



THE PHOEBE NEEDLES CENTER, INC.

PLEASE BE AWARE OF THE FOLLOWING TERMS AND CONDITIONS WHILE YOU STAY WITH US:

- + The "**responsible party**" listed on the contract/reservation form is responsible for the behavior of their group, disseminating these rules to their participants, and for any damage or excessive clean up.
- + All **thermostats** not being used should be turned off. Please turn off any baseboard heat in rooms not in use.
- + **Windows** should be kept closed if the air conditioning or heating is on.
- + Please honor the designated **meal times** which were set up for your group. Normal meal times are 8 am, Noon and 6 P.M. If you would like different meal times, please notify the office manager and cooks well in advance.
- + No one is permitted on the **ropes course or other posted activity** without Phoebe Needles staff supervision.
- + Please **do not bring any animals**. **Pets** are not allowed in buildings or on grounds (except service animals).
- + **Firearms, other weapons and fireworks** are not permitted either for display or firing on the property.
- + This is a **smoke-free facility** - this includes all porches and decks. If you must smoke during your stay, please go outside and use the pots provided for your cigarette butts.
- + **Illegal drugs** are not permitted on the property. Alcohol is permitted in moderation with advance notice. Large parties or receptions may be required to have an off-duty police officer on site.
- + The **telephone** is for emergency use only. Use of the phone for any other reason is not permitted. Please use a calling card, or call collect, for long distance calls. Any long distance calls will be charged to your group.
- + All **vehicles** are to be parked in the lot to the east of the Community Center. Handicapped parking is available on the west side of the building. Do not park vehicles on the lawn. For additional parking, please talk with the Office Manager. The Center is not responsible for damage to vehicles, or vehicle contents.
- + **Accidents** can occur - you are responsible for your own first aid, medical care and emergency transportation. We advise that you have someone in your group trained in CPR and first aid by a nationally recognized provider. Bring your own first aid kit. Dial "911" in an emergency. Cell phones may or may not be reliable in this area. Report all emergencies to the Executive Director within 24 hours.
- + **Kitchen facilities** are not available without staff member supervision.
- + Please honor the 11:00 P.M. **curfew** for all outdoor activities.
- + Please put away any **recreational equipment** used during your stay.
- + Guest of the Center are not permitted to use the Low or High Ropes Course, the swimming pool, or other **specialized equipment** without prior arrangement with the Office Manager. Guests are permitted to use only the buildings and facilities identified in the contract.
- + At the conclusion of your stay, please **strip the beds** and leave the linens and towels on the floor in the rooms.
- + The Center is **not responsible for damage**, loss, or theft of personal property. We discourage guests from bringing valuables since we do not provide security.
- + A **certificate of insurance** for your group or organization must be provided upon request.
- + Before your event, please read the required "**Safety Orientation**" on the Phoebe Needles Center website, or request a copy be mailed to you.
- + The "responsible party" is advised to **have the names, addresses, emergency contact information, and medical forms listing**

allergies, health conditions, restrictions, etc. for each participant in your group. The "responsible party" should have parental written consent and permission to treat in the event of an emergency or illness for minors. Samples of these forms are available upon request from the Center. Group leaders are advised to have screening policies for all staff with responsibility for or access to youth.

+ The following **guidelines for youth supervision** ratios while at the Center are recommended:

At least one adult for every 8 youth between the ages of 9 - 14 and

At least one adult for every 10 youth between the ages of 15 – 18

+ There may be **specific activities** during the day when specialized programs require either more supervision to ensure youth safety and welfare or less. This is left up to the discretion of the group leader(s) and should be appropriate for the type of activity or program.

+ There should be **at least two adults present** in the lodge or on the porch of the lodge at any time youth are in the lodge area (rest period, bedtime, etc.).

+ Make sure all of the **lights** are turned off when you leave.

+ Please remove all **garbage** or leave it in covered trash cans **inside** the kitchen or in the garbage dumpster.

+ The Center reserves the **right to change or alter** any of these rules without advance or written notice.

+ The following **taxes** will be added to the invoices of all groups that do not provide a tax exempt certificate: Franklin County lodging tax 5%; State meal tax 4%; State sales tax of 5%.

+ A **damage/excessive cleaning deposit** of \$500 will be charged based on the type of group and number of people, and due with full payment within 60 days of use. Damages exceeding the deposit will be billed and due upon receipt. Nonprofit groups may be exempt from this deposit. The damage/excessive damage deposit is fully refundable in the event of cancellation. The Center reserves the right to cancel a reservation for any reason with a seven-day notice with a full refund.

+ **RV guests** staying overnight will be charged \$30/35 per night. No hookups, water or sanitary facilities are available.

+ A \$25 **service charge** will be added to all returned checks.

+ **Reservations** are booked upon receipt of a signed contract and a down payment of 25%. The estimated payment in full must be received within 60 days of the date you are using the facility. Full payment must be received on reservations made within 60 days of use. A late fee of 10% will be added if not received by the due date.

+ A 50% refund will be made if **cancellation** occurs 60 days prior to the scheduled event. A 25% refund will be made 30 days prior to the event. No refunds are made if cancellation occurs less than 30 days prior to the event. Cancellations due to weather are permitted without penalty if the Franklin County schools are closed, otherwise the standard refund policy applies.

+ **Children** 5 years of age and under may stay overnight at the Center with a parent or guardian at no charge for lodging or meals. Children 6 to 12 years of age staying overnight at the Center with a parent or guardian will be charged ½ price for lodging and meals.

+ Children ages 12 and under are permitted to play on the **playground equipment** with adult supervision.

+ **Special rates** may apply for groups staying overnight during the week. Qualified groups, using the Center for the first time, will receive a 10% discount before taxes.

In signing the contract you agree to abide by the "**Terms and Conditions**", and "**Wedding/Reception Terms and Conditions**," (if you are renting the facility for a wedding, and/or wedding reception) and acknowledge that you have read and understand the "**Safety Orientation**", accept responsibility in the event these terms and conditions or safety procedures are not met by you or your guests, and for any property damaged during your stay at the Center.

Have an enjoyable time at the Phoebe Needles Center!
If we can assist you while you are here please let the Executive Director or any of the staff know.
You may call the director at 540-483-3760 or 800-848-1677 at any time in an emergency.