

# *Frequently Asked Questions*

## *Reservations, Contracts & Billing*

- **When will I receive my contract after I have scheduled an event?**

Your contract should arrive in the mail within 3 weeks of scheduling.

- **When is the signed contract and deposit (or purchase order) due for my scheduled event?**

The signed contract and deposit are due by the date designated on the contract.

- **Is my group required to send a deposit or a purchase order to secure my reserved space?**

All groups are required to send a 30% deposit to secure a reservation.

- **Are deposits refundable if we cancel our event?**

Deposits are NON-refundable and are applied to the final group invoice.

- **Can I use a credit card to pay my deposit?**

Credit cards ARE accepted (VISA and MC) for deposit payments as well as cash and checks.

- **Who do I make my check payable to?**

'WCRC' OR 'Williamsburg Christian Retreat Center'

- **What is WCRC's Federal tax ID number?**

54-1285092

- **Does WCRC take 'tentative reservations'?**

We DO take tentative reservations. The space will be held for one week and if a reservation is not made within that period the space is reopened for other groups to use.

- **How early can we book our overnight retreat?**

Overnight retreat can be booked a year in advance. However, generally groups that have retreats have first option to rebook the same facilities for next year's comparable dates. (For example, a group with a reservation for March 19, 2010 will have first option for March 18, 2011 for the same facilities).

- **How early can we book our day-only retreat?**

Weekend day events can be scheduled in an indoor meeting room one month in advance. Non-summer weekdays may be scheduled up to two months in advance.

- **When is the payment for the remaining balance of our retreat due to WCRC?**

The remaining balance is due at the time of your retreat.

## *Dining Services*

- **What is the latest time we can order meals for our retreat?**

All orders must be given to the kitchen no later than two weeks prior to the event.

- **Can WCRC accommodate vegetarians or guests with other special needs such as food allergies?**

Yes, with advance notice. While we cannot meet the needs of every diet, those with special needs are usually pleased with our selection of food. If you are on a specific, controlled diet we suggest you bring your own items so that you can maintain your dietary requirements while at WCRC. Kitchen staff will be happy to help persons with their dietary needs.

- **Is our group able to choose our meal entrees?**

Unfortunately, since all groups dine together in the main dining room, WCRC cannot serve specific entrees to each group. However, WCRC can take special requests and will try to accommodate every group.

- **Do all groups dine together in the main dining room?**

Yes. All groups dine together at the designated meal times.

- **Do you assign tables for groups in the dining room?**

Yes. Your group name is visible on the table designated for your group.

- **Can our group eat outside in nice weather?**

Yes. We welcome guests to dine outside at any one of our tables on the porch of the Dining Hall. It is important to remember that guests return all dishes to the designated Dish Station in the main dining room upon completion of the meal.

- **What are the meal times?**

Breakfast is served at 8:00 AM

Lunch is served at 12:00 PM

Dinner is served at 5:30 PM (Friday dinner is served at 6:00 PM)

- **How long are the meals served?**

We ask that all guests join us in the dining room at the designated meal time. If you or your guests arrive late, the quality of the dish may not be as superior as it was intended and the quantities may be limited. Food is on the line for 45 minutes.

- **How are meals served at WCRC?**

All meals are served buffet-style. Our buffet is not an 'all you can eat' buffet but rather a variety of choices to suit a variety of tastes.

- **Are box lunches available?**

Yes. Sunday lunch comes only as a box lunch. There is no Sunday evening meal.

## *Meeting Spaces*

- **Is there a refrigerator available for use if we bring our own snacks and drinks?**

There are regular size refrigerators located in and Holly and Laurel Cottages. The Commons kitchen at the Cabin Village has two regular size refrigerators. In Oakwood, meeting rooms and kitchenettes have mini-fridges.

- **When our group checks in, are we allowed to have a registration table in the lobby at Magnolia?**

The lobby area in Magnolia is not recommended since it is small and foot traffic can be heavy. We do recommend using an area in or near your meeting space. If this is not possible, we will try to find a space that is convenient for everyone involved.

- **Do the meeting spaces have air conditioning and heat?**

Yes. Each meeting space is individually heated and air conditioned. To adjust the heat and air in the dining hall meeting spaces, please see the Registration Desk. Thermostats in Holly, Laurel and Oakwood Lodge are all easily accessible.

## *Guest Rooms*

- **How will guests be assigned to their rooms?**

The group leader/s are responsible for assigning rooms to the guests involved in the retreat.

- **If we want to put surprises in each guest room (balloons, candy, welcome gift bags, etc.), how do we go about doing this?**

Please check with the Registration Desk prior to retreat to make arrangements to get into the rooms or facility earlier than 4 pm.

