



**REFRESHING
MOUNTAIN**

Retreats

The Count Down: 12 Weeks

We are excited to host your upcoming event!

My name is Suzanne Harnish and I will be your primary contact for planning your event. To get started, we've created this Retreat Planner's Checklist which gives you a timeline of everything we will need to receive from you for this event. **This document will be your friend. :)**

You will also be receiving an email from me each week which will follow the same timeline in this document. The goal is to give you bit-sized pieces of information so that planning this event is not overwhelming. Feel free to work ahead though if you like. 😊

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

I'm looking forward to working with you!



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The Count Down: 11 Weeks- Book Activities!

Right now, we are 11 weeks before your event! Woo-hoo! At this time Refreshing Mountain needs to know if you would like to book any adventure activities.

As an overnight event your schedule gets priority over our day events but, this means that you need to let us know NOW if you would like to book something. You have the next 2 weeks to let us know. To help you with this decision, we offer a 25% discount toward our hourly activity rates. This discount is available for the next 2 weeks. After 2 weeks, the 25% discount is removed and you will not have prioritized scheduling.

(Note: You might be thinking, "How can I decide which activity to add if I do not even have people registered for the retreat?!" We understand and we are even ok with you canceling these activities up until 4 weeks before with no penalties. We just know that the demand for our activities are extremely high and so if you do not add something now you will not have the opportunity to add something closer to the event).

[LOOK AT THE ADVENTURE ACTIVITIES 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 25% off the hourly rate.
 - o If yes, IT IS IMPORTANT to include WHICH activities and HOW MANY HOURS you need of each.
 - o I am here to help. If you have questions on how to pick the right activities, please email or call me at 717-738-1490 x. 124 and I am happy to help with this step.

(KEEP SCROLLING)



The Count Down: 10 Weeks

It is 10 weeks until your event! 😊 This is a friendly reminder that you have 1 more week to book adventure activities at Refreshing Mountain and qualify for 25% off the hourly rate. If you have already emailed us, then you can disregard this email.

But 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,
2. **Yes.** I would like to book activities at Refreshing Mountain and qualify for 25% off the hourly rate.
 - If yes, IT IS IMPORTANT to include WHICH activities and HOW MANY HOURS you need of each.
 - I am here to help. If you have questions on how to pick the right activities, please email or call me at 717-738-1490 x. 124 and I am happy to help with this step.

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The Count Down: 9 Weeks

We are 9 weeks (or about 60 days) before your event! Now is the time to familiarize yourself with the following:

- Release Waiver Form (if you have booked any of Refreshing Mountain's activities). Anyone under 18 years old will need a parent to sign for them.
 - [English](#) Forms here. [Spanish](#) forms here. These forms must be handed into our office when you are 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](#)
- [Checkout Instructions](#)
- [Retreat Announcements and Emergency Information](#)
- [Campus Map](#)
- [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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The Count Down: 8 Weeks

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.](#)
- View our [Facebook](#), [Instagram](#) or [Twitter](#).

Did you know that Refreshing Mountain is family owned? [Here is Part 1](#) of Marlin and Sharon Harnish sharing their story.

Enjoy!



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The Count Down: 7 Weeks

Now it is time to take care of some paperwork. While not very exciting, it is important and could help you save some money on the event.

1. **Submit your PA Sales Tax Exemption Number:** If you are a registered non-profit in the U.S then you can likely qualify for PA Sales Tax Exemption. Refreshing Mountain is located in PA and as such, we must collect and remit PA 6% sales tax unless you certify that you are Sales Tax Exempt. [Here is the form](#) that we will need you to fill out and return to us showing your PA Sales tax exemption number. If you do not have this number, you can [register for it here](#). (Note that it does take a few months for PA to return the paperwork, so this is something you want to begin now).
2. **Submit Certificate of Liability Insurance:** You will need to contact your organization's insurance provider and ask them for a copy of this. (This is not something you need to collect from each individual guest, but from your organization's insurance provider). Refreshing Mountain does not need to be listed as 'additionally insured' on your policy, we just ask to be listed as a 'certificate holder'.
 - a. Your insurance provider will likely need our mailing address. If asked, they can email to me suzanne@refreshingmountain.com and our mailing address is Refreshing Mountain Camp, 455 Camp Rd. Stevens, PA 17578.
 - b. If your event is not being sponsored by an organization (i.e. church, school, business) and/or does not have general liability insurance, then let us know. We have a 'Plan B' for you. :)

All the best!



The Count Down: 6 Weeks

And we're down to 6 weeks before your event!

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

[Please also review our FAQ sheet.](#) This will answer questions about arrival, checkout, pool times, gym times, and how to go about booking them.

If you have any questions along the way, we are here to help. You can email suzanne@refreshingmountain.com or call 717-738-1490 x. 124.

We are looking forward to having you here!



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The Count Down: 5 Weeks

It's getting real everyone. We're only 5 weeks away from an amazing experience of connecting you with God and others.

1. Now is the time to talk about one of the most important aspects of any retreat. The food. 😊 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. If you would like to see what's on the menu for this coming week you can check out our [Current Menu here](#). This is a great tool to share with anyone who has food allergies because they will be able to see exactly what the menu will be about a week before they come. This menu also has a key that shows which foods contain nuts, soy, dairy, eggs, etc.
2. Secondly, we also need to know if you would like to rent [Audio/Visual or other equipment](#) from us. We have sound systems, video projectors, golf carts, propane grills, a stage, etc. These are flat rates for the duration of your stay and are designed to make setup/teardown simpler for you. Please email Suzanne@refreshingmountain.com if you would like to reserve any of this equipment.

All the best!



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The Count Down: 4 Weeks

This week is really simple. If you have booked any adventure activities with Refreshing Mountain now is the time to fine-tune them (if needed). Whatever you keep booked with us after 4 weeks is written in stone 😊 (so to speak) with no changes allowed (other than for inclement weather).

If you realize that you need more hours or less hours of any of the activities you have booked, now is the time to give us an update and make changes. If we do not hear from you then we will assume that everything stays the same.

All the best!

(KEEP SCROLLING)



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The Count Down: 3 Weeks

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.

This next item we need from you is one of the most important (as well as most time consuming), but we are here to help make it as easy as possible.

1. We need you to fill out this [FINAL NUMBERS SPREADSHEET](#) and email it back to us. The deadline to submit this is by **2 weeks before your event** (and this is a very important deadline because it may correlate to discounts listed on your contract. See the Discounts Section of your contract for details).
 - o Note: The number you submit becomes the minimum number you are agreeing to pay for (as long as this number already meets the minimum on your contract). You can add to this spreadsheet by 10-15% up until arrival but you cannot subtract from it unless due to an emergency, sickness, etc.

Helpful Resources:

- Room Layout: [Bunks](#). [Lodges](#). [Cabins](#). [Private Rooms](#)
- More [Helpful Links & Resources](#)




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The Count Down: 2 Weeks

We know you're busy, so we'll keep this week simple. Here's a few things you should share with your guests if you haven't already:

-  [Current Menu](#) to guests with food allergies. This link will update about 7 days before the event.
- Review our [Did I Forget Anything Checklist](#).
- Make sure guests know where to register and park when they arrive.
- When you arrive, just come to our main office and we will give you your keys and a welcome packet. We'll need about 15 minutes to review everything with you and then you're set to begin checking in your guests. (It is best if you can arrive before your guests so that you can get settled in first). We will give you phone numbers of how to contact us during office hours as well as after hours in case of emergencies.

We are so looking forward to having you here!