



Camp CONNRI Lodge and Conference Center
28 Happy Hill Lane
Ashford, CT 06278

Group Information and Policies

The following policies have been established so our facility may be operated in a safe and efficient manner for the enjoyment and comfort of our guests

Reservations:

- All retreats and conferences are scheduled on a first – come, first serve basis. To hold your reservation, please call the office at (860) 429-6840. The following forms will need to be completed, signed, and sent to:
Camp CONNRI, 28 Happy Hill Lane, Ashford, CT 06278.
 - **Facility Usage Agreement Form**
 - **10%, non-refundable deposit based on the housing cost of your stay here. Balance will be due upon arrival unless other arrangements were previously made. Please make checks payable to, The Salvation Army.**
 - **Information and Policies Form** (this form)
 - **Certificate of Liability-** provided by your organizations insurance company.

****NOTE**** The deposit will only be refunded if there was a cancellation due to inclement weather and the group will not be rescheduling; or the proper **90 days notice** of cancellation was given.

Guest Rooms, Room Assignments and Key Cards:

- A **Room Assignments List** will need to be filled out prior to your stay. A copy of the room assignments list will be kept to account for any missing/damaged items to our property as well as items that are left behind upon the conclusion of your event.
- Each room will be given two **key cards** upon arrival. Each key card can be returned to the front desk upon departure or may be left in the room. If a key card is found to be missing, the retreat group will be charged \$3.00/each.
- **Guest Rooms** are equipped with bed linens, pillows, blankets, soap, makeup remover wipes, hair dryers, bath mats, towels and luggage racks for your one or two night stay.
- **Furniture in Guest Rooms** are prohibited from being moved around or taken outside of the guest rooms.
- Our facility is equipped with an elevator and two handicap accessible rooms. Public restrooms are handicap accessible as well. All guest rooms are equipped with tub rails and limited handicap equipment is available in the handicap accessible rooms. Please indicate on your **Room Assignments List** if a handicap room is necessary for one of your guests.
- **Food is prohibited in the rooms.**
- **Bed Bug Policy:** Here at CONNRI Lodge, we take all the proper measures to ensure that our facility is bed bug-free prior to the arrival of a rental group. Bed bugs are great “hitchhikers” and unknowingly get into luggage, clothing, blankets, pillows, pet beddings and even souvenirs so they can easily spread from place to place. Because of their “hitchhiker” abilities, once they are in a room it is impossible to tell who brought them in but it is very important to take steps to prevent them from spreading and to get rid of them. If you believe your room has bed bugs; please notify the Facilities Administrator as soon as possible. Once the Facilities Administrator has been notified, we will:
 - Offer you trash bags to put all your belongings and luggage into. This is to prevent spreading them to the next room.
 - Provide a fact sheet about bed bugs.
 - Have the room inspected thoroughly for bed bugs as soon as possible and will not rent the room until it has been inspected and found clear of bed bugs .
 - Provide the guest with the results of the inspection so that if bed bugs are found, the guest can take the appropriate actions to prevent taking them home or to another lodging facility.

Guests:

- Overnight use of CONNRI Lodge is intended for adults 18 and over. Exceptions can be made if there are young children with accompanying adults and they are being supervised at all times. (Prior notice must be given)
- It is the group's responsibility to replace any equipment or property that may become damaged. These items will be billed at original cost and an additional 25% replacement cost.
- The following replacement cost will be charged to your group for any missing/discolored or damaged items: Bath Towels - \$10/each Hand Towels - \$8/each Washcloths - \$5/each

****NOTE**** CONNRI Lodge is not responsible for any lost items/belongings. It is the responsibility of the guest to take with them all they came with.

Parking:

- Parking spaces are available up by the lodge entrance and along the perimeter of the Lodge. **Fire and Safety codes prohibit parking in the "No Parking" spaces. Please be mindful of others and only park in the Handicap spot if you have the proper authorization.**

Meals:

- All meals are served in our dining room. Meals are served either cafeteria and or buffet style. The following meal times have been established unless other arrangements have been made:
Breakfast – 8:00 a.m. Lunch – 12:00 noon Dinner – 5:00 p.m.
- **All guests** should be informed that meals are only served up to **one hour** after your scheduled meal time, unless previous approval has been given for an extended serving timeframe.
- We kindly request that no food, mugs, cups, plates, bowls, or silverware be taken out of our dining room.
- A menu will need to have been approved prior to the retreat date. A final headcount along with any food allergies will need to have been given **three days** prior to the retreat date.
- Coffee, tea, juices and a microwave are available 24 hours a day in the dining room. Please use all proper trash receptacles located around the building for any food or drinks taken out of the dining room. This is for sanitary and pest control purposes.

Code of Conduct Policy:

- **No alcohol, illicit drugs, knives or weapons are permitted in the building or premises. Smoking is only available at the entrance to the facility where the proper ash/cigarette receptacles are located.**
- **While we don't impose our Christian beliefs on anyone in residence, we do request that all guests respect our "no foul language, disruptive or inappropriate behavior rules". If anyone in the group is found to be violating this request, we reserve the right to bring these behaviors to the attention of the group coordinator and request that the guests leave the premises. It may be that the bad conduct will bear negatively on future use of the facility. Thank you for your attention to this and for making a pleasant stay for the guests and our staff.**

Quiet Time:

- For respect of ALL GUESTS, staying at CONNRI Lodge, we ask that members of your group observe an 11:00 p.m. "quiet time". This time can be adjusted to the group's preference if needed.
- The Facilities Administrator lives upstairs by the stairwell in the room marked "Private". Please be reminded that they should only be contacted for information/help **before** 11:00 p.m. Anytime thereafter should be for emergencies only.

