

Information for Retreat Coordinators For Groups Using Geneva Bay Centre and Camp

Activities are plentiful at Covenant Harbor and should be scheduled at least 16 days prior to the event by the group leader to ensure maximum access to all camp has to offer. Scheduled Covenant Harbor staff supervision is required for activities such as swimming, ropes courses, climbing walls, mountain boarding, and target sports. The gym, big field, and other activities may be used when not reserved by other groups. See *Activity Order Form* for more information.

Bring with you a check for any remaining balance, name tags for all participants, and signed waivers for all participants. Also bring linens if staying in camp buildings unless otherwise arranged, flashlight and closed-toed shoes if participating in challenge course activities (climbing walls, high and/or low ropes course) in addition to normal items you would pack for a trip away from home.

Camper Supervision is the responsibility of the group's adults when participating in activities and using our facilities.

	<u># overnight campers</u>	<u>age group</u>
1 Adult supervisor per:	6	6-8 year olds
	8	9-14 year olds
	10	15-18 year olds

The Chartroom and The Galley, (camp store and snack shop located in The Lodge and Jackson Family Activity Center) will be open during your stay. You may indicate specific store hours if preferred in the *Meal & Snack Order Form*.

Check in anytime after 4:00 p.m unless otherwise arranged in advance. Upon arrival, you will see a map of the camp property on the entrance road which shows the location of where your group will stay.

Check out of sleeping rooms by 10:00 a.m. and out of meeting spaces by 12:00 noon unless otherwise arranged in advance. Mid-week and summer events may require an earlier check out time which will be discussed during the reservation process. You are welcome to arrive/remain on the grounds beyond the scheduled retreat if arranged in advance and your stay does not affect other groups.

Complimentary Coffee and Tea is available in the Lodge Dining Room and Geneva Bay Centre Dining Room from 7:00 a.m. until breakfast.

Contact Host with any questions, needs, or with an emergency. Hosts live on-site and can be reached by the phone number provided at check-in.

Deadlines for submitting information to Covenant Harbor are found in the *Retreat Coordinator's Checklist*. Order Forms are due 16 days prior to the start of your retreat.

Medical Care/Emergencies A qualified person trained in first aid and C.P.R. must be supplied by your group. Your group should additionally make available a vehicle to transport guests for emergencies. A lock box will be provided for medication storage. The city of Lake Geneva also provides emergency ambulance services if needed.

Group Orientation Your Host will arrange for a short orientation after your group arrives to cover important information useful to your stay. The orientation takes about 5-10 minutes and should be done in front of entire group.

Housekeeping will provide daily touch-ups of rooms with stays of two or more nights.

Housing Assignments are to be completed using the *Housing Forms*. For Camp bunk bed buildings, please fill one building before moving on to the next. Unused bunk bed buildings may be used by other guests or removed from the housing allotment at the discretion of Covenant Harbor.

Internet Access is available to all guests through Wi-Fi in the Jackson Family Activity Center (JAC) and Geneva Bay Centre. Ask Host for possible additional Hotspots.

Laundry service is available for special circumstances. Ask group Host for assistance.

Linens Groups staying in camp buildings should provide their own linens unless otherwise arranged through the *Housing Form* at least 16 days prior to the event. Rented sets include pillow, pillowcase, sheets and a blanket. Linens and towels are included with any stay at Geneva Bay Centre for no additional charge.

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Lost & Found Please bring any found items to the group Host. Similarly, inform the Host of any lost items during your retreat, or call our office at (262) 248-3600 for assistance after your retreat.

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Meals are arranged through the *Meal & Snack Order Form* due 16 days prior to the retreat. Covenant Harbor is able to accommodate most dietary requests. Meal times are standard, but adjustments can be made for late group check-ins. Meals are served buffet style in the Lodge Dining Room or Geneva Bay Centre Dining Room according to arrangements made at the time of booking. A bell will ring approximately 10 minutes before mealtime for meals specifically in The Lodge. Please be on time for the meals so food can be served hot. We strive to please all guests by offering a wide variety of foods at each meal.

Meal Times:	Breakfast	8:30-9:00 a.m.
	Lunch	12:30-1:00 p.m.
	Dinner	6:00-6:30 p.m.

Meeting Rooms and Setups are free of charge for typical use. Out of the ordinary setups may have an additional fee. If you request a meeting space, Covenant Harbor guarantees you will get an appropriate space suited to the needs of your group. The exact location of the meeting room will be determined 30 days out by Covenant Harbor. Groups reserving cabins with attached meeting rooms will have exclusive use of that building, including the meeting space. See *Meeting Room Form* for more information. *Meeting Room Form* due 16 days prior to the retreat.

Noise In consideration of the other groups in the camp and camp neighbors, we ask that drums and electric bass guitars not be used for sessions in the tent, boathouse or camp fire areas. Please keep other amplified noise within reason.

Outdoor Amplified noise curfew	9:00 p.m.
Outdoor Unamplified noise curfew	11:00 p.m.

