

# PRESBYTERIAN CLEARWATER FOREST

## POLICIES AND PROCEDURES FOR RETREAT AND CONFERENCE SERVICES



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<b>MISSION</b>	<p>Clearwater Forest Retreat and Conference services are intended to support the mission of the Synod, Presbyteries, churches and people of the Presbyterian Church (U.S.A.) in the upper midwest, and to support other non-profit organizations. Believing that sharing extended experiences with other people and with God's creation are of high value to the well-being of individuals, organizations and communities, these services seek to:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Provide an environment conducive to seeking the Holy Spirit</li> <li><input checked="" type="checkbox"/> Be a place where faith is nourished and renewed</li> <li><input checked="" type="checkbox"/> Be a place where people of all ages will deepen their experience with Jesus Christ</li> <li><input checked="" type="checkbox"/> Give access to the beauty of God's creation at Clearwater Forest</li> <li><input checked="" type="checkbox"/> Support the mission of other non-profit organizations that do not conflict with PCF's mission</li> </ul>
<b>AVAILABLE SERVICES</b>	<p>The services listed below are available year-round. Retreat and conference services are available during summer months, when there is no conflict with Clearwater Forest programs.</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Lodging at:             <ul style="list-style-type: none"> <li>● Leaning Tree Lodge</li> <li>● Eagle Lodge</li> <li>● Carriage House</li> <li>● Camp Cabins (May through September)</li> <li>● Campgrounds – Loon Point and Grouse Circle</li> </ul> </li> <li><input checked="" type="checkbox"/> Food Service</li> </ul>
<b>RATE INFORMATION</b>	<p>A current schedule of rates for retreat and conference services may be obtained from the Clearwater Forest office. Rates are established to offer affordable prices to users, recover a reasonable amount of the cost of maintaining and operating the facilities and services, and support good stewardship of the natural environment of Clearwater Forest. Rates may be revised at any time. Groups with reservations will receive at least 60 days' notice of any changes in rates. For unusually large and/or complicated events, Clearwater Forest reserves the right to negotiate more appropriate pricing.</p>

	<p><b>Day Rates:</b> Clearwater buildings are available for day usage. The day usage rates are as follows:</p> <ul style="list-style-type: none"> <li>● Hallett Dining Hall - \$300</li> <li>● Leaning Tree Lodge - \$200</li> <li>● Eagle Lodge - \$200</li> </ul>
<b>RESERVATIONS</b>	<p>Actual reservations will only be accepted and confirmed upon receipt of a signed contract and the appropriate deposit.</p> <p>No reservation is confirmed without a completed contract and deposit. Until a reservation is confirmed for the use of facilities on a particular set of dates, those dates are considered “open” to other groups.</p> <p>Presbyterian Clearwater Forest will not be responsible for protecting dates and/or facilities without reservations made by the user. Clearwater Forest does not keep perpetual reservations for any groups for specific annual events.</p>
<b>DEPOSIT</b>	A minimum deposit is required to confirm reservations for the use of lodges or other services. See the current rate schedule for the appropriate deposit for the services which you are arranging.
<b>CANCELLATION POLICY</b>	Groups that cancel their event more than 90 days prior to the event will receive a 50% refund of their reservation deposit. Groups that cancel their event 90 days or less prior to the event will forfeit their entire deposit. An event which cannot be held because of weather or other disaster can be rescheduled within the next 12 months from the original date with the deposit applied to the new booking.
<b>MINIMUM CHARGES FOR LODGING AND FOOD SERVICE</b>	Minimum charge amounts are included on the Rate Schedule. These amounts represent the least you will be charged for each particular service. If your total charge for a particular service, calculated on a per person basis, is less than the minimum charge, then the minimum charge amount is applied.