- **Are there TVs in the guest rooms?**

No. In order to maintain our peaceful and quiet retreat atmosphere, WCRC does not have televisions in the guest rooms. A television with a DVD/VCR player is available in each meeting space.

- **What is in a guest room?**

In Oakwood Lodge, first and second floors each have 11 rooms with one queen and trundle bed. Each floor has one room with a queen bed and kitchenette that includes mini-fridge, microwave, and coffee pot. Each room has a clock.

- **Are hairdryers provided in the guest rooms?**

No.

- **Do the guest rooms have air conditioning and heat?**

Yes. Each guest room is individually heated and air conditioned.

- **How many people may sleep in one guest room?**

Up to four people may occupy one guest room. If a family includes more than 2 children, an adjoining room will be necessary. For more information on lodging for families, please contact WCRC.

- **Can we reduce the number of lodge rooms we reserved for our event?**

Yes, if the number is reduced six months before the retreat date. Numbers can be reduced within the six month period but there is a cancellation fee of 70%.

- **How late can we check into our lodge rooms?**

Group leaders need to pick up the keys at the Registration Desk during office hours which are listed at the end of this document. If arrival time is after those hours arrangements should be made with the Registration Desk.

- **What should we bring for our overnight stay at WCRC?**

Good walking shoes, an umbrella and a flashlight are always essential. The Office does keep a few limited supplies (toothbrushes and toothpaste, hairdryer, iron, etc.) in case you forgot something.

- **Are linens provided in the guest rooms?**

Yes. Linens (sheets, towels, blankets and pillows) are supplied in Oakwood Lodge and Holly Cottage. Guests coming to Laurel Cottage and the Cabin Village need to bring linens (sheets, towels, blankets, and pillows). However, linen sets are available to rent at \$10.00 per set at the Cabin Village. Each set includes sheets, blanket, pillow, towel and washcloth.

- **What do I do if I have an emergency after the Office closes for the evening?**

If you have a medical emergency, please dial 911, THEN call the emergency staff number to inform the on-duty staff member. If the emergency is non-medical, call the emergency staff number to attain assistance from the on-duty staff member.

## *Grounds*

- **To use the fire pit, do we start our own fire or does someone start it for us?**

Guests are responsible for their own fires. We will supply the wood and sell fire starters. Inquire at the Front Desk if you need anything.

- **Are pets allowed at WCRC?**

WCRC has a NO PET policy in the lodge, cottages and cabin village except special-assistance dogs such as seeing/hearing dogs. Pets are discouraged in the RV area also. However, if campers do come with pets, they must keep them on a leash and clean up after them.

- **Which outdoor activities are available at WCRC?**

We have 300 acres of rolling hills and wooded area available for walking and relaxing. Soft ball field, tennis courts, several play ground areas, horseshoe pits and a volleyball court are available for our guests. Sporting equipment is available at the Front Desk. Swimming pool is available for use Memorial Day through Labor Day. For swimming pool hours check at the Front Desk.

- **Does our group need to clean up the Pavilion/s when our picnic is over?**

Your group is responsible for your own clean-up. Please put all refuse and garbage in the containers provided in the pavilion.

- **May we provide alcohol at our picnic?**

Alcohol is not permitted at WCRC grounds.

- **Can we have a band play during our picnic?**

We ask that loud music NOT be played at WCRC, as it may be disruptive to conferences and meetings that are in session at the center.

## *Personal Retreats*

- **Are there any age restrictions regarding Personal Retreats?**

Individual guests must be at least 18 years old. Guests under the age of 18 must be accompanied by an adult. NOTE: Adults and youth may share a room only if they are related.

- **Are meals available for Personal Retreats?**

Yes. Meals are available if we have groups in residence with prescheduled meals.

- **How do I pay for my Personal Retreat reservation?**

Payment must be made upon arrival to the Registration Desk. Payments are accepted by cash, check or credit card (VISA, M/C).

## *General Info*

- **Does WCRC have a gift shop?**

Yes. We currently have a variety of reasonably priced apparel along with critters, water bottles, tote bags and more.

- **Does WCRC have internet access available for guests?**

Yes. WCRC currently offers free wireless internet access at Magnolia and at the Commons at the Village.

- **How long is the Office open?**

The Office, located in Magnolia, is open:

8:00 AM - 4:00 PM                      Monday – Thursday, Saturday

8:00 AM - 7:00 PM                      Friday

8:00 AM - 9:00 AM                      Sunday

During the summer (Memorial Day to Labor Day):

8:00 AM - 5:30 PM                      Monday - Thursday

8:00 AM - 7:00 PM                      Friday

8:00 AM - 6:00 PM                      Saturday

8:00 AM - 9:00 AM / 2:00 PM - 6:00 PM      Sunday