

"Rooted in Christ, Lakeside is a place of belonging where all people can find joy and purpose in God's creation"



Lutheran Lakeside Camp

Facility Use Guidelines and Policies

Our Mission

We offer our spaces to be a place of belonging to find joy and purpose in God's creation. Radical hospitality is one way we share the unconditional love of God with every guest. We intentionally open our spaces to all individuals, groups, families, and organizations as an example of God's unconditional love and acceptance of everyone. All guests are a part of our mission, and we welcome all people to experience the Holy Spirit through our property, facilities, activities, and hospitality. Every reservation also funds our ministry and allows our summer camp to remain affordable for families. Everyone who comes here, regardless of their specific event, has a direct link to our ministry.

As responsible stewards of people and our property, we must ensure that all that takes place on our grounds and in our buildings is safe and orderly. Every person and each group using Lakeside shall be responsible for the care of the space they use and for the behavior of their participants.

Making a Reservation

Every group will have a primary guest. The primary guest is the person in charge of the reservation, coordinating check-in, communicating with the host, signing paperwork, providing payment, and assumes full responsibility for all members in the party. It is the primary guest's responsibility that all their guests are aware of these guidelines and policies. The primary guest will be held responsible for any actions or damages done by their guests.

For Lakeside to finalize your reservation, we will need contact information, dates, all requested facilities, and recreational requests.. This can be done by phone or email. Your bill may be paid in full before or at check-in. There is a 2.75% processing fee on all transactions.

We have a no cancellation policy within 21 days of arrival. If you fail to cancel 21 days before check-in, you will still be financially responsible for the full amount. If there is a family emergency that prevents the original reservation, Lakeside is willing to reschedule. Cancellations due to Covid19 are also flexible.

Primary guest must be 21 years of age to make a reservation.

Once a reservation is made, the primary guest will receive an email invoice confirming reservation details.

Check-In & Check-Out Times

Check-in begins at 3:00 PM. Checkout by 11:00 AM. Early check-in/late checkout can be approved by staff in advance if it is available. If you need more than 2 extra hours in the facility, there will be an additional usage fee.

If you have a specialized reservation, your check-in and checkout times will be available on your invoice.

What to Expect at Check-In

The week of your reservation, your host will contact you to arrange check-in. Upon arrival our host will greet you, have you sign a facility use agreement, collect payment, and verify credit card information on file in case of incidentals. At check-in, a property tour is available by request, a run-down of instructions for the coffee maker, extra supplies, and other house rules will be explained to ensure all guests have all the necessary information. You will be given a camp map that clearly highlights all the exciting opportunities and activities onsite. Check-in starts at 3pm but can be anytime that works for your group after that. It is ideal if the primary guest (the guest in charge of the reservation and signing the facility use agreement) is the person who is greeted by the host.

Hosts

Every guest will have a host during their stay. Hosts are available to answer questions, assist with

maintenance issues, or any other problems that may arise. Hosts will be on site or a just a few minutes away. They will also monitor your group to ensure all policies are followed. The primary guest will have a phone number for the host.

What to Expect at Checkout

You will have the option of a walk through before your departure. Please let your host know at check in if you'd like a walk through at check out.

Before leaving we ask all guests to:

- Please be completely out of the facility by 11am on check out day.
- Wash all dishes.
- Remove all personal belongings including food and drinks.
- Pick up and throw away all garbage inside and outside.
- Put furniture back to original placement.
- Leave all keys on the welcome board. **\$75 fee per missing key.**

If guests fail to complete check out requirements, an additional cleaning fee will be charged to their credit card.

Our housekeeping staff will do an inspection of the facility. If any damages or policy violations are found, the guest's credit card will be charged the appropriate fines and or cleaning fees. The guest will be notified within 24 hours if this happens.

Use of Event Center

The Event Center is not a common space and is a private rental only. The storm shelter in the Event Center is available in case of emergencies.

Reserving the Event Center

All policies apply for Event Center reservations.

- Before you leave we ask that:
- Guests put away all chairs and tables.
- Sweep and mop.
- Turn off all lights.
- Empty garbage cans bags in the dumpster.
- Pick up all litter outside.

Your host will show you everything you need and will still be available during your event to answer questions or help.

Access to the kitchen is limited to the fridge, freezer, counters, sinks, ice maker, coffee makers, dish soap, cleaning rags and garbage cans. We ask that you bring all your own utensils, dishware, food, extension cords and any other supplies you may need for your event.

