

# Retreat Planner's Checklist

## 12 Weeks Until Your Retreat!

We are excited to host your event here at Refreshing Mountain!

We have a helpful tool for you called our RETREAT PLANNER'S CHECKLIST.

[\\*Please download it and refer to it often as it will answer a lot of questions you may have.](#)

You will also be receiving one email from our team each week (and this is the first email). The goal of these emails is to communicate proper expectations of who Refreshing Mountain is and what we require of/from your retreat group. We also want to learn about your event and how we can accommodate your needs.

Please pay attention to these emails whether it is your first time staying with us or your 100<sup>th</sup> time as you will likely learn something new. 😊 There are also a few repetitive things we need to receive from you each year even if you are a returning guest.

If you have any questions along the way we are here to help make your stay refreshing!  
Email our team at [Retreats@refreshingmountain.com](mailto:Retreats@refreshingmountain.com) or call 717-738-1490 x. 124.

### Retreat Planning Team at Refreshing Mountain



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## Retreat Planner's Checklist

# 11 Weeks Until Your Retreat!

At this time we need to know if you would like to book any of our adventure activities like ziplines, escape rooms, axe throwing, the giant swing, teambuilding, etc.

As an overnight retreat your schedule gets priority over our day events but this means that you need to let us know by 9 Weeks before your retreat if you would like to book an activity. To help you with this decision, we offer a **25% discount on our hourly activity rates!** This discount is available up until 9 Weeks before your retreat. After that time the 25% discount is removed, and you will not have prioritized scheduling.

Now you might be thinking, "How can I decide which activity to add if I do not even know who is going to register for the retreat?!" We understand. 😊 To help navigate this, we allow retreat groups to cancel their booked activities with no penalty up until 4 weeks before their retreat. This allows you to receive the 25% activity discount now but cancel activities later if necessary. We will remind you of this deadline 4 weeks before your retreat at which time you will need to decide to keep the activities or cancel them.

Why do we do this? Because the demand for our zipline activities is extremely high. If you do not add something now you might not have the opportunity to add something closer to your retreat.

[SEE ADVENTURE OPTIONS HERE!](#)

Please reply to this email with 1 of the following responses:

1. **No.** I do not want to book any adventure activities at Refreshing Mountain. Or,
2. **Yes.** I would like to book activities at Refreshing Mountain and qualify for the 25% discount.
  - If yes, IT IS IMPORTANT to include WHICH activities and HOW MANY HOURS you would like of each. We are here to help. If you have questions on how to pick the right activities for your retreat, please email [Retreats@refreshingmountain.com](mailto:Retreats@refreshingmountain.com) or call us at 717-738-1490 x. 124.
  - Note: If you do add any adventure activities, then each guest will need to sign our [Activity Waiver Form](#). (Parents will need to sign for children under 18 years old and guests 18+ will need to sign for themselves). These forms will be due when you arrive for your retreat.

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## Retreat Planner's Checklist

# 10 Weeks Until Your Retreat!

This is a friendly reminder that you have 1 more week to book adventure activities at Refreshing Mountain and **qualify for the 25% discount**. If you have already emailed us which activities you would like, then you can disregard this email.

[SEE ADVENTURE OPTIONS HERE!](#)

If you have not replied, please email us your decision:

1. **No.** I do not want to book any adventure activities at Refreshing Mountain. Or,
3. **Yes.** I would like to book activities at Refreshing Mountain and qualify for the 25% discount.
  - If yes, IT IS IMPORTANT to include WHICH activities and HOW MANY HOURS you would like of each. We are here to help. If you have questions on how to pick the right activities for your retreat, please email [Retreats@refreshingmountain.com](mailto:Retreats@refreshingmountain.com) or call us at 717-738-1490 x. 124.
  - Note: If you do add any adventure activities, then each guest will need to sign our [Activity Waiver Form](#). (Parents will need to sign for children under 18 years old and guests 18+ will need to sign for themselves). These forms will be due when you arrive for your retreat.

Thank you!

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## Retreat Planner's Checklist

# 9 Weeks Until Your Retreat!

This week, we have a list of important documents for you to review.

