

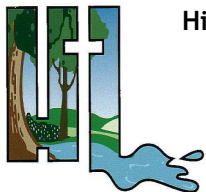
Highland Lakes Camp & Conference Center

- includes beds, bunks, and stacks of chairs.
2. Guests should not overload or sit on tables.
 3. We at Highland Lakes Camp strive to be good stewards with the gifts and resources with which we have been provided. Please partner with us by:
 - a. Keeping doors and windows closed when the AC/Heater is running.
 - b. Keeping campgrounds and buildings free from litter.
 - c. Turning off lights when a room is not in use.
 - d. Not using duct or packing tape on the walls, floors of chairs.
 - Tacks, staples, and blue painter's tape can be used on the walls.
 - Gaffer's tape can be used on the floors, chairs, tables, etc. It is available for purchase from the HLC office.
 - Regular scotch tape can be used on chairs or tables.
 4. No pets are allowed except in the RV area. Pets are not allowed in any HLC building. Pets must be on a leash.
 5. Tobacco usage is permitted for ADULT groups and OUTDOORS only.
 - a. Smoking is NOT permitted inside any HLC facility or within 25 feet of entrances, exits, or any operable window to an HLC facility. This includes Motel rooms, Bunkhouses, Meeting spaces, and the Dining Hall.
 - b. Please be mindful of fires and second-hand smoke that may bother other guests.
 - c. Cigarette butts MUST be disposed of in an OUTSIDE trash receptacle.
 6. All motorists should abide by the following:
 - a. Respect the 10 MPH speed limit.
 - b. Observe all posted signs.
 - c. All vehicles are restricted to roadways and parking areas only as there are utility and water lines in many grassy areas of the campus.
 - d. Vehicles are not permitted on sidewalks.
 - e. Anyone wishing to bring their own golf car, mule, or ATV must register their vehicle and sign a usage agreement with the main office.

\$250 fee per area will be assessed for any infraction of the above stated policies.

VI. Property Damage/Cleaning Fee

1. Rental groups will be held financially responsible for all damages to HLC campus, equipment, or losses caused by the participants of the rental group. The camp reserves the right to keep any or all deposit for damages or excessive cleaning and is based upon \$5 per person of the group total in attendance.
2. HLC is not responsible for damages or theft of personal property.



Highland Lakes Camp & Conference Center
5902 Pace Bend Road North
Spicewood, TX 78669
888.222.3482
www.highlandlakescamp.org



Group Leader Booklet

We ask that every Highland Lakes Camp guest become familiar with the contents of this booklet. We request that group leaders communicate this information to their group.

GENERAL OFFICE HOURS: **Sunday - Thursday 9am - 5pm**
 Friday - Saturday 9am - 7pm

I. Check -In/Check-Out:

1. On arrival day, **Check-In begins at 3pm**. HLC cannot guarantee the availability or cleanliness of reserved facilities prior to specified check-in time. Lodging will be locked until group leader officially checks group in.
2. Upon arrival at HLC, the On Site Group Contact Person **MUST** check-in at the main office with the following items:
 - a. Final number of guests attending retreat.
 - b. All signed and completed (front and back) Highland Lakes Camp Medical/Liability Release forms for each Student (18 and under) and Adult.
3. If arriving after normal office hours check-in procedures need to be arranged in advance with HLC office.
4. On departure day, **Check-out is at 10am** if final meal is breakfast or **1pm** if final meal is lunch. Before leaving HLC, you will need to:
 - a. Check you facility for all personal items
 - b. Pickup all trash from the floors in lodging & meeting areas.
 - c. Turn off all lights.
 - d. Close all doors & windows.
 - e. Report any damages or needed repairs to HLC office.
 - f. Turn in items issued: key, projector remote, recreation equipment, etc.
 - g. **Make sure your account has been settled.**
5. If you would like to book a similar retreat for the future, please check with the office for available dates. HLC does not automatically hold dates for repeat retreats. You must request a contract to guarantee availability for your group.

II. General Office Procedures

1. Any and all guest needs should be reported through the **Main Office** via the group contact person. Needs may include but are not limited to:
 - a. Refilling of outside water stations.
 - b. Trash can liners needing to be replaced. Due to our expansive wildlife, please **do not** put trash bags outside overnight.
 - c. Equipment rental questions.
 - d. Maintenance issues.
2. Contact information will be given to the Group Leader in the event of any after hour emergencies:
 - a. Illness requiring medication or treatment
 - b. Plumbing water overflow
 - c. Power outage

3. All equipment, facilities, and recreational activities are available on a "First Request-First Reserved" basis.
4. All equipment, facilities, and recreational activities must be reserved via the Retreat Setup Checklist. Checklist must be received by the HLC office at least **3 weeks** prior to your event.

III. Safety & Security

1. For safety and insurance purposes, we do not allow anyone to "free-swim" in the lake. All scheduled lakefront activities require lifejackets and HLC on duty lifeguards.
2. All ranges and challenge course activities are off-limits except at scheduled times.
 - a. Please show up on time to all scheduled activities.
 - b. There must be a HLC facilitator present as well as a sponsor with each group.
3. For your safety, we prohibit the use of alcohol beverages, fire arms, fireworks, and illegal drugs. Your compliance with these restrictions is greatly appreciated.
4. A small first aid kit with supplies such as band aids, rubbing alcohol, insect sting cream, etc. is in the Main Office. In case of a major medical emergency, please call 9-1-1 then notify a HLC Staff Member as soon as possible.
5. A Gate Code is assigned for each group. It allows 24-hour access to HLC campus during your retreat dates. It is important that you share your code with your group members.

IV. Dining Hall:

1. Meal times are 8am, 12pm, and 6pm unless scheduled otherwise, Evening meals may not be scheduled later than 7pm. Groups' prompt arrival to the Dining Hall is appreciated and essential to insure food is enjoyed at its best.
2. The Dining Hall is open only during meal times.
3. Coffee is available during your group's scheduled meals.
4. Food should not be taken from the dining hall.
5. Do not enter the kitchen area without a staff escort.
6. Restrooms are located at the rear of the building.
7. Please communicate any special needs to the Food Service Director or main office **7 days** prior to your meal start time:
 - a. Any food allergies.
 - b. Dietary restrictions such as vegetarian, vegan, etc.
 - c. To-Go meals needed
8. Upon advanced request, bagged ice may be purchased.

V. Personal Conduct and Courtesy

1. Proper care of buildings, grounds, and equipment is expected. Highland Lakes Camp furniture and equipment should not be moved or rearranged without specific permission from Highland Lakes Camp Management. This