Office Services If you require copies, pens, paper, internet, a printer, or just a quiet spot to work, just ask your Host.

Order Forms are the primary method to communicate your group's retreat details and wishes to Covenant Harbor staff. Forms including the *Group Basics Form*, *Activity Order Form*, *Meal & Snack Order Form*, *Housing Form* and *Meeting Room Form* are due no less than 16 days prior to the start of the retreat. Consult Order Form Instructions for details.

Programming Support is available. Our staff develop and facilitate hundreds of programs each year and know what works well. If you would like some assistance or ideas, let us know!

Prohibited items at Covenant Harbor include alcohol, drugs, weapons, ammunition, fireworks, and pets. Smoking allowed only at designated outdoor locations.

Screening of Group Leaders Covenant Harbor expects groups use their own established internal systems for screening adults/leaders that have responsibility for, or access to children. Screening methods could include criminal and sex offender background checks. A free national sex offender check covering all 50 states can be found at www.nsopw.gov.

Security of campers and guests is a high priority for Covenant Harbor, particularly in summer when youth camps are in session. As such, during summers we require participants to wear name tags and stay in designated and scheduled areas. The group Host will provide further information during orientation upon arrival. The group should provide own name tags, but Covenant Harbor can supply extras if needed.

Snacks are to be ordered at least 16 days prior to event using the *Meal & Snack Order Form*. A small refrigerator is available by request to hold limited items brought by group. If group decides to bring own snacks, a one-time clean up fee of \$35.00 may be added to the bill. Health and fire codes prohibit cooking in lodging and meeting rooms. Additional individual snacks are available for purchase at The Chartroom and The Galley. Soda machines are located at the Lodge, Geneva Bay Centre, the Jackson Family Activity Center (JAC), and the Lower Carriage House.

Snug Harbor is a two-bedroom suite located within Geneva Bay Centre available to guests. The suite has a loft, 10-seat conference table, kitchenette, private deck, and can sleep up to 6 people. Many group leaders find this a great bonus location for team planning sessions during the retreat or as V.I.P. accommodations for speakers, the worship team, or other special guests. If interested, ask the Registrar during the reservation process.

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Telephones Each guest room has a telephone with the room number as the extension. To contact a guest at Geneva Bay Centre, call the main line at (262) 248-3600 and enter the extension. Local calls are free.

TVs Geneva Bay Centre has a television located in the second floor lounge equipped with cable and DVD/VCR.

Waivers to participate in camp activities must be completed by each guest and turned into Group Host upon arrival. A master copy will be provided by Covenant Harbor to the group leader to distribute to participants and/or legal guardians.



Information for Retreat Participants

For Groups Using Geneva Bay Centre and Camp

Activities are plentiful at Covenant Harbor and are scheduled by the group leader prior to arrival. Scheduled Covenant Harbor staff supervision is required for activities such as swimming, ropes courses, climbing walls, mountain boarding, and target sports. The gym, big field, and other activities may be used when not reserved by other groups.

Bring with you linens if staying in camp buildings unless otherwise arranged, flashlight and closed-toed shoes if participating in challenge course activities (climbing walls, high and/or low ropes course) in addition to normal items you would pack for a trip away from home. Linens are included for guests staying in Geneva Bay Centre.

The Chartroom and The Galley, (located in The Lodge and Jackson Family Activity Center) will be open during your stay. You will find various clothing, snacks and essentials you may have forgotten to pack.

Check in anytime after 4:00 p.m unless otherwise arranged in advance. Upon arrival, you will see a map of the camp property on the entrance road which shows the location of where your group will stay.

Check out of sleeping rooms by 10:00 a.m. and out of meeting spaces by 12:00 noon unless otherwise arranged. You are welcome to arrive/remain on the grounds beyond the scheduled retreat if arranged in advance and your stay does not affect other groups.

Complimentary Coffee and Tea is available in the Lodge and Geneva Bay Centre Dining Rooms from 7:00 a.m. until breakfast.

Dining room & meal times Meals are served buffet style in the Lodge Dining Room or Geneva Bay Centre Dining Room according to arrangements made by the Group Leader. A bell will ring approximately 10 minutes before mealtime for meals specifically in The Lodge. Please be on time for the meals so food can be served hot. Inform group leader of any dietary requests at least 16 days prior to the event. We strive to please all guests by offering a wide variety of foods at each meal.

Meal Times:	Breakfast	8:30-9:00 a.m.
	Lunch	12:30-1:00 p.m.
	Dinner	6:00-6:30 p.m.

Email may be accessed through several Wi-Fi hotspots on the camp property, including Geneva Bay Centre and The Jackson Family Activity Center. Additional Wi-Fi hotspots may be arranged if needed.

Housekeeping will provide daily touch-ups of rooms with stays of two or more nights.