Camp Ground / Building Security:

- Once the majority of the group has arrived, the gate will be closed for the remainder of the weekend and will re-open when guests begin to depart. If a guest would like to leave the camp grounds at any point, they need only to press the "Call" button at the gate entrance to be let back in to the camp grounds. This is for the security and safety of all guests and staff on the premises. We appreciate your understanding of this matter in advance.
- Every night at 11:00 p.m., all doors to the Lodge will be locked for security and safety of all guests. The doors will be unlocked at 6:00 a.m.

Emergencies and Injuries:

- For any emergencies, please notify the Facilities Administrator who lives in the building in the room marked “Private” immediately.
- Please be aware that the Facilities Administrator cannot leave the premises to accompany an injured party.
- The closest hospital is **Windham Hospital – 112 Mansfield Ave., Willimantic, CT – 860-456-9116.**
- First Aid Kits are located in the front office and kitchen.

The Salvation Army carries liability insurance for CONNRI Lodge. However, any or all medical bills as well as ambulance fees incurred during your stay here due to injury or sickness will be YOUR responsibility, NOT The Salvation Army. The Staff at CONNRI Lodge will do everything possible to get you appropriate care immediately.

PLEASE BE AWARE OF THE FOLLOWING:

- Check-in time can be after 3:00 p.m. on the day of your event. Any earlier time must be arranged with the Facilities Administrator in advance. Check-out time will be two hours upon the conclusion of your final meal. Any later time must be arranged with the Facilities Administrator in advance.
- Groups who wish to decorate must use the **Scotch Clear Mounting Squares** only. At the conclusion of your event, all decorations must be removed along with the mounting squares. Tape, putty, hooks, etc. are prohibited.
- If your group must re-arrange furniture, please be sure the furniture sliders are in place. Do not drag furniture without sliders. You are responsible to return **ALL** furniture back to its original location prior to leaving the premises.
- If an exit door needs to be propped open, please be sure it is closed promptly afterwards or if you wish to keep it open for fresh air, the door needs to be monitored.
- Facilities Administrator has a dog that resides in the “Private” apartment.

Ammenities:

- Television - located in the main lobby and lobby in west wing
- Computers with Internet access - Two located in the main lobby
- Wi-Fi (password located in between computer stations)
- Recreation Equipment (seasonal – need prior notice) - Shuffle Board, Bocce Ball, Baseball, Basketball, Soccer Equipment (Please note: Rental groups are responsible for supervision of all recreational activities)
- Board Games and Puzzles
- Lounge areas on the deck and sunroom
- Walking Trails
- Boat Rides (seasonal – need prior notice)
- Swimming (seasonal – need prior notice) (Please note: Rental groups are responsible for obtaining a certified lifeguard for use of the swimming area. Certifications need to be checked for approval by Facilities Administrator. Ratios established by the camp are required. Please see attached Swimming Requirements for Rental Groups.)
- Fishing (seasonal – need prior notice)
- Camp Fire (need prior notice)

Swimming Requirements for Rental Groups

- Notice for usage of the waterfront needs to be given when turning in Facility Usage Agreement form along with this current form.
- Rental Groups are responsible for providing all needed health care/first aid to participants. Closest hospital is Windham Hospital.
- Rental Groups are responsible for obtaining a certified lifeguard(s) for any aquatic activities.
- Rental Groups must provide the lifeguard’s current and proper certifications for approval prior to group’s arrival.
- Rental Groups must obey ratios established by Camp CONNRI for aquatic activities.
 - 1 lifeguard for every 12 participants
 - 1 lookout (18+) for every 8 participants
- Rental Groups will utilize safety regulations noted on the side of the boat house and/or instruction given from Camp CONNRI.

- Rental Groups will schedule a date and time for the lifeguard(s) hired to visit the camp location prior to the group's scheduled rental date. This is so lifeguards can familiarize themselves with the surroundings and emergency and rescue equipment.
 - One or two leaders of the Rental Group must keep the phone number of the Facilities Administrator on hand in the case of an emergency.
 - Rental Groups will have lifeguards give participants a swimming test to demonstrate their swimming skills to determine the area in which they can be allowed to swim in.
 - For any further questions, please contact the Facilities Administrator.
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Signature of Acknowledgement

I hear by acknowledge that I have personally read and accept all of the above policies and procedures for our group to hold a conference/retreat at The Salvation Army's Camp CONNRI Lodge and Conference Center. Furthermore, I will assume responsibility for making sure that all of this information is explained to each individual attending our conference or retreat.

Group Name: _____

Event Date: _____

Leader Name: _____

Phone Number: _____

Signature: _____

Date Signed: _____

***“Thank you for choosing Camp CONNRI for your upcoming event.
Enjoy your stay!”***