

Guest Policies & Procedures (Appendix A)



Thank you for choosing NaCoMe Camp & Retreat Center as the site of your retreat! The following are the policies and procedures that apply to all guests using NaCoMe facilities to ensure a safe and enjoyable experience. Please be sure to communicate this information to the rest of your group. We are happy to answer any questions you may have about these policies and procedures.

General Camp Information

- The leader from each group should check in with a NaCoMe staff member at the Camp Office upon arrival. A staff member will provide an orientation to NaCoMe at the first meal.
- All NaCoMe cabins and buildings are non-smoking facilities.
- Drinking water must come from the camp's treated water system (from a faucet). Do not drink from the springs or creek.
- NaCoMe is not responsible for lost or damaged personal property.
- Cell phones do not work at NaCoMe. A phone is available for guest use in the Dining Hall and the Camp Office. Emergency messages may be left at the camp kitchen (931.729.9969).
- Possession or use of alcohol, illicit drugs, fireworks, and firearms is not permitted on camp property for your safety and the safety of others. Offenders will be asked to leave.
- Pets and emotional support animals are not permitted on camp property.
- Service animals, as defined by the Americans with Disabilities Act, are allowed on property. These dogs are individually trained to do work or perform tasks for people with disabilities. They must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. While on site, the service animal is allowed anywhere other guests are allowed. We just ask that the owner cleans up after the service animal and is respectful of the fears and allergies that other guests may have related to it. The service animal should be clearly labeled as such at all times while on site so that other guests are aware.
- Guests should be aware that NaCoMe is an outdoor setting that carries with it inherent risks such as poison ivy, tree roots, rough terrain, mosquitoes, ticks, wildlife, etc. Please be kind to and respectful of the wildlife by viewing from a safe distance.
- NaCoMe facilities are often in use by more than one group at a time. In these cases, all persons are expected to respect the rights of others and cooperate in ensuring that the goals of all groups are met. For all groups, quiet hours are observed between the hours of 11:00 pm and 7:00 am. NaCoMe reserves the right to ask anyone creating a disturbance to leave the premises.
- NaCoMe Staff regularly take photos and videos onsite to gather materials for promotional and production purposes. During your stay, your group may be photographed or filmed while participating in site activities or features. Therefore, every guest of NaCoMe, by visiting, acknowledges and agrees that these photos and videos may be taken and used in NaCoMe's products and promotional materials. Please notify your group participants of this agreement.

Activities at NaCoMe

- Groups are welcome to use NaCoMe's sports equipment, including basketballs, volleyballs, dodgeballs, frisbees, etc. These items will be given out on a first come, first served basis. Any misuse or damage to these items will result in replacement/repair charges to the group.
- If you plan to bring any personal sports equipment, please make arrangements in advance to insure safe storage and handling for everyone's protection. NaCoMe is not responsible for damaged, lost, or stolen items.
- Bicycling is welcome at NaCoMe, but participants must bring their own bike. Every rider must wear a proper safety helmet. NaCoMe is not responsible for personal damages to or from participants using bikes on camp property.
- NaCoMe Led Program areas are not accessible without planning and supervision by a NaCoMe staff member. These areas include: climbing wall, zipline, low ropes course, giant swing, leap of faith, and archery.
- A certified waterfront/waterpark NaCoMe lifeguard is required for all waterfront activities. No one should enter the swimming hole or lake area without a NaCoMe lifeguard present.
- Contracted activities not utilized by the group will be billed at full rate. If weather or other concerns make it unsafe to do the activity, a NaCoMe staff member will notify the group of the cancellation.
- NaCoMe is not responsible for any personal injury or damages resulting from the use and/or misuse of NaCoMe's sports equipment or sports equipment brought by guests.

Meeting Spaces

- Meeting Spaces will be assigned according to your group size and program needs. Groups not using the entire facility may have to share meeting spaces and program areas. This coordination of group schedules will be determined by NaCoMe Staff and group leaders.
- NaCoMe can provide chairs, tables, projector, screen, sound equipment, etc. for your meeting space. These items should be requested ahead of time and will be given out on a first come, first served basis. Any misuse or damage to these items will result in replacement/repair charges to the group.
- The Camp Store (Canteen) is located at the Dale Building. Groups may schedule to have it open during various times for their participants to purchase items. NaCoMe retains exclusive rights for sale of concession items and merchandise.

