



GENEVA BAY CENTRE GENERAL INFORMATION

Covenant Harbor staff pledge to assist in every way possible for your group to have a Christ-centered retreat experience. We provide this information to help make your retreat a success. If you have any questions or concerns, let us know how we can help.

Children must have adult supervision at all times. Each group shall assume responsibility for its members and guests for breakage or defacement of property.

We are not responsible for lost, stolen or damaged property.

Medical Care/Camper Insurance, a qualified person trained in first aid and C.P.R., equipment and emergency transportation is the responsibility of the user group. A lock box will be provided for medication storage.

Smoking/alcohol/drugs The consumption and or possession of alcoholic beverages and drugs are prohibited. Due to fire regulations there is no smoking in any buildings.

Firearms/ammunition/fireworks are not permitted on camp property.

Pets of any type are not allowed.

On site Host lives in the Geneva Bay Centre building in Snug Harbor across from the second floor lounge.

Internal phone extension	300
Front desk extension	100

Contact Information The Covenant Harbor/Geneva Bay Centre phone number: 262-248-3600. The camp main office and switchboard is open Monday-Friday 8:00 a.m. – 5:00 p.m.

Check in/Check out at the front desk of Geneva Bay Centre. Covenant Harbor advises you to have emergency contact information for each participant of your event. A bill will be given to you during check in, calculated at the final count you gave prior to your event. Payment is appreciated at check in time, unless other arrangements have been made with the registrar.

Check in time:	4:00 p.m. or later
Room check out time:	10:00 a.m. or earlier; allow time in your schedule to vacate rooms & turn in keys
Meeting room check out time:	12:00 Noon or earlier

Special arrangements must be made in advance to change any of the check in/out times. You may arrive/remain on the grounds as long as it does not effect the check in/out times of other groups. Geneva Bay Centre has the right to charge any group or persons not vacating on time.

Group Orientation Your host will do a short orientation after your group arrives. The host will go through important information that will be useful during your stay. The host will talk to your group leader upon arrival as to when it will work best for your group to do this. The orientation takes approximately five to ten minutes and needs to be done in front of the entire group.

Dining room/meal times meals are served buffet style in the lower level. We strive to please all our guests by offering a wide variety of foods at each meal, including a vegetarian choice if requested. During meal preparation we limit the use of salt, sugar and fats. The food is offered for approximately 30-45 minutes. Please arrive at the start of meal times so food can be served hot. Special arrangements must be made at least one month prior to your event if you wish to change any meal times or be involved in menu planning. Mid week meal times may vary, check with the registrar if you are planning a mid-week event.

Meal times:	Breakfast	8:30-9:00 a.m.
	Lunch	12:30-1:00 p.m.
	Dinner	6:00-6:30 p.m.

Meal times can be adjusted for late group check-ins

Snacks must be ordered at least 4 days prior to event. See current rate sheet. If group decides to bring own snacks, a one-time a clean up fee of \$35.00 added to the bill. Please refrain from cooking in meeting rooms for health and fire code reasons.

Complimentary Coffee and Tea is served at 6:30 a.m. daily in the Geneva Bay Centre dining room. Feel free to help yourselves.

Meeting Rooms and Setups are free of charge for typical use. Out of the ordinary setups may have an additional fee. The registrar will help you secure appropriate meeting spaces during the booking process.

Housekeeping Information During your stay of two or more nights, housekeeping does a room touch up each day beginning on the second day usually between 8:30 a.m. and 12:30 p.m. If you place a “do not disturb” sign on your door, housekeeping will not touch up your room. It would be wise to let all group participants know when our housekeeping staff will make their rounds so no one is woken up or surprised.

- Touch ups include:
- Making up beds unless items are on it
 - Vacuuming if the floor is accessible
 - Emptying of garbage
 - Cleaning of bathrooms
 - Fresh towels

Each of the sleeping rooms contains a wall mounted hair dryer and a basket of toiletries. The basket contains shampoo and a face and bath soap bar. We will make every effort to accommodate special needs and requests if possible.

Linens and towels are included in your stay at Geneva Bay Centre

Emergencies and sick guests Covenant Harbor relies on local medical personnel to provide emergency services. In the event that a guest may require transportation to a medical facility we recommend using the local ambulance service. If a guest needs medical attention, immediately inform our host so we can be of assistance. A map to local medical facilities is included in this packet.

Emergency	911	
Mercy Medical Center	(262) 245-0535	8-minute drive
Lakeland Hospital	(262) 741-2000	15-minute drive

Telephones Each guest room has a telephone with its own extension. The extension is the room number. To contact a guest at Geneva Bay Centre, call the main line at (262) 248-3600 and then enter the extension. Calling cards should be used for long-distance calls and local calls are free. Calling cards may be purchased through the Host.

TVs Geneva Bay Centre has a television located in the second floor lounge equipped with cable, DVD, and VCR. Additional A/V equipment is available by request.

Name Tags From mid-June to mid-August, we provide free name tags to our Geneva Bay Centre guests. As we have summer camp occurring during these weeks and because Lake Geneva is a popular destination during this time, we wish to distinguish our guests from others. Therefore, when summer camp is in session, please wear name tags or wrist bands (for kids) while on camp property. The host will provide further information if needed.

The Chartroom and The Galley, (camp stores and snack bars) will be open periodically during your stay. If you would like The Chartroom or The Galley open at specific times, please inform the registrar prior to arrival or the group hosts after you have arrived. There are a variety of items including tee shirts, hats, CD's, batteries, snacks, etc. The Chartroom is located in The Lodge. The Galley is located at lower level of the Jackson Family Activity Center.