

RETREAT PAYMENT INFORMATION AND REFUND POLICY

Camp Wartburg may cancel use of facilities at their own discretion.

MINIMUM NUMBERS

Minimum numbers are required to reserve buildings:

Cabin	September - May	June - August
Middle Camp, One Cabin	2 People	Capacity
Thorburg Hall	12 People	Capacity
Left or Right Retreat Building	15 People	Capacity
Middle Retreat Building	25 People	Capacity
Exclusivity to Reserve Entire Facility	120 People	Capacity

NOTE: If you do not meet the minimum requirements, you will be charged for the minimum number of beds.

CONTRACTS

Reservations are not complete until Camp Wartburg has received both a contract and deposit for your event. Contracts are due thirty (30) days prior to your event date.

Summer groups

Reservations for summer dates must be made prior to November 1. Camp Wartburg will be unable to guarantee reservation availability for inquiries after November 1.

DEPOSITS

Dates are guaranteed after receipt of your deposit. Note: we do not request a deposit for "day only" groups, but do require full payment upon arrival (cancellation administration fee still applicable).

Any building left unclean, with damages, or not having furniture placed back as it was originally set up, will incur a loss of deposit and/or other applicable fee(s).

Non-Summer groups

Deposits are based on the number of buildings the group will use.

1 Retreat House or Cabin Grouping.....	\$200
2 Retreat Houses.....	\$400
3 Retreat Houses.....	\$800
All Retreat Houses and Cabins.....	\$1000

Deposits may be used for an alternate date one time only, within the same fiscal year (July 1 - June 30) but will not be subject to any refund. Cancellations must be made at least two weeks prior to the event in order to reallocate the deposit.

Summer groups

Deposits are based on group size and number of buildings the group will use.

Less than 50 participants.....	\$1000
More than 50 participants.....	\$5000

Deposits for Summer groups are non-refundable and must be submitted by December 1.

INVOICING

Camp Wartburg asks for a final number of your group 10 days in advance, in order to secure food and other accommodations. **This will be your billing total; minimum numbers apply.**

INVOICING CONT.

Unless you have an existing account with us, full payment for services provided will be expected prior to departure. Your contract is due thirty (30) days prior to your event date. Your reservation is not confirmed until we have received your contract and deposit.

There is a 3% fee on your billing total for payments made via credit card. Camp Wartburg accepts Visa, Discover, and MasterCard.

Summer groups

The minimum fee for summer groups renting 85 or more beds is \$20,000.

REFUND AND CANCELLATION POLICY

Non-Summer groups

No refund will be granted for cancellations within thirty (30) days of event.

Camp Wartburg would be happy to refund your deposit (less \$50 administration fee) for events with 90 days prior cancellation notice. A partial refund is offered in the time period covering 30-90 days prior to event.

Cancellation/decrease in reserved buildings will warrant loss of deposit for that building, unless other arrangements are secured.

Summer groups

Cancellations after January 1 will result in loss of deposit and 50% of the full use fee will be charged to your account. Deposits for summer groups are non-refundable.

GRIEVANCE PROCEDURE

If you are a member of a user group, you are encouraged to talk to the leader of your group and refer grievances through them first. If an issue cannot be resolved between the group member and their leader, members are encouraged to bring the matter to the attention of the on-call staff, who will bring all those involved together within 24 hours.

If the group member is not satisfied with the results of the meeting, they can bring the grievance to the Camp Manager. The Camp Manager will convene with all parties involved, as well as the on-call staff, within 24 hours. Grievances against the Camp Manager are to be brought to the attention of the Executive Director, who will meet with all parties concerned within 24 hours. Any grievances against the Executive Director are to be brought to the the LCFS Manager of Quality.