- [Activity Release Waiver Forms](#). This form is only required if you signed up for any of Refreshing Mountain's activities. As the group leader, you can decide if you want your guests to sign this form electronically or by a paper copy. Anyone ages 18+ must sign this form for themselves, and anyone under 18 years old will need a parent to sign for them.
  - If you prefer to have your guests sign this electronically, then you should have already received a link from us back when you first booked your retreat. (Let us know if we should re-send the link).
  - If you prefer to sign paper copies instead you can find that [here](#).
- [Did I Forget Anything?](#) (This form specifically highlights the weight requirements for the activities and the dress code for the seasonal pool).
- [Packing List](#)
- [Guidelines](#) (This elaborates on what kind of games/crafts we do not allow at Refreshing Mountain).
- [Meeting Room Etiquette](#) (Some rooms allow food/drink, and some do not).
- [Checkout Instructions](#)
- [Retreat Announcements and Emergency Information](#)
- Campus Map
  - [Campus Map](#) in full color
  - [Campus Map](#) best for printing
- [Snack Options Provided by Refreshing Mountain](#)
- [Local Bus Companies](#) we recommend in case you are looking for a bus company.

Let us know if you have any questions along the way.

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## Retreat Planner's Checklist

# 8 Weeks Until Your Retreat!

This week is our social media focus and time to get people excited about your upcoming event!

We've already created the videos for you to share and pictures, pictures, pictures. 😊 We encourage you to share these often as it will help generate excitement for the retreat and encourage people to register.

- View our [Social Sharing Page here.](#)
- Find us on [Facebook](#), [Instagram](#), [X](#), etc.

**Fun Fact!** Did you know that Refreshing Mountain was started by Marlin and Sharon Harnish in 1983 and has a beautiful faith-filled story of how the Lord provides? [Watch their story here.](#)

In the words of Sharon Harnish, "We weren't looking to buy a camp. We always wanted to have a place of our own where we could raise our children and work together. We also were going to church where we were hearing a lot about faith and what it means to walk and live by faith. We wanted more for the Christian life than what we were just experiencing..."

We hope their story encourages you as you continue to plan for your upcoming retreat. Feel free to share this with your guests as well if you feel it would encourage their faith.



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## Retreat Planner's Checklist

# 7 Weeks Until Your Retreat!

We need to receive these things from you:

1. **Submit your Sales Tax Exemption Number:** If you are a registered non-profit in the U.S then you can likely qualify for Sales Tax Exemption. [Here is the form that Refreshing Mountain needs](#). Please fill in the highlighted sections and email it to [Retreats@refreshingmountain.com](mailto:Retreats@refreshingmountain.com).
  - a. Note: your exemption account ID number should be different than your EIN number.
  - b. Note: if you submit this form, then ALL payment for your event will need to come from the organization that has the sales tax exemption (not from any personal accounts).
  - c. Note: if your organization does not have sales tax exemption, then you will need to pay the PA Sales Tax (see your contract for what that amount will be).
  - d. Pennsylvania Sales Tax Exemption [Application found here](#).
  
2. **Submit Your Organization's Certificate of Liability Insurance (COI):** You will need to contact your organization's insurance provider and ask them for a copy of your COI. If your organization does not have insurance, then jump down to the next section.
  - a. This is not something you need to collect from each individual guest, but from your organization's insurance provider.
  - b. Please email the COI to [Retreats@refreshingmountain.com](mailto:Retreats@refreshingmountain.com).
  - c. Your insurance provider will need our mailing address. This is 455 Camp Rd. Stevens, PA 17578.
  - d. Refreshing Mountain does not need to be listed as 'additionally insured' on your policy, we just ask to be listed as a 'certificate holder'.
  - e. FAQ: "What specific amount should be on the COI?" Answer: "Typically, we see policies that are either \$500,000 or \$1,000,000. Something like this is standard, but we don't have a defined amount we expect."
  - f. FAQ: "Can I buy a specific policy for my retreat?" Answer: "Yes. You would connect with your local insurance broker and request TULIP Insurance (Tenant Users Liability Insurance Program). It is often also referred to as special event insurance."
  - g. FAQ: "Does our organization need camper medical insurance?" Answer: "Camper Medical is insurance that covers injuries to campers at camp. RM does not require you to have it (we don't offer it either). If your campers all carry personal health insurance policies (hopefully they do and if so, you should collect that info as part of your registration process) then Camper Medical Insurance would be double coverage. Nice to have, but not mandatory."
  