Cabins/Lodging Facilities

- Please help us be good stewards of our resources by closing windows and doors in buildings with air conditioning or

heat running, turning off lights when leaving a building, and ensuring that water is not left running in showers and sinks.

- Trash and recycling containers are located throughout camp. Please help avoid damage to our surroundings by ensuring all trash is placed in these containers.
- We ask that all mattresses and furniture not be removed from the cabins and returned to their original locations before your group's departure.
- Please do not use messy/staining type items in the cabins or on the porches of the cabin. Your groups will be charged for any damages.
- Guests are responsible for providing their own linens and towels. All lodging facilities have bunk-style beds in them.

Supervision of Youth and Children

- It is the responsibility of the group to provide adequate adult leadership, including living in the cabin with youth and children. We recommend a 1 adult to 8 youth ratio for most groups, depending on the age of the youth/children.
- Children ages 5 and under should always be accompanied by their guardians or a responsible adult over the age of 18.
- NaCoMe highly recommends that for the safety of minors in your group, all chaperones ages 18 and older be screened with a criminal background check.
- Activities for youth and children must be supervised at all times by adult members of the group, including during NaCoMe staff-led activities.
- Please report any intruder or suspicious unidentified person to a staff member immediately.

Maintenance & Property Usage

- Pest inspections are done on a regular basis to treat and check all buildings. Our housekeeping and maintenance staff are trained in looking for potential pest infestations and issues and do so whenever they are in the buildings.
- Please notify a member of the staff of any maintenance problems, repairs, damages, or supply needs.
- Damages beyond normal wear, graffiti, or unnecessary discharge of fire equipment will be billed to the group.
- Ongoing maintenance of facilities is the responsibility of NaCoMe. NaCoMe Staff retain the right of entry to all facilities for any reason at any time.
- For your safety, everyone is to stay off and out from behind the dam, as well as off of the baskets that are filled with large rocks around the creek and areas around the dam.
- The water tower is off limits as instructed by State Health and Environmental regulations.
- Open fires are only to be built in campfire areas.
- The kitchen in the Dining Hall is for the use of NaCoMe employees only. If you need assistance from the kitchen, please ask a member of the staff.

Vehicle Use and Parking

- Vehicles shall be driven and parked only in the designated areas. Vehicle use should be limited as much as possible during your stay at NaCoMe. Driving off main camp roads could result in damage to the vehicle or harm to occupants. NaCoMe is not responsible for any damages resulting from these actions.
- Please use designated parking areas for vehicles. Parking is available across from or near each cabin. Please do not park on the camp roads as these are reserved as fire lanes.
- We ask that all guests observe the 5 mph speed limit on camp property.
- NaCoMe does not permit the transportation of persons in non-passenger areas of a vehicle, including the back of a truck.
- All-terrain vehicles such as four wheelers, go-carts, and dirt bike type motor vehicles are not allowed at NaCoMe.

Emergencies/Medical Care/Insurance

- Groups should have the following information for each member of the group: name, address, emergency contacts, and allergies or other health conditions requiring care or accommodation.
- All minors without a parent or guardian on site should have a signed authorization form for emergency medical treatment. This must be presented to a doctor or hospital before securing medical treatment. This information will stay with the group leader.
- First aid treatment, supplies, and emergency transportation are not provided by NaCoMe and are the responsibility of each group. Groups should have at least one adult with a current First Aid and CPR certification.
- Ambulance services are available by calling 911. Costs are the responsibility of the individual. The NaCoMe Staff are happy to assist in contacting and directing the emergency services.
- There are two AEDs onsite for guest use (one at the Dining Hall and the other at the Office).
- Accident and illness insurance for guests is not provided by NaCoMe and is the responsibility of each group or individual.
- Groups agree to supervise and assume full control and responsibility for any persons, entities, or things that use NaCoMe as part of the group. Each group is required to either have liability insurance coverage or to purchase liability insurance through NaCoMe. Proof of this coverage must be provided to NaCoMe. An acceptable Certificate must have a minimum of \$1,000,000 liability limit per occurrence and also name NaCoMe as additional insured.