



# Frequently Asked Questions

## **1. What time can we check into or out of our room?**

Most contracts state check-in is anytime after 4:00 p.m. to allow housekeeping adequate time to clean rooms after the previous group(s) departs. We can allow you to check in earlier only if housekeeping is finished and releases your assigned rooms. Similarly, a prompt 1:00 p.m. check-out is necessary to allow our staff to prepare and accommodate the next arriving group(s).

## **2. What does it mean when Pine Creek refers to a final meal count?**

A final meal count refers to the final number of people submitted to Pine Creek for food preparation purposes, usually 8-10 days in advance of the retreat. If this number is less than the guaranteed minimum as stated on your contract, you are still obligated to pay the full guaranteed minimum payment as stated on the agreement. However, if the final number of guests is greater than the guaranteed minimum, this is the number of guests that we will be prepared to host (lodging/meeting space, meals, etc.).

## **3. Can we add or subtract people to our group after the final meal count is submitted?**

Yes. The final meal count on the required due date allows the dining room to begin purchasing food and plan staffing for your retreat and others. If your numbers increase or decrease dramatically, it becomes critical to assure adequate food preparation and/or to prevent excessive food waste.

## **4. Where do we go when we arrive?**

Upon arrival, the group leader should go to the Pine Creek Office, located next to the Dining Room unless other arrangements have been made with our Conference Services Coordinator. Our host will then greet you and provide important information for your retreat.

## **5. If members of our group arrive before the group leader, can they begin checking in?**

Prior arrangements need to be made to facilitate members to check in before the group. The group leader should submit a list of guests who will arrive early with room assignment in advance so the staff can direct your guests appropriately when they arrive. Then they will only be allowed to enter their guest rooms if they are cleaned and ready. It is our preference for the group leader to check-in first, so that the host can go over some important information with you.

## **6. Do our rates decrease if we do not use all our rooms?**

The contracted rates are per-person and the number of rooms used does not affect the cost. Your groups' per-person rates are indicated on your contract.



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## **7. Can we rearrange our meeting space to adapt to our changing needs?**

Yes. The meeting space will initially be set up based on the information provided on the Retreat Planning and Information Forms. Usually the group is responsible for any rearrangement.

## **8. May we use our meeting space longer than anticipated?**

If your schedule adjusts while your group is on-site please inform the host ASAP. Be aware the heating and air conditioning are controlled electronically and another group may be scheduled to use the meeting space after you leave. If you need to use the meeting space following your group's check-out time or outside the schedule submitted on the Retreat Planning Forms, please make prior arrangements with Conference Services or during your retreat, the Host must be consulted.

## **9. Can we use the recreation facilities when other groups are not scheduled?**

Yes. To maintain an orderly use of our recreation facilities by our contracted groups, we require scheduled recreation. If other groups are not scheduled to use the facility, the center is available to anyone, except the climbing wall. Also, if your group is a youth group, adult supervision must be present at all times.

## **10. Do youth require adult supervision to use the outdoor pool?**

Yes. An adult leader must be present at all times while guests under 18 are in the pool area.

## **11. Do we need to provide our own pool towels?**

Yes, the towels in the room are for room use only.