

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:
 - Keeping doors and windows closed when the AC/Heater is running.
 - Keeping campgrounds and buildings free from litter.
 - Turning off lights when room is not in use.
 - Not using duct or packing tape on the walls, floors, or chairs.
 - Tacks, staples, and blue painter's tape can be used on the walls.
 - Gaffer's tape (may be purchased from HLC office) can be used on the floors, chairs, tables, etc.
 - Regular scotch tape can be used on chairs or tables.
4. No pets allowed except in the RV area. Pets must be on leash.
5. Tobacco usage is permitted for ADULT groups and OUTDOORS only. Smoking is not permitted inside any Highland Lakes Camp facility or within 25 ft of entrances, exits, and any operable window to any Highland Lakes Camp facility. This includes Motel rooms, Dorms, and Meeting spaces. Please be mindful of fires and second-hand smoke that may bother other guests. Also, cigarette butts MUST be disposed of in an OUTSIDE trash receptacle.
 - \$250 cleaning fee per area will be assessed for any infraction of the above stated policies.
6. All motorists should respect the speed limit of 10 MPH. Please observe all posted signs. All vehicles are restricted to roadways and parking areas only, as there are utilities and water lines in many grassy areas of the campus. Vehicles are not permitted on sidewalks.
 - Anyone wishing to bring their own golf cart, mule, or ATV must register their vehicle and sign a usage agreement with the main office.

VI. Property Damage / Cleaning Fee:

1. Rental groups will be held financially responsible for all damages to HLCCC 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 on \$5 per person of group total attendance.
2. Highland Lakes Camp is not responsible for damages or theft of personal property.



Highland Lakes Camp & Conference Center

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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

1. Check In / Check Out:

1. 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:

- Final number of guests attending retreat.
- All signed (front and back) and completed Student (18 and under) /Adult Highland Lakes Camp Medical/Liability Release forms for each group member.

3. Check-in procedures if arriving after normal office hours needs to be arranged in advance with HLC office.

4. On departure day, **Check Out is 10am** (if final meal is breakfast) or **1pm** (if final meal is lunch). Before leaving HLC, you will need to:

- Check your facility for all personal items.
- Pick up all trash from the floors in lodging & meeting areas.
- Turn off all lights.
- Close all doors & windows.
- Report any damages or needed repairs to HLC office.
- Turn in items issued: keys, projector remote, recreation equipment, etc.
- **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 not limited to:

- Refilling of outside water stations.
- Trash can liners needing to be changed.
- Due to our expansive wildlife, please do not put trash bags outside overnight
- Equipment rental questions.
- Maintenance issues.

2. Contact information will be given to the Group Leader in the event of any after hour emergencies:

- Illness requiring medication or treatment, plumbing water overflow, power outage, etc.
- Internet access is available for a minimal fee. Please ask the main office for details.
 - All equipment, facilities and recreational activities are available on a "First Request-First Served" basis.
 - 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 event.

III. Safety & Security

1. For safety and insurance purposes, we cannot 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.

- Please show up on time to all scheduled activities.
- There must be a HLC facilitator present as well as a sponsor with each group.

1. For your safety, we prohibit the use of alcoholic beverages, fire arms, fireworks, and illegal drugs. Your compliance with these restrictions is greatly appreciated.

2. A small first aid kit with supplies such as band-aids, rubbing alcohol, insect sting creme, etc. is in the Main Office. In case of a major medical emergency, please call 911 then notify a HLC Staff Member as soon as possible.

IV. Dining Hall:

1. Meal times are 8am, 12pm, and 6pm unless scheduled otherwise. Evening meals are not to be scheduled later than 7pm. Groups prompt arrival to the Dining Hall is appreciated and essential to insure food is enjoyed at its best.

- The Dining Hall is open during meal times and Psalm 34 Cafe.
- Coffee is available during your group's scheduled meals.
- Food should not be taken from the dining hall.
- Do not enter the kitchen area without a staff escort.
- Restrooms are located at the rear of the building.
- Please communicate any special needs to the Food Service Director or main office 7 days prior to your meal start time.
- Any food allergies, dietary restrictions, boxed meals needed, etc.

9. Upon advanced request, bagged ice may be purchased.

V. Personal Conduct and Courtesy

1. Proper care of the buildings, grounds and equipment is expected. High-land Lakes Camp furniture and equipment should not be moved or rearranged without specific permission from Highland Lakes Camp management. This includes beds, bunks, and stacks of chairs.