3. **If Your Organization Does Not Have Insurance:** Then we will need each guest to sign our [Event Participation Agreement](#). Anyone over 18 years old will need to sign for themselves and anyone under 18 years old will need to have a parent sign this form. You can hand in these forms when you are on site.
  - a. **FYI:** If you go with this option (instead of giving us a certificate of liability insurance like mentioned above), then you will not be able to rent a golf cart from Refreshing Mountain. If renting a golf cart is important to your event, then you will need to provide a certificate of liability insurance.

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## Retreat Planner's Checklist

# 6 Weeks Until Your Retreat!

Now is the time to fine-tune your schedule and email us a copy. You should have received your mealtimes from us by this point so that you can put together a preliminary schedule. (If you have not received your assigned mealtimes, please reach out to [Retreats@refreshingmountain.com](mailto:Retreats@refreshingmountain.com)).

1. [Please review our FAQ sheet.](#) This will answer questions about arrival, checkout, pool times, gym times, and how to go about booking them.
2. Please also review our [Meeting Room Etiquette](#) information to know what is permitted in your meeting room.
3. If you would like to [rent any audio/visual, a golf cart, or a propane grill](#) just let us know!
4. Continue to share pictures of what you have booked at Refreshing Mountain! [You can find dozens of quality photos here.](#)

We are looking forward to having you here!

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## Retreat Planner's Checklist

# 5 Weeks Until Your Retreat!

It's getting real everyone. We're only 5 weeks away from an amazing experience of connecting you with God and others. Now is the time to talk about one of the most important aspects of any retreat. The food. 😊

1. Here is a link to our [Menu Request form](#). This is optional however, if your entire group has certain foods that they cannot eat, we would like to know what those are. We cannot guarantee that we can honor all requests made however, we will consider your requests as we plan the menu for your event and do what we can.
2. Food Allergies: If you have any guests with food allergies, please note that we can accommodate some but not all food allergies since it is specific to the individual. Because of this, it is best to share our [Current Menu](#) with anyone who is concerned about food because it contains a KEY that shows what common allergies are in each food item. This KEY will answer most questions for concerned guests.
  - a. Note: if you are bringing a lot of children/teens in your group who have food allergies, then we recommend you also bring someone who can help them navigate this for them. Our kitchen staff will happily answer any questions about the ingredients in the food on the buffet line, but they just have to be asked. 😊 Sometimes teenagers are not comfortable asking and so this is where one of your chaperones can help assist them before they fill their plate.
  - b. Note: The Current Menu only shows the menu for the next 7 days out. If you do not see your retreat group's date, then please wait until 7 days before you arrive.
3. **And lastly, a reminder:** If you have booked any adventure activities, next week is the due date to confirm that you want to keep them (locked in for billing) or release them. Once we are within 4 weeks of your retreat, activities cannot be refunded.

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## Retreat Planner's Checklist

# 4 Weeks Until Your Retreat!

If you have booked any adventure activities with us, today is the due date to confirm that you want to keep them or release them. If you keep them, they are locked in for billing and cannot be refunded.

**1. Please reply to this email to confirm one of the following:**

- Yes. Please keep all of the activities I have scheduled.
- Please remove an activity (please be specific as to which one, how much time, etc.).
- Or, if you need to talk this through with someone give us a call at 717-738-1490 x. 124.

**2. Additionally, please review the attached Group Retreat Summary to see everything that we have reserved for you. If something is in error, please let us know immediately.**

**3. Reminders:**

- o Activity Release Waiver Forms. This form is only required if you signed up for any of Refreshing Mountain's activities. As the group leader, you can decide if you want your guests to sign this form electronically or by a paper copy. Anyone ages 18+ must sign this form for themselves, and anyone under 18 years old will need a parent to sign for them. If you prefer to have your guests sign this electronically, then you should have already received a link from us back when you first booked your retreat. (Let us know if we should re-send the link). If you prefer to sign paper copies instead you can find that [here](#).
- o If you have not, please let us know if you would like to [rent any audio/visual, a golf cart, or a propane grill](#). (These are flat rates for your whole event).
- o If you have not, please review our [Meeting Room Etiquette](#) page to know what is permitted in your meeting room.
- o If you have a bus company bringing you, please make sure they [follow the directions on our website](#). This will bring them in the most "bus friendly" way. [Here is also our map](#) which is nice for printing for your guests. Buses may ONLY park in Parking Lots A or B.
- o Please review our [Did I Forget Anything Checklist](#).

