

Important Rules, Guidelines and General Information to help you have a safe and exciting experience while at Alpine.

Please Read thoroughly!

All of us at Alpine are committed to work with you to help make your camp or retreat the very best it can be. Our desire is to meet your expectations -- *and surpass them*. We offer the following information as a resource to help you in planning your stay at Alpine. Please feel free to call us if you have any questions. We're happy to help!

Attendance

Please note the approximate number of people that will be coming with your group. Please estimate high for food purchase needs. (**Estimated number cannot exceed contract maximum**) Please be sure to note any part-time guests, so we can plan accordingly.

Arrival (Loading, Unloading, Parking)

You may load and unload passengers in the basketball courts just off our main entrance, in the parking area across from the Meadowview Cabins and at the base of Hillside Cabin 8 stairs. Please transport passengers only in passenger-rated vehicles with attached seats, be aware of pedestrians and park in designated areas.

Greeting

To insure a quality and safe stay for each guest a host will be assigned to your group and will provide a formal welcome upon arrival. Emergency procedures will be explained, requiring this greeting to occur within the first 3 hours of your visit.

Conference Area

Please check your contract as to which conference area of Alpine your group will be using during your stay. Unless your group has "primary use" of the grounds, you may be sharing some of Alpine's common areas, such as the dining room and recreational areas, with one or more guest groups.

Meeting Room Provisions

Tables: We will accommodate you the best we are able (our table supply isn't unlimited). If you would like to use a large number of tables, please call us to check on availability.

Media: Overhead projectors, VCRs, DVD's, movie screens, tables, and dry erase boards are available at no additional charge on an as available basis. If you need any of these items, indicate this on your "WWTBRFY" sheet. **Audio**

Visual: The following are the set-ups available in each meeting area

Chapel

32-channel mixer with in-house speakers	2-direct boxes	Video projector
5-corded microphones	2-monitor speakers	Overhead projector
5-microphone stands	3-music stands	VCR
1-cordless hand-help microphone	Cassette deck and CD player	Computer w/ Power Point 2000 & DVD player
1-cordless lapel microphone		

Cedar Lodge: Cedar has an in-house amplifier with speakers, two built-in microphone inputs and one 1/4" jack input.

2-corded microphones
2-microphone stands

Redwood Lodge: Redwood Lodge has an in-house amplifier with speakers, cassette player with CD.

2-corded microphones
2-microphone stands

Fireside Room: Fireside has a 6-channel mixer with speakers.

2-corded microphones
2-microphone stands

Lower Nelson Cottage

Because of the small size of this room a sound system is not necessary.

Recreation Areas

Volleyball, basketball, horseshoes, frisbee golf, hiking, and the ball field are available year round. The heated pool is available from late May through mid-September. During the winter when snow is present our tube run may be in operation. Snow skiing, ice-skating and bowling are available offsite.

Note: No food games are allowed on the artificial turf ball field. You are welcome to request the Indian Village ball field for these activities. (Priority will be given to the requests in the order in which they are received).

*Refer to paintball and/or ropes course contracts for cost and conditional use policy.

Housing Accommodations Assignments

We have enclosed housing assignment sheets and diagrams of the sleeping accommodations available to you. Please remember that according to your contract, you must achieve 80% occupancy of the accommodations for your use.

This helps us to make the most efficient use of our facilities resulting in savings of energy and cleaning expenses.

Bedding/Towels

Unless otherwise specified, we **do not** furnish pillows, bedding or towels. We provide bedding and towels in designated speaker/leadership rooms. Please be sure the above information is clearly communicated to your group.

Morning Open Up

All common areas are opened and available by 7:00 AM, or earlier if arranged in advance.

Evening Lock Up

All common areas and meeting rooms will be closed for cleaning and secured for the evening by 12:00 AM. Please plan your schedule with this in mind.

Coffee Service

Freshly brewed coffee and hot water for tea are available throughout the day and evening.