You can reserve staff to supervise use of kitchen equipment if you need to cook or use other supplies. Use of kitchen equipment or supplies without staff present will be considered trespassing and the appropriate fines will be enforced.

The chairs and tables in the Event Center are for indoor use only.

Directional Signs & Decorations

Temporary free-standing directional signs are allowed. Do not attach signs to camp furniture, signposts or other facilities. Decorations are allowed if they are free standing or not affixed in a manner that would damage a facility or any painted walls (A no stick adhesive is recommended).

Alcohol

Alcoholic beverages may be consumed responsibly by guests at Lakeside. Underage drinking is prohibited by law.

If you are serving alcohol you are legally responsible to check ages. If you are selling alcohol you are required to obtain a liquor license.

Dogs:

Dogs are allowed on site, but in limited buildings. Guests must notify Lakeside Staff that they are bringing a pet. Pet owners are responsible for pets at all times and are required to clean up after them. Dogs must always be on a leash when outside. Aggressive dogs will be asked to leave immediately for the safety of all guests.

No other types of pets are allowed on site, with out pre-approval by Lakeside staff. Please ask about any other pets when you are making a reservation.

There are additional cleaning fees for pets who stay indoors.

Noise Regulations

All camp guests shall avoid excessive noise between the hours of 11:30 PM and 6:00 AM.

Water Activities

- Lakeside does not allow motorized boats to be launched from our waterfront. Boats can drop off and pick up passengers at the Lakeside docks. Boats cannot be docked overnight.
- Pool use requires a Lakeside lifeguard. Swimming in the pool without a lifeguard is grounds for immediate eviction.
- Guests can reserve the pool with a lifeguard for a fee. Requests should be made at least 2 weeks in advance to ensure staff availability.
- Lake swimming is done at guest's own risk.
- Guests can bring their own lake toys like kayaks, canoes, etc. and put them in at our shoreline and use at their own risk.
- Guests can reserve our lake equipment with a lifeguard on duty for a fee. Requests should be made at least 2 weeks in advance to ensure staff availability.
- Fishing licenses are required by Iowa law. Fish cleaning should be done on a covered surface (table cloth, plastic) and the table should be cleaned afterwards. There should be no guts or fish remains left on the ground, tables, or out in the open. All remains should be bagged and discarded into a dumpster or garbage can.

Camp Wide Activities

Please note that we have youth campers 8 weeks out of the summer, Sundays through Friday. Sometimes rental groups will overlap shortly with campers. Guest's access to camp will be restricted until youth campers have departed. Your host will clarify what spaces will be restricted based on camper's schedules.

Activities and facilities may also be limited depending what retreats, large groups, programs or events we have on-site at the time. Your host will notify you of all events happening on-site and how they will affect your stay.

Guests are encouraged to take advantage of our 110-acre property, all the activities that we offer, and are expected to remain respectful to the grounds, buildings, supplies, and nature. Guests are asked to refrain from interacting with the wildlife in any way. Using or entering restricted areas can result in a fine and/or immediate eviction.

Guests are expected to pick up after themselves in all facilities they use during their stay. It is important that a space is left in the same or better condition after it has been used for the next group coming in.

Common spaces for all guests are dependent on weather, time of year, and any programs or events that are being held at camp. Lakeside does not guarantee the use of any space during your stay unless you have specifically requested or reserved it. Spaces include rec barn, indoor rec rooms, sand volleyball, basketball, gaga ball, kickball, quidditch pitch, 9 square, human foosball, open fields, double soccer field, 3.5 miles of nature trails, mountain bikes, 2 docks, shoreline, fire pits, playground, and parking lots.

Areas that require a prior reservation and/or staff assistance include: Low ropes challenge course, rock walls, zip lining, escape room, archery, waterfront equipment, pool, and golf cart.

Areas off limits include: Any buildings not rented by your group that are not common spaces, all equipment like tractors, gators, boats, etc.

Emergency Procedure

In case of severe weather guests are asked to seek shelter. Storm shelters are available about camp and are shown on the maps. Guests are expected to monitor weather and to use their best judgement in severe weather situations. Camp staff are not responsible to alert guests when severe weather is approaching.

If guests require emergency medical services, they are responsible for notifying local authorities. Lakeside is not responsible for guests' injuries, health, and/or other emergency situations they may find themselves in. Every room is equipped with local emergency numbers, our address, and severe weather notification information.

