

Frequently Asked Questions for Group Retreats

When are final numbers due?

Your final numbers are due 10 days before your arrival. You will receive a few emails from Laurelville in the months and weeks leading to your arrival reminding you of what information we need and when. See below for more information about how to report final numbers.

How do we pay?

When we receive your final numbers, we will generate your final invoice. We usually send invoices out in the week before arrival. If you need an invoice sooner than that, please let us know. Your final payment is due upon arrival for your retreat.

Do you take multiple payments for one invoice?

We ask for one payment. We accept checks, cash, and cards (convenience fees apply for cards). Please collect payments from your group members and then pay Laurelville in one lump sum. For family reunions, we know that some family units need to pay with a credit card while on grounds. This is acceptable, but they must know how much they owe and tell office staff that total (we don't split bills). If you do need to make multiple payments, you are responsible for ensuring that the total matches the total on the invoice.

When is check in? Check out?

Your check in and check out times are listed on your contract – please be sure to refer to these and plan your programming with these times in mind. If your check-in time is listed as 5pm on the contract, that means no one (not even the coordinator) can access the building until your check in time **UNLESS** you have asked for an early check in ahead of time and it has been approved. Similarly, if your check out time is 12pm, that means **ALL members of the group and all of your belongings must be out by that time**, unless you have asked for a late check out ahead of time and it has been approved. If your entire group has not vacated by the check out time on your contract, late fees will apply. We care for many groups, and we have to make sure our cleaners and guest services team have time to prepare for the next group (which could be coming in that same day), so we appreciate your cooperation.

How do we check in?

The group coordinator is the only person who needs to check in. The group members do not need to check in with Laurelville. Our administrative office is generally open 8am-4:30pm. If you are arriving during those hours, you can check in at the office. From Memorial Day – Labor Day, you can check in after hours (until 7pm) at the Welcome Center by the pool. Any

other times, please head straight to your building and call Guest Services to check in. This information will be provided to you in the days before your arrival.

What amenities are available to us?

All overnight guests have access to our amenities. Most are included with your retreat at no additional charge. These include the indoor Shenandoah gymnasium (sports courts and mezzanine with table games), all outdoor sports courts, hiking trails, the outdoor pool (seasonal), and the fire pit by your building (one load of wood is included for free, additional loads are \$15). Amenities with extra cost include our low and high ropes challenge course and people mover tractor ride. These must be scheduled in advance (the sooner the better – it's best not to wait until the 10-14 day deadline for final information to schedule these since they require staffing).

What time are meals?

Each group will have their own separate mealtime. You will be assigned mealtimes ahead of your retreat. Because we are often serving multiple groups, it is important that your **entire group arrives together and on time** so we can stay on schedule and serve all of our guests the best we can. If you need specific mealtimes for your scheduling purposes, please let us know as soon as possible. We can't always accommodate the requested mealtimes, but we can do our best.

Do you accommodate dietary needs?

Yes! We are happy to accommodate dietary needs when possible, but we have to know ahead of time. Laurelville serves meals on a buffet line, and we do not have a made-to-order kitchen. For this reason, we must know participants' dietary needs at least 1 week prior to the retreat. Fill out our dietary needs form (found linked with your contract and online) and send it to us as soon as possible so our kitchen can be prepared.

Can we reserve the Shenandoah gymnasium for a specific time?

Our Shenandoah gymnasium is a shared amenity for all our overnight guest groups. Due to this, we don't allow for exclusive reservation by a single group. You are welcome to use this space at any time during your retreat for no extra charge, as are all the other groups who are staying on grounds at Laurelville. This is the same for our outdoor sports courts.

Are linens/toiletries provided?

This depends on where you are staying. In our hotel style buildings (Guesthouse, Solarhouse, Laurel Inn, and family cabins), bed and bath linens are provided. In dorm style buildings (Lodge, Cottages, and Youth Village Cabins) linens are NOT provided. You can bring your own or rent packets of bed and bath linens from us. Packets must be rented

ahead of time. We provide small bars of soap and hand soap in our bathrooms, along with paper products. You are responsible for bringing any other toiletries.

Are pets allowed?

No pets are allowed in our buildings. Day guests coming to hike are allowed to bring leashed dogs on the trails. Service animals under Title II and Title III of the ADA are allowed at Laurelville. Laurelville does not allow support, therapy, comfort, or companion animals.

How do I report final numbers?

The way in which you report final numbers depends on your rates. Refer to your contract – do you have a separate rate for lodging and meals, or are your rates listed per person (one rate that includes all charges)? Below are some examples of how to report final numbers, along with example final group reports filled out.

