

REFRESHING MOUNTAIN'S FAQs FOR YOUR EVENT

These are questions we commonly ask groups during the planning process. Don't worry if you do not have all the answers now. These questions are meant to help you think through the details.

Arrival and Check-In:

- Check-in is at 4pm if Dinner is your first meal. Check-in is at 6pm if you are not getting any meals on your first day.
- In general, we recommend that groups be on site at least 1 hour before their first meal. If traveling on a Friday evening please give yourself extra travel time for traffic.

Departure and Checkout:

- Checkout of Lodging is by 9am. Checkout of Meeting Room is by 11am (if breakfast is your last meal), or 2pm (if lunch is your last meal).
- We need guests to depart the grounds at the same time as the Meeting Room checkout time.
- [Checkout procedures for Bunks, Lodges, Meeting Rooms here.](#) [Checkout for Cabins here.](#)

Transportation:

- Will you be arriving via bus, vans, cars, bicycle? 😊 Any way is fine however, we would especially like to know if you will be arriving in a bus and if the bus will be dropping you off or staying on site. We need to know this in order to reserve a pavilion for you (as a place to store luggage on checkout day).
- If you do not already have a bus in place, here are some [Local Bus Companies](#) we recommend.

Meal Times

- Meal Times: We serve in shifts, so we will assign when your meal times are. Guest Services will email these to you 1-2 months before your event.
- Menu Request Form: Please let us know what types of food your group likes/does not like by filling out our [Menu Request Form](#).

Activities:

- We guarantee that we have an activity here that your group will enjoy, and we can likely find one in your price range too. The main thing you need to decide is if you want to book something for everyone (and factor the cost into their registration price), or create a signup sheet (and let each person pay you individually). In either scenario, you must reserve which activity you would like 60+ days ahead of time in order to receive the Advance Planner Discount. You then have the freedom to cancel an activity up to 14 days before your arrival if you are not getting enough participants. This 14-day cutoff is also when your final numbers are due.
 - What you don't want to do is wait until you are here to try and book an activity because 1. It will likely be sold out and 2. You would not get the Advance Planner Discount. [See Activity Pricing here.](#)

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- Here is a link to the [Waiver Form](#). Children under 18 years old would need to have a parent signature. Guests 18+ can sign for themselves. These forms should be handed in when you arrive.

Recreation Areas:

- Gyms and Fields: There is no cost for these areas, but they do need to be approved in advance. Let us know what times you would like, and we will check availability.
- Seasonal Community Pool: There is no cost to use this during public hours, however, you still must request use in advance so that we can inform our Lifeguards. [Public Hours found here](#). [Pool Rules found here](#). The Pool can also be reserved for Private Pool Parties. ([See Activities Pricing for costs](#)).
- 319Cafe: This is a fun hang-out area that has some goodies for purchase. ([See Menu Here](#)). Typical Hours are: **Memorial Day – Labor Day 11am-7pm (Monday-Saturday) and Sundays from 1-7pm. Winter Months are typically 11am-5pm on Saturdays.** (Subject to change).

Meeting Room:

- We will automatically setup your main meeting room with enough chairs for your group size, and 2-3 tables on the side. You are welcome to bring along your own audio/visual however, we can save you that step so that you do not need to haul in a lot of equipment. [Prices found here](#), and these are a flat rate for your entire stay. Please request these 30+ days in advance.

Snacks:

- Snacks: No retreat is complete without some munchies and we have 3 options to choose from. 😊
 1. [Most Popular Refreshing Mtn. Snack Options](#).
 2. [Life Cafe \(traveling espresso bar for coffee lovers\)](#)
 3. Or bring in your own. The only exception to bringing your own food is if you are using Meeting Room H, K, or Gym #2 since we do not allow food/drink in these rooms. In this case you would need to reserve the Dining Hall, a Campfire, or a Pavilion in advance.

Guidelines:

- [See our Guidelines here](#). This covers important things like our Statement of Faith, Modesty Policy for the Pool, Disallowed Games/Crafts, Quiet Hours, etc. This would be especially good for your chaperons or volunteers to read so that they do not plan to build a slip n slide activity or a color run for the event.