Refund Policy

You must cancel 21 days prior to your check in date to not be charged and to receive a refund of any payments made.

Refunds will be mailed in the form of a check in the name of the original reservation holder.

If cancellation is made 21 days or less before reservation you will be charged the full cost of the reservation.

If a facility reservation is cancelled by Lakeside due to a natural disaster or if by some means the facility is unusable, a full refund will be issued to the person that made the original reservation.

Photo Release

All guests give consent to Lakeside staff to use photography obtained while guests were participating in Lakeside activities to be used for promotional use. This may include but is not limited to social media, website, printed brochures, and newsletters.

Prohibited Acts

Fireworks - \$250 fine first offense, \$300 fine and eviction second offense

Pets in non-pet facility- Cleaning fee and immediate eviction

Smoking in any building- Cleaning fee and immediate eviction- this applies if smoking is done outside of an open door or window and the smoke smell is in the room.

Driving off paths- \$250 fine each offense and cost of damages. This includes nontraditional vehicles and ATVs. The only off-road vehicles allowed by guests are golf carts.

Littering, including cigarette butts and all other debris - \$200 fine

Docking boats overnight- \$200 fine and cost of damages.

Trespassing or entering buildings/using camp equipment that you are not renting- \$100 fine plus any damages or cleaning costs. All camp equipment such as boats, tractors, gators, mowers etc. are for staff use only.

Unsupervised/Unapproved pool or lake use- \$500 fine and immediate eviction. Lake use applies to the use of any equipment like canoes and kayaks.

Underage drinking/ Illegal drugs – Immediate eviction

Damage to property or buildings- All costs to repair

Theft- All costs to replace

Hunting or Trapping – Immediate eviction

Acts of hate or violence - Immediate eviction, legal action will be taken if warranted

Fines

If any of the policies or guidelines are broken, guests will pay all fines, damages, and/or cleaning fees. Guests will be notified of such charges within 24 hours of check out.

Health and Safety

Our facilities are open for independent guest groups, but with these modifications to protect all our guests, staff, and the local community.

- 1. Stay in groups and social distancing.** We ask that guests remain in their groups while onsite. If another group is using a space, and social distancing between groups is not possible, let the other group finish before you enter that space. Example: The gaga ball pit
- 2. Check in.** Guests and staff are expected to wear face masks at check in. When possible check in will be done outside. Social distancing is expected of everyone during the check in process. If there is a maintenance need while guests are on site, they are asked to leave the facility or provide at least 6 ft of distance for staff while they are in the facility.
- 3. Staff lead activities.** Activities lead by our staff will require social distancing from our staff, and if 6ft of distance is not possible, masks are required of both parties.
- 4. Communal Spaces.** The recreation spaces are shared by all guests but should only be used by one group at a time if social distancing is not possible. Our rec rooms are closed. We recommend guests bring their own equipment, instead of sharing.
- 5. Masks.** Masks will be expected when social distancing is not possible, and when multiple guest groups are interacting. For example, in the storm shelter during a storm warning.

6. Symptoms or exposure. Guests who have problematic symptoms within 10 days prior to arrival or known exposure are not allowed to stay at Lakeside. We expect guests to be honest and forthcoming with this information and do the right thing if they are potentially sick or carrying the COVID19 virus. Cancellations are allowed penalty free if cancelled due to symptoms or exposure.

Problematic Symptoms: Fever, cough, shortness of breath, sore throat, loss of taste or smell or known exposure.

7. Enhanced cleaning and sanitizing. We've added hand sanitizing stations to every cabin and building. We've added regular cleaning and sanitizing of all high touch surfaces. Shower houses will be cleaned daily while multiple guest groups are utilizing them.

8. Vaccination. All camp staff are expected to be vaccinated before guests arrive. We encourage all able adults to be vaccinated before arriving at Lakeside.

9. Facility Use Agreement. All guest groups will have a primary guest sign the facility use agreement on behalf of the entire party stating they understand and accept the risk of travel and will not hold Lakeside responsible for illness, injury, or accident. Also, that all guests in their party are aware of the expectations of their group and will ensure all policies including these health and safety guidelines are followed.

For more guidelines you can visit Iowa Department of Public Health <https://idph.iowa.gov/>

If you have additional questions or concerns, please contact us at Hospitality@lutheranlakeside.com or call 712.336.2109