<b>CONFIRMING NUMBERS FOR LODGING AND FOOD SERVICE</b>	The numbers of people actually expected to be lodged each night and eat each meal must be confirmed with the Clearwater Forest office no less than four days prior to your arrival. Typically, we will contact you on the Tuesday before you arrive. The numbers you confirm become the minimum for which you will be charged. If your numbers rise after confirming them, you should contact the office and indicate the change.
<b>BILLING</b>	<p><b>Estimating your bill in advance</b> – To help avoid confusion about billing, we provide estimations of your charges on your reservation contract. If you have any questions about the estimate, contact the Clearwater Forest office.</p> <p><b>Calculating your actual bill</b> – Your bill is calculated based on the numbers you confirmed prior to the event or on the actual numbers of people being served, <b>whichever is greater</b>.</p>
<b>PAYMENT OF BILL</b>	Shortly after your event, the Clearwater Forest office will contact your group’s contact person to review all charges. An invoice will then be sent to the group in care of the group’s contact person. Payment is due within 30 days of receiving the invoice.
<b>INSURANCE</b>	<p>A “Certificate of Insurance” from your insurance provider is required. Presbyterian Clearwater Forest’s insurance provides coverage only in excess of all other collectable coverages in force. Clearwater Forest has insurance coverage only on an “excess” basis for injuries to guests.</p> <p>Clearwater Forest is not responsible for accidents/injuries as a result of individual or user group’s actions.</p>
<b>WHAT TO BRING FOR OVERNIGHT VISITS</b>	<p>Each person will need to bring everything they need or want for on top of the mattress and in the bathroom, unless you stay at Leaning Tree Lodge, Eagle Lodge or Carriage House. This a brief list of suggestions for summer cabins.</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Sleeping bag or sheets and blankets</li> <li><input checked="" type="checkbox"/> Pillow</li> <li><input checked="" type="checkbox"/> Bath towel, hand towel, washcloth</li> <li><input checked="" type="checkbox"/> Soap, shampoo, toothpaste...</li> <li><input checked="" type="checkbox"/> Flashlight</li> <li><input checked="" type="checkbox"/> Boots for snow, rain and mud</li> </ul>

<p><b>FOOD SERVICE</b></p>	<p>Clearwater Forest is proud of its great tasting food. Food service is available Sept-May. Meals are served in Hallett Hall (the Dining Hall). However, special arrangements may be made for meals to be served at Leaning Tree Lodge or Eagle Lodge. Food service is available to all groups, so be prepared to share the Dining Room with other guests. Menus are planned by the Clearwater Forest Food Service Director. The food service staff is open to your suggestions or special needs related to food services. However, since more than one group may be served at a time, Clearwater Forest will plan the menus. Groups with unique food service needs (for example: special dinners or other receptions) that do not match the standard type of retreat meals can work with the Clearwater Forest staff to plan for such special events and appropriate rates will be set by Clearwater Forest.</p> <p><b>Meals are served buffet style for breakfast and lunch and family style for dinners</b> – Hot food is picked up in serving containers for each table at the kitchen counter. Groups are expected to assist in the setting of tables and clearing of tables for each meal. A few people should arrive at the Dining Hall fifteen minutes prior to each meal and ask the kitchen staff for instructions on setting the tables.</p> <p><b>Special Diets</b> – Be sure to contact the office regarding individuals with special diet needs such as vegetarian, diabetic or food allergies.</p> <p><b>Standard Meal Times</b> – Unless you make a special request for a different meal time, meals will be served at the standard time listed below. Whenever possible, special requests for different meal times will be honored, but Clearwater Forest reserves the right to maintain the standard schedule when more than one group is being served.</p> <ul style="list-style-type: none"> <li>● Breakfast 8:00 am</li> <li>● Lunch 12:30 pm</li> <li>● Dinner 5:30 pm</li> <li>● Sunday Dinner 12:00 noon</li> </ul>