Food Service Meal Times: Breakfast 8:00 am Lunch 12:30 pm Dinner 5:30 pm

Special **dietary needs** require advanced notification. Therefore, please let us know ahead of time so we can better serve these needs. If **snacks** are included in your contract, please indicate the time and the place we can provide these for you. **Communion** is a great way to remember our Lord Jesus and what He has done for us. Please be sure to note the time and place for your communion service. Alpine does not allow guest groups to use the camp kitchen.

General Rules and Guidelines

Smoking: Smoking is discouraged, but is permitted at the west end of basketball court and by the stairs to the cabins. **Alcoholic Beverages and Illegal Drugs:** Drugs and alcohol are not a part of any camp, retreat, or conference at Alpine. **Personal Property:** Campers assume responsibility for any personal property they chose to bring to Alpine, including cameras, sports equipment, musical instruments etc. We offer lockers in all of our housing facilities to store your valuables. Please bring your own locks. (Locks will also be available for purchase in the gift shop) **No pets are allowed on Alpine property.**

Excessive Noise and Quiet Hours

Excessive noise can be a burden to some guests and to our neighbors. Please help us keep outside noise to a minimum in the evenings. Keep doors and windows closed during concerts and “high energy” meetings that take place after 8:00 PM. Alpine observes quiet hours between 10:00 PM and 7:30 AM.

Group Leader

This person works directly with our Guest Relations Coordinator. It is this person’s responsibility to oversee the group’s program and enforce both our guidelines and the group’s own conduct code. It is best for this person not to serve in any other role (such as counselor or speaker).

Camper to Counselor Ratio

Alpine requires that the applicant renting the camp for the purpose of Youth camp will provide one counselor for a maximum of ten youth in Main Camp, and one counselor for a maximum of nine youth in Indian Village. We also advise that for groups including minors, all adults undergo a background check from a recognized authority.

First-Aid and Medical Emergency Care

Alpine assumes no responsibility for medical treatment of our group members. Your group is required to provide an adult, on-site Health Care Provider at all times and it is advised that the HCP have nationally recognized CPR certification and be qualified to administer medications. For Youth and Child groups we also advise there to be an adult with a nationally recognized first aid certificate. Please supply your own first aid supplies and related medication storage. You must also designate a vehicle and drivers for emergency medical transportation. The local hospital phone number is 909-336-3651. For ambulance service call “9-1-1”.

Insurance

We advise you to carry adequate insurance for your campers. Alpine carries excess or secondary insurance only.

Emergencies Phone Calls

For emergencies, please call the Paramedics from the brown Alpine phones dial “9-1-1”. **Incoming Calls** Our office is able to take messages for calls you may receive. Messages will be given to group leaders.

Courtesy Phones

These are located throughout the facility and can be used by group leaders for “in house” communication, local calls and emergency calls. Local outside calls can be made by first dialing a “9.”

The Branch: Alpine’s Gift Shop and Wholly Grounds Coffee House

The Branch will be open during your stay. Please let us know the times that best fit your schedule. Many items can be found there: gifts for friends and family, greeting cards, sweatshirts, batteries, film, aspirin, earplugs, etc.

Financial Arrangements:

You are expected to settle your bill prior to your departure. Two options are available:

Payment in Full Before the conclusion of your stay, simply check with the Guest Relations Host for your total balance and write us a check for that amount. We request that you pay upon arrival.

Payment of Minimum Charge

Bring a check with you to cover your group’s minimum charge and deposit it with the Guest Relations Host. You will be given a statement to take back with you. The balance due is to be paid within seven days.

Refunds: Refunds of overpayments will be mailed within 2 weeks of the event.

Please note: *Alpine does not bill and is unable to carry accounts.*

Reservations

It may be possible to secure your date for the following year before your departure. Simply talk with the Guest Relations Manager to make the necessary arrangements.

Photographers

If you would like to have professional pictures taken while at camp, we recommend the following: Burgess Photographers (909) 794-1096.

THANK YOU, WE LOOK FORWARD TO YOUR ARRIVAL!