

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 Cabins, Bunks, Lodges, Meeting Rooms 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 arriving by bus, please park in Loading Area A or Parking Lot B. (These are the ONLY places buses may unload or park). Please also share our [Directions Page](#) with your bus drivers as this will give them the best directions in.
 - If arriving by cars/vans you should tell your group to park in Parking Lot B and to register wherever your main meeting room is.
- If you do not already have a bus in place, here are some [Local Bus Companies](#) we recommend.

Mealtimes

- Mealtimes: We serve in shifts, so we will assign when your mealtimes are. Suzanne Harnish will email these to you about 6 weeks before your event. If you have not received them yet you email suzanne@refreshingmountain.com.
- Menu Request Form: Please let us know what types of food your group likes/does not like by filling out our [Menu Request Form](#).

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.
- 319Cafe: This is a fun hang-out area that has some goodies for purchase. ([See Menu Here](#)). Hours vary.

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Swimming Pool:

- Hours: Our pool is seasonal and open to the community. Retreat guests are welcome to use the pool (free) however, times must be scheduled in advance. During the summer our shifts are 11am-12:50pm, 1:00pm-2:50pm, 3:00pm-4:50pm, and 5:00pm-6:50pm. (The pool can also be reserved for Private Pool Parties from 7:00pm-8:50pm, 9:00pm-10:50pm, or 9:00am-10:50am on select days). Let us know asap if you are interested in booking a Private Pool Party.
- [Pool Rules and Dress Code here](#). Please review these with your group before going to the pool. Refreshing Mountain will provide lifeguards for safety, but you must always provide adult supervision to make sure your guests are obeying the pool rules and obeying the lifeguards.

Activities:

- 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 must be handed in before activities can begin.
- What to wear: Clothing that protects your shoulders, thighs, and torso from the harnesses is required. (In warmer weather, longer shorts, and shirts with sleeves work best). Closed toed shoes required.
- Weight requirements for activities: For all activities that require a harness (ziplines, climbing tower, giant swing, etc.) the maximum weight is 280 lbs. Participants must be at least 5-8 years old (depending on the activity) and weigh a minimum of 60 lbs. and be 48 in. tall. For Horse related activities the maximum weight is 200 lbs. Riders must be at least 5 years old and must be able to mount a horse unassisted from a 2-step mounting block.
- Adult chaperone to child ratio for the pool and all activities. Adults are always required at activities and at the pool: K-3rd grade – 1:3 recommended (1:5 minimum). 4th-6th grade – 1:8 recommended (1:10 minimum). 7th and up - 1 adult per activity group.
- Please arrive at each activity 15 minutes before your start time so that we can begin promptly. All activities end 5 minutes prior to the conclusion of the stated end time to allow a safety window for staff and guests.

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.

Snacks:

- Snacks: No retreat is complete without some munchies and we have 2 options to choose from. 😊
 1. [Most Popular: Refreshing Mountain Snack Options, or the 319Cafe!](#)
 2. 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 with Guest Services in advance.

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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. There are a few crafts and activities that Refreshing Mountain does **not** allow (like slip n slides, tie dye crafts, color runs, silly string, etc.). Please be sure that all your chaperones and volunteers are aware of this.