



Frequently Asked Questions

1. What time can we check into or out of our lodge/dorm 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 check-out (1:00 p.m. with lunch and 11:00 a.m. without) is necessary to allow our staff to prepare and accommodate the next arriving group(s).

2. What does it mean when The Crossing refers to a final meal count?

A final meal count refers to the final number of people submitted to The Crossing 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 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?

We look forward to greeting group leaders to check-in at the Camp Office in Ackerman Lodge (clearly marked with signage on the north side of the building). Please Call or Text 308-440-4560 prior to arrival so we can greet you and your group.

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 lodge rooms?

The contracted rates are per-person and the number of lodge rooms used does not affect the cost. In motel style rooms, the rates per-person generally decreases when you increase the occupancy in each room. Your groups' per-person rates are indicated on your contract.



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7. Why are colored wristbands required?

We require group members to wear colored wristbands to help identify who is authorized to use our facilities, participate in recreation, and eat meals in our dining room. Those not wearing wristbands will be stopped and asked to be confirmed by their group leader if they are authorized to participate. If they are not part of a particular group, they will be asked to leave.

8. 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.

9. 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 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.

10. Why do youth groups require lifeguards?

State law requires all youth groups to have a Crossing /Red Cross certified lifeguard.

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

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