

PINE SPRINGS RANCH POLICIES AND INFORMATION

ACTIVITIES AVAILABLE: Basketball, volleyball, field sports, horseshoes, table tennis, foosball, corn hole, hiking, and board games are available. We also have additional activities listed on our Programming Options sheet. Some sports equipment is available at the lodge front desk; however, you are encouraged to bring your own. Sports activities and equipment are not available from sundown Friday evening to sundown Saturday evening in accordance with Seventh-day Adventist worship beliefs.

NOT PERMITTED ON PSR PROPERTY: Off-road motorized vehicles, motorized scooters, or skateboards (non-motorized skateboards, scooters, and bikes are permitted only with the use of proper safety equipment-helmets or protective gear). Possession of firearms, sling shots, unauthorized bows and arrows including crossbows, hunting, and fishing of any kind. Cutting of trees, flowers or plants. Use of ropes course without PSR instructors. Smoking, vaping, drinking alcoholic beverages, illegal non-prescription drugs and drug paraphernalia. **NO PETS** are allowed anywhere on the property. Any damage caused or cleaning incurred from non-compliance will result in a cleaning fee or replacement charge. The penalty per lodge room/cabin for smoking is \$300.00. Any violation can result in immediate expulsion without a refund.

CABINS: Cabin guests must bring their own sleeping bags, blankets, pillows, towels, and toiletries. Bathrooms and showers are located in a nearby centralized village bathhouse.

CANCELLATION/CONTRACT REDUCTION POLICY: If a cancellation occurs, and PSR is unable to rebook the date reserved, (a) over 90 days from the date of the retreat, only the deposit is forfeited; (b) between 31 and 90 days, 50 percent of the guaranteed minimum will be due; or (c) 30 days or less, the total guaranteed minimum will be due.

CHECK-IN: Any time after 3:30 pm on the first day of the retreat. All financial arrangements and obligations need to be made prior to the group's check-in.

CHECK-OUT: Anytime before 11:00 am on the last day of the retreat. However, guests may be asked to check out of their rooms by 9:00 am if there is another group coming in that day. Check-out constitutes keys turned in and full departure from the camp premises. **There are additional fees for anyone checking out after the agreed upon check-out time.** The additional fee per room for late stays is \$30.00 per hour up until 2:00 pm. Check-out after 2:00pm an additional day will be charged per room.

DAMAGE OR LOSS: All facilities are checked after each group's use. Any damage to facilities, equipment, or property will be charged to your group. No moving of beds, equipment, tables, or chairs is permitted without checking with the Manager on Duty. Youth groups will be charged a refundable security deposit of \$500.00. Youth groups are defined as the majority of the group consisting of youth 17 years old or younger.

DAY VISITORS: All guests on the campgrounds are required to register with the Desk Clerk at the Lodge front desk. Registrants will receive a guest pass authorizing them to be on campus. The Group Leader, Food Service Director and the Manager on Duty need to authorize/approve any Day Pass meal tickets for which prior arrangement had not been made. Please note, there is a charge for day use with or without meals, please see the rate sheet.

GROUP INFORMATION SHEETS: Meal counts, meeting room equipment needs and completed lodge room/cabin assignment sheets are due 7 days prior to arrival. An Information Deposit, not to exceed \$200.00 will be added to all standard contracts. Groups providing all necessary information at least 7 days prior to arrival will have their Information Deposit returned. Those who do not have **ALL** the necessary information sheets submitted 7 days prior to arrival will forfeit their Information Deposit. At the camp's discretion, minor changes after deadline dates may not affect the group's Information Deposit status.

FIRES: Campfires are permitted only in certain areas with permission of the local fire department during certain times of the year. **No fires of any kind are allowed without prior approval and without the supervision of PSR personnel or PSR designee.**

FIRST AID/MEDICAL NEEDS: Group leaders are responsible for providing for medical emergencies or health needs of their group, including a First Aid Kit, any transportation necessary, and an adult within their group with CPR age-appropriate certification from a nationally recognized provider. For youth groups the designated adult must have First Aid certification from a nationally recognized provider. All guest food allergies must be disclosed on the Guest Information Sheets.

FOOD/FOOD SERVICE/REFRESHMENTS: To provide top quality meals, the serving line is open for 30 minutes for each meal--please advise the members of your group. There are NO refunds on unused meal passes. Mealtimes are as follows (unless prior arrangements have been made): Breakfast 8:00-8:30, Lunch 12:30-1:00, Supper 5:30-6:00. **Exceptions are Sunday Breakfast 8:30-9:00 and Friday Supper 6:30-7:00.** If PSR catering is desired, prior arrangements are necessary. No food or beverages are to be removed from the cafeteria. Please refer to the PSR Snack & Beverage policy. **There is a fee for any group starting designated meals 15 minutes past the agreed scheduled time. The fee will be no less than \$50.00 and up to the actual cost for extended labor hours.**

GROUP LEADERS: The Group Leader acts as a liaison between Pine Springs Ranch and the group members and is responsible for communicating and helping to implement the policies and procedures of Pine Springs Ranch. The PSR Manager on Duty may request time early in your program for a brief group orientation. Please pay close attention to the Group Leader Packet.

