



## Camp General Information

### Information for Retreat Coordinators

**Activities** - 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 specialized activities such as swimming, ropes course, climbing wall, mountain boarding, and target sports. The gym, big field, and other activities may be used when not reserved by other groups. See the Planning Packet for more information.

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

**Camper Supervision** - Camper supervision is the responsibility of the group's adults when participating in activities and using our facilities. We recommend at least a two year age difference between leaders providing direct supervision and campers, and at least 80% of leaders are age 18+. Group leaders should train their leaders to avoid one-on-one camper/leader interaction when out of line-of-sight of other campers/leaders.

	<u># day-only campers</u>	<u># overnight campers</u>	<u>age group</u>
	6	5	5 years and younger
	8	6	6-8 year olds
1 Adult supervisor per:	10	8	9-14 year olds
	12	10	15-18 year olds

**Camp Stores and Snack Shop** (called "The Chart Room" in the Lodge and "The Galley" in the Jackson Family Activity Center) - The stores may be opened by request. You may indicate specific store hours if desired in the Planning Packet.

**Check In** - You may check in any time after 4:00 p.m. unless 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** - Please check out of sleeping rooms by 10:00 a.m. and out of meeting spaces by 12:00 p.m. unless 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.

**Contact Host** - Contact your host with any questions, needs or emergencies. Hosts can be reached by the phone number provided at check in.

**Deadlines** - The deadlines for submitting planning information to Covenant Harbor are found in the Planning Packet. Forms are due 16 days prior to the start of your retreat.

**Emergencies/Medical Care** - A qualified person trained in CPR/first aid must be supplied by your group. Your group should additionally make available a vehicle to transport guests for emergencies. The city of Lake Geneva also provides emergency ambulance services if needed.

State law mandates groups record any medications or treatments given to minors staying overnight without a parent. Medications and treatments should be recorded in a bound book by a person in your group certified in CPR/first aid or higher. Free Medication and Treatment Logs are provided by Covenant Harbor upon request. Your Host will provide more info upon arrival.

**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 the entire group.

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

**Housing Assignments** - Housing assignments are to be completed using the Housing Packet. For cabins in camp, please fill all beds in one building before opening up another cabin. Gender conflicts are an exception. Unused cabins may be used by other guests or removed from the housing allotment at the discretion of Covenant Harbor.

**Laundry** - Laundry service is available for special circumstances. Ask your host for assistance.

**Linens** - Groups staying in camp buildings should provide their own linens unless otherwise arranged through the Planning Packet at least 16 days prior to the event. Rented sets include pillow, pillowcase, sheets and a blanket. Towels may be added for an additional fee. Linens and towels are included with any stay at the Geneva Bay Center for no additional charge.

**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.

**Meals** - Covenant Harbor has two kitchens and two dining rooms: the Lodge and Geneva Bay Center. Menus are crafted to meet group needs. Most dietary needs can be accommodated when requested prior to arrival. Items will have allergen information on labels. You can talk to a host during meal times for any assistance with allergies or restrictions.

**Both Dining Rooms offer:**

- Buffet style meals, cooked from scratch as much as possible
- An entree and three or more side items at every meal
- Fresh fruit at every meal, often multiple choices
- Salad bars at lunch and dinner
- Fresh fruit, yogurt, cereals etc. at breakfasts
- A dessert or pastry at every meal
- Full drink bars in both kitchens with many drink options
- A large variety of condiments at every meal

**The Geneva Bay Center Kitchen also offers:**

- A more extensive salad bar at lunch and dinner
- A second entree (usually vegetarian) at each meal
- An adult-oriented dining atmosphere
- Bread basket w/toaster selection at breakfasts

**The Lodge Kitchen also offers:**

- A peanut and tree nut free environment
- Meals that are American style
- A youth and adult-oriented atmosphere
- Meals that are popular with adults, but more kid friendly

Complimentary coffee and tea are available in the dining rooms for groups eating breakfast in the Lodge or Geneva Bay Center. Coffee and tea are available from 7:00 a.m. until breakfast. The dining rooms will be closed between meals.

Meals are arranged through the Planning Packet due 16 days prior to the retreat. Meal times are standard, but adjustments may be made if arranged in advance. Meals are only served according to arrangements made at the time of booking.

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

**Meeting Rooms and Setups** - These 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 by Covenant Harbor. Groups reserving cabins with attached meeting rooms will have exclusive use of that building, including the meeting space. See Planning Packet form for more information.

**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 Worship Tent, Boat House or campfire 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, ask your host and they will assist you.

**Planning Packets** - Planning Packets are the primary method to communicate your group's retreat details and wishes to the Covenant Harbor staff. The Planning Packet form and Housing Packet form are due no less than 16 days prior to the start of the retreat.

**Programming Support** - Programming assistance and ideas are available. Our staff knows what works well. If you would like some assistance or ideas, let us know.

**Prohibited Items** - Prohibited items at Covenant Harbor include alcohol, drugs, weapons, ammunition, fireworks, candles and pets. Comfort animals may be restricted to limited areas of camp. Contact Covenant Harbor if you have questions about comfort/companion animals.

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

**Security** - The security of campers and guests is a high priority for Covenant Harbor, particularly in summer when youth camps are in session. As such, during summer we require participants to wear name tags and stay in designated and scheduled areas. No camper or underage guest should be left alone with only one adult. The group host will provide further info during orientation upon arrival. Groups should provide their own name tags, but Covenant Harbor can supply extras if needed.

**Snacks** - Snacks are to be ordered at least 16 days prior to event using the Planning Packet form. A small refrigerator is available upon request to hold limited items brought by the group. If the group decides to bring their 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.

**TVs** - The Geneva Bay Center has a tv located in the second floor lounge equipped with cable, DVD player and HDMI input.

**Waivers** - Waivers must be completed by each guest and turned in to the group host upon arrival. Covenant Harbor will provide a blank copy to the group leader to distribute to participants and/or legal guardians.

**WIFI** - WIFI is available to all guests throughout camp. Ask host for WIFI password.