Example #1: Standard (separate) rates (see example report filled out on next page)

If you are paying for lodging and meals separately: Tell us how many rooms/which buildings you are using and how many people (adults 12+ and children 3-11) will be at each meal. If you are staying in hotel style rooms, let us know how many rooms have an extra person (2 people included in room rate, each extra person is \$10/person/night). For example, a church group staying in the Laurel Inn would tell us:

- 8 rooms for 2 nights, 1 room for 1 night (Saturday)
- 2 rooms with 1 extra person in each for both nights
- 18 adults for all meals, 2 people added for just Sat dinner and Sun breakfast
- 2 children for all meals

Example #2: All-inclusive rates (see example report filled out on next page)

If you are paying an all-inclusive rate (rate is per person): tell us how many adults (12+) you have at each occupancy and how many total children you have. You will find each occupancy rate on your contract. If you need a rate that is not provided, reach out and let me know. For example, a family staying in the Solarhouse with all-inclusive rates would tell us:

- 1 per room – 5 adults
- 2 per room – 20 adults
- 3 per room – 21 adults
- 4 per room – 12 adults
- Children 3-11 – 13 children
- Total: 25 rooms, 58 adults, 13 children

Example #1: Standard (separate) Rates

Standard (separate) Rates Example

FINAL GROUP REPORT

FAX: 724-423-2096

Name of Group: Church Retreat (ex #1) Date of Retreat: July 1-3

Information from this form will be used to prepare your final invoice. Please send back ten days prior to your retreat. You may fax to the above number or email it to hannah@laurelville.org

Meal Counts

		Meals in addition to packages		Adult	Child			Adult	Child
# Adult Meal Packages	18	Breakfast				Dinner			
# Child Meal Packages	2	Lunch				Breakfast			
# Infants		Dinner Sat	2			Lunch			
		Breakfast Sun	2			Dinner			
		Lunch							

Lodging Counts (please refer to your contract to determine whether your group has All-Inclusive Rates (rate is per person) or Standard Rates (lodging and meal rates are separate) and complete the appropriate section below)

All-Inclusive Rates

	# of Adults (12 and over)
1 per room	
2 per room	
3 per room	
4 per room	
Total number of Children (3-11)	

Standard Rates , Laurel Inn

# of rooms (or buildings for cottages)	# of Adults	# of Children 3-11	# of Infants 0-2	# of nights	# of linen packets
8	18	2		2	1
1	2			1	

2 rooms with 1 extra person in each for both nights

Retreat Supplies

Time/date	Location	Item
July 1, 5pm	Laurel Room	3 tables + 20 chairs
July 1, 8pm	Campfire at Laurel Inn	Laurelville stuff light

Food Service Extras

List if snack or coffee setup	Day/Date	Time	Location	Snack or coffee selection	for how many?
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					

SPECIAL DIETARY NEEDS: Submit a diet request form (included with your contract and attachments) for each person with a special diet request - submitted 6-20

MEETING AREA SETUP:



3 tables with 18 chairs, 2 chairs available.

Example #2: All Inclusive Rates

FINAL GROUP REPORT

All Inclusive Rates Example

FAX: 724-423-2096

Name of Group: Family Retreat (ex #2) Date of Retreat: Oct 1-3

Information from this form will be used to prepare your final invoice. Please send back ten days prior to your retreat. You may fax to the above number or email it to hannah@laurelville.org

Meal Counts

Meals in addition

		to packages	Adult	Child		Adult	Child
# Adult Meal Packages	58	Breakfast			Dinner		
# Child Meal Packages	13	Lunch			Breakfast		
# Infants		Dinner			Lunch		
		Breakfast			Dinner		
		Lunch					

Lodging Counts (please refer to your contract to determine whether your group has All-Inclusive Rates (rate is per person) or Standard Rates (lodging and meal rates are separate) and complete the appropriate section below)

All-Inclusive Rates

	# of Adults (12 and over)
1 per room	5
2 per room	80
3 per room	21
4 per room	12
Total number of Children (3-11)	

Standard Rates

# of rooms (or buildings for cottages)	# of Adults	# of Children 3-11	# of Infants 0-2	# of nights	# of linen pockets

Using 25 Solarhouse rooms - room #s 101-115, 201-210

Retreat Supplies

Time/date	Location	Item
Oct 1, 6pm	Solarhouse 1st Floor	70 Chairs set up facing screen
Oct 1, 6pm	Solarhouse 2nd floor	portable sound system

Food Service Extras

List if snack or coffee setup	Day/Date	Time	Location	Snack or coffee selection	for how many?
Snack/Coffee	Oct 2	10am	St 1st floor	Coffee	50
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					
Snack/Coffee					

SPECIAL DIETARY NEEDS: Submit a diet request form (included with your contract and attachments) for each person with a special diet request - Submitted 9-15

MEETING AREA SETUP:

See above.