

Booking Your Event

The following steps will help you move from “Planning Your Event” (that could be anywhere) to “Booking Your Event” specifically at Lakewood Retreat.

1. **Group Leader:** Select *one group leader* through whom arrangements can be made, questions asked, contracts signed, and bills paid.
2. **Reservation:** The group leader contacts Lakewood Retreat at (352) 796-4097 to see if the desired space is available on the desired dates. Groups that reserve two or more nights may reserve space up to a year in advance of the event.
3. **Contract:** The contract formalizes the agreement between Lakewood and the group. An estimate of the bill using the reservation information will be included with the contract.
4. **Booking:** When the contract is signed and returned with the first deposit, the event is “booked.” From that point the group is fiscally obligated to Lakewood, and Lakewood is obligated to the group to provide the accommodations and services agreed upon.
5. **Deposits:** A 25% deposit (not less than \$20) is required with every reservation; 10% within 10 days with the contract, and the other 15% three (3) months before the event. Groups booking an event less than three (3) months prior to the start date make one 25% deposit which is to be sent with the contract. **All deposits are non-refundable.** However, a deposit may be transferred to another event, if the event is cancelled at least 3 months prior to the reserved date and rescheduled within 120 days.



6. **Final Counts:** There are two deadlines that should be kept in mind: **1) Lodging deadline:** (90 days before the event) is the last time that a group can release any of their booked lodgings without forfeiting deposit money or being held liable for the full lodging cost. **2) Meal count deadline:** (2 Monday's before the event) is the last time that a group can reduce their meal count. Additional people for meals can typically be accommodated on fairly short notice but the meal count cost may not be reduced after this deadline. At the meal count deadline, the meals planned will be the meals billed. *The meal count deadline is also the point at which we assign meeting rooms and schedule staffed activities.*
7. **Check-In:** 3 PM is check in time. (Groups wanting to check in earlier must have an extension approved.) When the group arrives for their event, the group leader should verify all the numbers and times, make payment, and register all vehicles with the office.
8. **Check-Out:** 11 AM is check out time. Guests should pay their bill when they arrive, any additional charges should be paid before departure. The office is closed from Saturday evening until 9:00 AM Monday. Bills not paid before checkout will incur a 5% late fee.