

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. Guest Services will email these to you about 6 weeks before your event. If you have not received your mealtimes, please 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 and hours here.](#)

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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-8:45pm, and 9:00pm-10:45pm). Let us know asap if you are interested in booking a Private Pool Party.
- [Pool Rules, Dress Code, and Pool Group Leader](#). Please review these rules with your group before going to the pool. Refreshing Mountain will provide lifeguards for safety, but you must always provide adult supervision for your group during your entire swim time. Refreshing Mountain also requires at least 1 adult from your group to be a **Pool Group Leader** for our lifeguards. This leader must check-in with the lifeguards, review all the pool rules with your group before swimming, and be present during the entire swim time. This leader is responsible for its group's behavior at the pool and to make sure that everyone is following the safety guidelines at the pool. Refreshing Mountain will provide a blue lanyard for this **Pool Group Leader** at the beginning of your retreat when you arrive. You can assign this blue lanyard to a responsible adult within your group. No one in your group will be able to enter the pool area without this **Pool Group Leader present**.

Activities:

- Here is a link to the [Activity 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. We also have an electronic version of this form which is a simple link that you can email to each of your guests. You will also be able to log in and see who has signed. Please email suzanne@refreshingmountain.com if you have not received the link for this electronic waiver.
- 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 years old for most activities with the exception of a minimum of 10 years old for escape rooms and 13 years old for axe throwing. 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.

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Meeting Room:

- We will automatically set up your main meeting room with enough chairs for your group size, and 2-3 tables on the side. You can rent our audio/visual equipment ([see rates here](#)), or you are welcome to bring along your own. Just email suzanne@refreshingmountain.com with what you would like to rent.
- Please review our [Meeting Room Etiquette](#).

Snacks:

1. [Snack Options](#)
2. [319Cafe](#) (hours vary)
3. Bring your own snacks. The only exception to bringing your own snacks is if you are using Meeting Room H, K, Gym #1, or Gym #2 since we do not allow food/drink in these areas. In this case you would need to reserve the Dining Hall, a Campfire, or a Pavilion with suzanne@refreshingmountain.com before your retreat. Please review our [Meeting Room Etiquette](#) as well before planning your snacks.

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.). [You can review these here](#). Please be sure that all your chaperones and volunteers are aware of what games and crafts are not permitted at Refreshing Mountain.