three designated fire pits on the property for your use. Fires must be totally extinguished after use. Hinton staff will not light or extinguish fires. No fires allowed except in these designated areas.
21. Please do not leave food outside or feed animals on the property.
22. We operate a gift shop in the main lodge. Group leaders are invited to make arrangements with a staff member to schedule to have it open during your stay.