<p><b>COOKING YOUR OWN MEALS</b></p>	<p>Leaning Tree Lodge, Eagle Lodge, and The Carriage House are each equipped with kitchen and dining spaces for groups that prefer to do their own cooking. Basic cooking and tableware are provided; dish soap will also be provided. Groups planning to do their own cooking should contact the Clearwater Forest office to review their specific needs and what is available in the building they will use.</p>
<p><b>EMERGENCY CARE</b></p>	<p><b>Clearwater Forest does not provide emergency medical personnel for rental or user groups. We do provide Emergency contact numbers near the phones in Leaning Tree Lodge, Eagle Lodge, and Osprey House. Clearwater Forest ...</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Strongly encourages</b> all groups to provide their own “on duty” individuals who are certified in First Aid and CPR.</li> <li><input checked="" type="checkbox"/> <b>Does not provide emergency transportation.</b> User groups are responsible for their own transportation.</li> <li><input checked="" type="checkbox"/> Provides First Aid supplies located in the kitchen of each residential lodge and at the office. However, groups are again strongly encouraged to bring their own first aid supplies.</li> <li><input checked="" type="checkbox"/> Clearwater Forest has an AED on-site which is located in the Dining Hall next to the fireplace.</li> </ul>
<p><b>WEDDING POLICY</b></p>	<p>When making reservations, guests with a direct connection to Clearwater Forest or Presbyterian Church (USA) are given priority reservations. Reservations may be made one year to the date of the weekend/ date. Clearwater Forest will confirm with wedding inquiries by the end of business day the Tuesday following the first business day to contract wedding parties not directly connected to Clearwater Forest or PC(USA) congregations. Due to high use of our facility with retreat groups, we limit the number of weddings to no more than four per year.</p> <ul style="list-style-type: none"> <li>● Wedding fee / site fee \$3000</li> <li>● Non-Refundable alcohol fee* \$500</li> <li>● Kitchen Fee** \$200</li> <li>● Refundable Cleaning fee/deposit. \$400</li> <li>● Lodging (Leaning Tree &amp; Eagle Lodge – Fri-Sun) \$3700</li> </ul> <p><b>Total</b> is \$7800.00 minus cleaning fee = <b>\$7400.00</b>. If no alcohol is served <b>\$6900.00</b></p> <p>*if alcohol is served</p>

	<p>**Licensed Food Service / caterer with insurance required to use the kitchen. Food may be stored in the main kitchen refrigerator or freezer with prior arrangements. Exclusive use of Dining Hall requires a two night reservation for all facilities (Eagle, Leaning Tree, and summer cabins (April – September.)</p> <p><b>Alcohol</b></p> <ul style="list-style-type: none"> <li>● Clearwater Forest is not responsible for accidents/injuries as a result of individual or user group’s actions.</li> <li>● Beer/wine/champagne may be served to legal age adults and must be well supervised by designated adult. Clearwater Forest prefers that distribution/supervision be done by a licensed bartender/caterer and appropriate supervision/security be arranged as needed.</li> <li>● No glass containers are allowed outside of buildings</li> <li>● Alcohol is limited to beer/wine/champagne. No hard liquor is permitted on Clearwater Forest Property. Kegs are limited to wedding reception in appropriate quantities. Taps and alcoholic beverages will not be served during the last 30 minutes of the reception and taps are to be secured following the wedding reception.</li> <li>● Groups are asked to recycle and clean up all signs of alcohol before departing.</li> </ul> <p><b>Cleaning Fee/Deposit</b></p> <ul style="list-style-type: none"> <li>● A refundable \$400 cleaning fee/deposit will be returned ONLY if the facility is returned and cleaned in the same condition it was found. The entire deposit will be forfeited if any evidence is found of damage/litter or additional staff time is required to clean.</li> </ul> <p><b><u>All other rental policies are strictly enforced.</u></b></p>