GUARANTEE POLICY: Contracts are written with guaranteed minimums for rooms/cabins, meals, guests, and meeting areas. Children 12 and under do not count against the adult minimum. If group attendance and/or room/cabin usage falls below the minimum for all or part of the duration, the contract minimum guarantee amount will be charged. Groups are billed (1) for the contracted packages according to the number of adults **actually** using the room at the rate indicated on the contract or rate sheet (children in rooms with their parents are billed at indicated child rate), (2) for use of the requested meeting room(s), and (3) for any other contracted or non-contracted services requested.

KEYS: Guests must pick up and return room keys to the Desk Clerk at the Lodge front desk. There is a \$5.00 fee for lost or unreturned keys.

LIABILITY INSURANCE: A Certificate of Insurance (1 million per occurrence) is required for all groups not affiliated with Southeastern California Conference of Seventh-day Adventist. **Certificate is to list “Southeastern California Conference” as additional insured.** (Uninsured individuals check with the PSR office for possible waiver options.)

LODGE ROOMS: Having food or beverages (except for bottled water) in lodge rooms or cabins is highly discouraged. Please see PSR Snack & Beverage Policy sheet.

LOST & FOUND: Pine Springs Ranch is not responsible for lost items. Unclaimed items will be disposed of after 30 days.

MEAL PASSES: Guests receive pre-arranged meal passes from the Desk Clerk at the Lodge front desk upon check-in. Guests must present their meal pass for each meal at the dining hall. Sorry, no refund for unused meals.

MEETING ROOMS: Meeting rooms are requested according to group needs and are booked for the length of the contract. Please refer to rate schedules for meeting room costs. Pine Springs Ranch reserves the right to reassign meeting rooms. In the event a group is moved to a larger meeting room than desired, the lower rate of the smaller room will apply. **NO FOOD IS ALLOWED IN MEETING ROOMS** unless provided by PSR catering or previous arrangements were made in accordance to the PSR Snack & Beverage Policy. Fees for carpet cleaning or damage outside of normal use will be passed on to the group.

PAYMENT POLICY: A deposit of at least 10% of the minimum guaranteed amount (but not less than \$100.00) is required along with the signed contract to secure a reservation. **Payment of 90% of the contract is due upon arrival before use of the facility.** Additional fees will be billed and are due within 10 days. Interest will be charged on any balance due after 30 days.

SUPERVISION OF CHILDREN: **Parents are responsible for the supervision of their children at all times.** They are also responsible to see that children abide by camp policies. No one under the age of 18 is allowed to stay in lodge rooms or cabins without adult supervision. Children are not allowed to run, or shout inside buildings, play on stairs, or any other similar activities that may be disturbing to other guests.

SIGNS, BANNERS, POSTERS ETC: Please contact the camp regarding appropriate methods and locations for displaying signs, banners, posters, etc. or the hanging of paper, cloth, or other such items. No tape of any kind, nails, tacks, staples etc. are to be used on walls, floors, ceilings, tables, doors etc. There will be a \$75.00 fine per incident (for each poster, picture, sign that is non-compliant). A list of PSR approved decorating supplies was emailed to your leader and is available upon request. Please refer to the PSR Approved Decorating Supplies sheet.

TELEPHONE: There is a landline telephone available at the Front Desk for emergency purposes only.

QUIET TIME: Observed from 11:30 p.m. to 6:30 a.m. Saturday and Sunday, and 11:00 p.m. to 6:30 a.m. Monday - Friday. We ask all guests to respect the rights of other guests. Meeting rooms are closed during quiet hours.

VEHICLES: Please unload immediately and park your vehicle in a marked space (between two white lines) in the parking lot or next to your cabin if space allows. Fire regulations do not allow parking on the side of the roads or thoroughfares.

YOUTH GROUPS: For all groups using Pine Springs Ranch which consist of minors without their parents the following ratio of staff on duty with campers in units or living groups and in general camp activities is required: Campers age 4 -5 years 1 staff for each 5 campers; campers age 6-8 years 1 staff per 6 campers; campers age 9-14 years 1 staff per 8 campers; campers age 15-18 years 1 staff per 10 campers. For groups of campers with special physical, medical, or behavioral needs the ratio of adults to campers may be as low as 1 on 1 -- please contact Pine Springs Ranch for proper ratio information. **All staff or volunteers who are supervising minors must be in compliance with California’s Assembly Bill 506.**