We are looking forward to having you here!

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## Retreat Planner's Checklist

# 3 Weeks Until Your Retreat!

These next 3 weeks will be full of opportunities to serve. Your guests will have many requests and needs and probably require some extra patience from you. Just breathe. :) Remember why and who you do this for and that we are here to help. Together, we will button up all the final details to make this a wonderful event for every guest.

1. **Most Important:** We need you to fill out [THIS FINAL NUMBERS SPREADSHEET](#) and email it back to us. The deadline to submit this is **NEXT WEEK, which is 14 days before your event.**
  - **Note:** This is a very important deadline because it correlates to the Free Group Leader Stay Discount. For you to receive this discount, you must submit our Final Numbers Spreadsheet no later than 2 weeks before your event.
    1. \*Not all contracts have this discount offered. Check your contract for details.
  - **Note:** The number you submit on this spreadsheet becomes the minimum number you are agreeing to pay for (as long as this number already meets the minimum on your contract).
  - **Note:** You can add people to this spreadsheet by 10-15% up until arrival but you cannot subtract from it unless due to an emergency, sickness, etc.

### Additional Information:

- Room Layout: [Bunks](#). [Lodges](#). [Cabins](#). [Private Rooms](#)
- Please Review Our [Did I Forget Anything Checklist](#)

We are looking forward to having you here!

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# Retreat Planner's Checklist



## 2 Weeks Until Your Retreat!



Here are a few things we need to receive from you:

1. **Most Time Sensitive:** [Submit the Final Numbers Spreadsheet today!](#)
  - **Note:** This is a very important deadline because it correlates to the Free Group Leader Stay Discount. For you to receive this discount, you must submit our Final Numbers Spreadsheet no later than 2 weeks before your event.
    - \*Not all contracts have this discount offered. Check your contract for details.
  - **Note:** The number you submit on this spreadsheet becomes the minimum number you are agreeing to pay for (as long as this number already meets the minimum on your contract).
  - **Note:** You can add people to this spreadsheet by 10-15% up until arrival but you cannot subtract from it unless due to an emergency, sickness, etc.

### Additional Information:

- Room Layout: [Bunks](#). [Lodges](#). [Cabins](#). [Private Rooms](#)
- Please Review Our [Did I Forget Anything Checklist](#)

We are looking forward to having you here!

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## Retreat Planner's Checklist

# 1 Week Until Your Retreat!

Thank you for ALL the work you have done! We know that planning a retreat can feel like herding kittens into one direction 😊 but it's worth the effort. Do it unto the Lord and watch Him take care of all the little details. God is not only good to your group, but good to you and will help this event go smoothly. We're here to help however we can.

### A few final notes for you:

1. **Contact Us:** If you have last minute changes (which are likely 😊) it is best to CALL US. You can reach our team at 717-738-1490 x. 8.
2. **Food Allergies:** Share the  [Current Menu](#) to guests with food allergies. Remind them that the menu will only be shown about 7 days before you arrive. If you have additional questions about the menu, please reference the email you previously received from us (Week 5) for more information.
3. **Billing:** You should have received an invoice from us by this time. It will come from Krisi@refreshingmountain.com. Please plan to bring payment with you at check-in. If there are any last-minute additions to this invoice (like extra guests, etc.) we will just add those things to the invoice AFTER the retreat to catch all the changes just 1 time. 😊 You can plan to bring payment for the last invoice you received from us.
  - o **Note:** Your invoice includes a Security Deposit which we will return to you a few weeks after your retreat. To receive this back, we are expecting your group to follow our [Guidelines](#), not damage/trash the property, check out of your rooms on time, and follow the [Retreat Announcements](#) and [Checkout Instructions](#).
4. **Arrival:** You will be receiving a separate email from our Front Desk Team. They will be asking who our Point of Contacts will be and what time they will arrive. Please give them the names and phone numbers of who we can call during the retreat.
  - o We will need 15-20 minutes of your time when you arrive to give you the keys, review emergency contact information, receive payment, and collect your activity waiver forms (if you've signed up for activities). Just come to our main office when you arrive!

We're looking forward to having you here!

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