<p><b>NON-WEDDING ALCOHOL POLICY</b></p>	<p>As part of our service and guest policies, we do allow alcohol in moderation with the following stipulations.</p> <ol style="list-style-type: none"> <li>1. Alcohol is ONLY to be served to legal adults and inside buildings or within 50 feet of the building or campsite. Alcohol is prohibited in any Clearwater Forest watercraft.</li> <li>2. For family retreats/events, alcohol may be consumed in the presence of family members who are not of age. <u>For all other events, where youth are present, alcohol is strictly prohibited.</u></li> <li>3. Beer and wine are the only beverages permitted.</li> <li>4. Hard alcohol is prohibited.</li> <li>5. Kegs are not permitted</li> <li>6. Damage / cleaning fee of \$150 (minimum charge) will be assessed for any excessive cleaning that is a result of misuse of alcohol.</li> <li>7. Groups are asked to recycle and clean up all signs of alcohol before departing.</li> </ol>
<p><b>MEDICAL INFORMATION AND AUTHORIZATION</b></p>	<p>All user groups are encouraged to collect and maintain the following information about each of their members, especially minors traveling without their own parents:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Name</li> <li><input checked="" type="checkbox"/> Address</li> <li><input checked="" type="checkbox"/> Home and work phone numbers</li> <li><input checked="" type="checkbox"/> Email address</li> <li><input checked="" type="checkbox"/> Emergency contact names and numbers</li> <li><input checked="" type="checkbox"/> Information regarding allergies, diet concerns, health conditions requiring treatment and physical limitations.</li> <li><input checked="" type="checkbox"/> Health Insurance, including <ul style="list-style-type: none"> <li>● Name of insured</li> <li>● Name of carrier</li> <li>● Insurance number and/or group number</li> </ul> </li> </ul> <p>For groups with minors traveling without their own parents, a signed medical authorization is strongly encouraged.</p>
<p><b>DEER TICKS</b></p>	<p>Deer ticks are present at Clearwater Forest. We strongly urge frequent tick checks and that parents assist their children with tick checks. Additional information about deer ticks and Lyme Disease may be found posted in Hallett Hall and the Health Center.</p>

<b>TELEPHONE LOCATIONS</b>	A phone is located in the kitchen of the Dining Room (Hallett Hall). Cell phone coverage is decent with Verizon and AT&T. T-Mobile and Sprint are difficult to get reception.
<b>WiFi/INTERNET</b>	We are pleased to provide limited WiFi connection to guests in Leaning Tree and Eagle Lodges. We ask that no large files/downloads/streaming of videos/music happen as it will consume a large quantity of our monthly usage amount.
<b>ARRIVAL AND HOST GREETING</b>	Most groups arrive after office hours, so you do not need to “check-in.” A Clearwater Forest representative or Host will visit with your group in person shortly after you arrive. The host will check to see if there are any questions arising from the Clearwater policy and procedure information or the orientation led by their group leader, and be available throughout the event either on site or on call with cell phone number provided to the group leader.
<b>GROUP ORIENTATION</b>	Group leaders are expected to orient their own groups to all of the information in this document and the emergency information documents. A Clearwater Staff Member will be available to assist in the group orientation.
<b>RESPONSIBILITY FOR SUPERVISION AND BEHAVIOR</b>	Group leaders are generally responsible for the conduct of their group members. Parents are responsible for the behavior and supervision of their own children. Clearwater Forest does not provide direct supervision for children in retreat service user groups. Clearwater Forest staff will report inappropriate activities to the group leader.
<b>SUPERVISION RATIOS FOR YOUTH GROUPS</b>	Groups are expected to maintain a ratio of at least one youth leader for every eight youth nine years and up. There must be at least two youth leaders at all times.
<b>TOBACCO USE</b>	Tobacco use (pipe, cigarette, e-cigarette or chewing tobacco) is not permitted in any building of Clearwater Forest. Designated smoking areas may be established with direction from Clearwater Staff for adult retreat groups. Smoking will not be permitted within 30 feet of any doors/windows of buildings, or in the proximity of any underage youth. User groups are asked to not leave any sign of tobacco products.