Linens Groups staying in camp buildings should provide their own linens unless otherwise arranged by the Group Coordinator prior to the event. Rented sets include pillow, pillowcase, sheets and a blanket. Linens and towels are included with any stay at Geneva Bay Centre for no additional charge.

Laundry service is available for special circumstances. Ask group Host for assistance.

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Planning Packet Guide

Order Form Instructions

It is our pleasure to serve your group and we want make your retreat memorable and a success. Planning Packet Order Forms are the most reliable way for Covenant Harbor staff to understand your wishes as the Retreat Coordinator.

Planning Packet Order Forms to be completed and returned at least **16 days prior** to the start of your retreat:

- Group Basics Order Form
- Meal & Snack Order Form
- Activity Order Form
- Housing Form
- Meeting Room Form

Form to be completed and handed to the Group Host on the first day of your retreat:

- Waivers (must be completed for every participant)

How to Fill Out Forms:

Microsoft Excel

The easiest method is to complete the forms directly in the Microsoft Excel files emailed to you, save the file, and email it back to Covenant Harbor as an attachment. You may also print the forms. Note there may be multiple “tabs” across the bottom of the Excel document. Each tab can be filled out separately.

PDF

Each Form is available as a PDF if preferred. Just ask. PDF Forms may be filled out and returned electronically or may be printed and filled out by hand.

Paper Copy

We will mail you any/all Forms by request which may be filled out by hand.

If you have questions, please don't hesitate to ask. We are here to help make this process as easy as possible.

How to Return the Forms:

Email, scan/email, fax, mail, or hand-deliver the Forms to:

Email: registrar@covenantharbor.org

Fax: (262) 248-6814

Mail: Covenant Harbor
1724 W. Main Street
Lake Geneva, WI 53147

Deadlines:

We do not require you to turn in these forms at the time you sign the contract. Rather, we want to give you as much time as possible to plan your retreat. In return, we ask that you honor the deadline of submitting all completed Planning Packet Forms so they are in our possession at least 16 days prior to your retreat. This gives us the minimum time needed to review, order food, coordinate activities, and staff accordingly to make your retreat a success.

In the event you do not have every piece of information needed to complete the form by the 16 day out deadline, please still submit the Order Forms with incomplete information so we can prepare for your group. Any information updates less than 16 days prior to the retreat should be communicated to our registrar by phone. Late Order Forms may result in an additional fee of \$50 per day and increase the risk we will not be able to accommodate requests.

Special Note about the Housing Forms

We understand that some retreat participants may not commit until the last moment. Please turn in the Housing Form by the 16 day out deadline even if numbers are not solid. If needed, send in the Housing Forms again at 5 days out with the refined numbers.



Planning Packet Guide

Directions

Street Address

Covenant Harbor
1724 W. Main Street
Lake Geneva, WI 53147
(262) 248-3600

By Car

From Chicago area

Travel time: 45 minutes to two hours

There are three main approaches to Covenant Harbor from the Chicago area:

1. I-94 W to exit 344 Hwy 50. Drive West to Lake Geneva, continue 1 mile past downtown Lake Geneva on left.
2. US-12 W to exit 330A Hwy 50 at Lake Geneva; go West on Hwy 50 (Main Street), continue 1 mile past downtown Lake Geneva, on left.
3. IL-47 N (turns in to WI-120 N at Wisconsin border) to Lake Geneva, follow Lake Shore Drive North and turn left on Main Street, continue 1 mile past downtown Lake Geneva, on left.

From Milwaukee area

Travel time: 30 minutes to 90 minutes

There are two main approaches to Covenant Harbor from the Milwaukee area:

1. I-43 S to exit 27A and travel South on US-12 E. Take exit 330A and go West on Hwy 50, continue 1 mile past downtown Lake Geneva, on left.
2. I-94 E to exit 344 Hwy 50. Drive West to Lake Geneva, continue 1 mile past downtown Lake Geneva, on left.

From Rockford area

Travel time: about 60 minutes

Take I-39 N/I-90 W to exit 185B I-43 N. Take exit 21 and follow Hwy 50 for 10 miles to Covenant Harbor, entrance on right just before the road narrows to two lanes.

From Madison area

Travel time: about 90 minutes

US-12 E to exit 330A Hwy 50 at Lake Geneva; go West on Hwy 50 (Main Street), continue 1 mile past downtown Lake Geneva on left

By Air

O'Hare International Airport (ORD) -Chicago

Approximately 90 minute drive

Midway Airport (MDW) - Chicago

Approximately 1 hour 45 minute drive

General Mitchell International Airport (MKE) -Milwaukee

Approximately 45 minute drive

By Boat

Guests may arrive by personal boat with advanced arrangements. By lake, our address is Pier 30, Geneva Lake. We do not have a boat launch, but we can provide a mooring location during your stay.

By Foot

Covenant Harbor is located 1 mile West of downtown Lake Geneva on Hwy 50/Main Street. The camp property is along the shores of Geneva Lake and is about a 15 minute walk along a contiguous lake path to downtown Lake Geneva.

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