<b>PETS</b>	Guests staying in any buildings are not permitted to bring pets. A <b>\$500</b> fee will be imposed if a guest has a dog/pet in the lodges and will also be asked to leave. Guests staying in the campgrounds are permitted to bring dogs; dogs must be on leashes at all times. Dogs that bark excessively and are not able to be quieted will be required to leave Clearwater Forest along with their owners. Owners must clean up after their own animals. Pets are not allowed in the beach/swim area. We do have a service animal policy in place – please see separate <a href="#">Service Animal Policy</a> for that information.
<b>CAMPFIRES, FIREPLACES AND FIREWOOD</b>	<b>Campfires</b> are restricted to the designated fire pits. Guests are welcome to gather firewood that is laying on the ground in the forest, or use wood that is stocked near each fire pit. <b>Fireplaces:</b> Split wood for inside fireplaces is provided in the buildings.
<b>ACCESS TO OTHER BUILDINGS</b>	<b>PRIVACY PLEASE</b> Most groups come to Clearwater Forest to seek a bit of isolation. Respect the space of other groups. Do not enter any building that is not specifically reserved for use by your group. Remember to avoid outdoor activities close to another group's building. <b>INTRUDERS</b> All visitors who are not with registered groups must report to the Clearwater Forest office upon arrival. A part of your orientation includes information about other groups using Clearwater Forest at the same time you are. Please contact the PCF host to report suspected intruders that do not seem to be with other registered groups.
<b>CLEAN-UP</b>	Groups are expected to assist with the clean-up of buildings and other facilities they use for lodging, dining, meetings, or any other purpose. Each building has a specific set of clean-up instructions. Groups leaving the facilities with excessive cleaning or damage will be billed accordingly.
<b>DAMAGE &amp; MAINTENANCE ITEMS</b>	Urgent concerns should be reported immediately to the PCF host. Contact numbers are provided in the welcome letter that is in the building when you arrive. Otherwise, please report problems to the office on the evaluation form.
<b>VANDALISM OR CARELESS DAMAGE</b>	Buildings are inspected before and after each event. Groups will be charged for labor and material costs associated with the repair of any new damage found.

<b>PARKING</b>	Limited parking is available at Leaning Tree Lodge and at Osprey House. Parking for Eagle Lodge is provided near the Southeast corner of the building approximately 250 feet away. Additional parking is available at the main parking lot. See the site map for suggested parking areas.
<b>CLEARWATER FOREST STORE</b>	A variety of clothing apparel, blankets and other items are available in the Clearwater Forest store. Contact the office to make arrangements for the store to be open when your group is visiting.
<b>SWIMMING</b>	<p>Swimming and all other aquatic activities are permitted but only “at your own risk.” User groups must assume all responsibility for the water safety of their members. <b>LIFEGUARDS ARE NOT PROVIDED</b>, therefore we strongly encourage groups to follow our safety guidelines listed below:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Have your own Red Cross certified lifeguard(s) on duty whenever swimming or boating are occurring.</li> <li><input checked="" type="checkbox"/> Swimming is permitted only in the swimming area located near Leaning Tree</li> <li><input checked="" type="checkbox"/> Swimming and/or boating may occur only during daylight hours.</li> <li><input checked="" type="checkbox"/> No head first diving.</li> <li><input checked="" type="checkbox"/> No more than five persons at a time on any raft.</li> <li><input checked="" type="checkbox"/> No rough play on docks or rafts.</li> <li><input checked="" type="checkbox"/> No swimming under rafts or docks.</li> <li><input checked="" type="checkbox"/> Children must be accompanied by their own parent or another adult designated by their parent.</li> <li><input checked="" type="checkbox"/> Clearwater Forest may close the waterfront to all or some aquatic activity.</li> <li><input checked="" type="checkbox"/> During the operation of summer camps or other Clearwater Forest program events, the beach and all other waterfront resources are not available to rental user groups without a specific authorization from the Program Director or Executive Director.</li> </ul>
<b>BOATING</b>	<p>Again, aquatic activities are permitted but only “at your own risk.” User groups must assume all responsibility for the water safety of their members. Retreat groups may use watercraft located at Leaning Tree Beach only. Watercraft at the summer beach are reserved for Clearwater Forest programs and not for general use (Sailboats, kayaks, paddleboards, canoes, etc.)</p> <p><b>All boaters MUST:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Properly wear personal floatation devices (PFDs) at all times on the water.</li> <li><input checked="" type="checkbox"/> Comply with any other specific instructions given by Clearwater Forest staff, such as precautions related to weather conditions.</li> <li><input checked="" type="checkbox"/> Stay in visual contact with the launching area</li> <li><input checked="" type="checkbox"/> Stay low in the boat</li> <li><input checked="" type="checkbox"/> Stay clear of swimmers, fishing boats and sailboats</li> <li><input checked="" type="checkbox"/> Return all equipment to the proper storage locations or as instructed by Clearwater Forest staff</li> <li><input checked="" type="checkbox"/> Boating capacity is limited to the number of seats on the watercraft.</li> </ul> <p><b>All boaters MUST NOT:</b></p> <ul style="list-style-type: none"> <li>● Put tips of paddles into anything but water or air, use the butt for pushing off</li> <li>● Stand, lean or sit on boats that are still on land</li> <li>● Bump boats with each other</li> <li>● Crash into rocks, docks or other objects</li> </ul>
<b>HIGH ROPES COURSE</b>	Our High Ropes Course is open to any group that would like to experience it; however, there is an additional fee associated with its use and registrations must be made at least 30 days in advance to ensure appropriate staffing. For more information please contact the Clearwater Forest office.
<b>PROHIBITIONS AND RESTRICTIONS</b>	<p>The following items are not permitted in any Clearwater Forest retreat and conference facilities, inside or out:</p> <ul style="list-style-type: none"> <li>● <b>HARD ALCOHOL/LIQUOR</b></li> <li>● <b>ILLEGAL DRUGS</b></li> <li>● <b>FIREARMS</b></li> <li>● <b>FIREWORKS</b></li> <li>● <b>PETS*</b> (Pets are allowed in the campgrounds, but must be kept on leash and quiet)</li> </ul>

	<p><u>Motorized vehicles of any kind</u> are not permitted on the trails or recreational areas.</p> <p><u>Motorized water crafts</u> may be launched from the public access to Clearwater Lake on County Road 8</p> <p><b>The following activities are not permitted anywhere at Clearwater Forest:</b></p> <ul style="list-style-type: none"> <li>• <b>HUNTING</b></li> <li>• <b>GATHERING FIREWOOD FOR USE OTHER THAN AT CLEARWATER FOREST</b></li> <li>• <b>UNAUTHORIZED CUTTING OF TREES OR BRUSH</b></li> <li>• <b>GATHERING ROCKS OR OTHER NATURAL OBJECTS FOR USE OTHER THAN AT CLEARWATER FOREST</b></li> <li>• <b>HARASSING WILDLIFE</b></li> </ul>
<b>EVALUATION</b>	Your feedback is valuable. Both positive and negative comments are welcomed and useful as we continue to improve our services and facilities. An evaluation form will be provided for your group.
<b>OFFICE LOCATION AND HOURS</b>	The Clearwater Forest Office is located in the southeast corner of the Dining Hall. The standard hours are Monday through Friday, 8:30 am to 4:00 pm. When groups are on-site, a Clearwater Forest staff person/host is always "on call."
<b>PHONE NUMBERS</b>	Clearwater Forest Office 218.678.2325
<b>STAFF</b>	Director of Operations & Guest Services.....Tami Jacobs Director of Site and Facilities..... Lance Baumann Director of Programs and Outreach..... Doug Snaza Food Service Manager..... Vicky King Host..... Shelly Watson