

Lodging

What if we are traveling to Pinebrook by bus?

Pinebrook is accessible by a coach bus. Drop off/pick up beside the Dining Hall.

What is the check in time?

Check in is at 5 p.m. on Sunday - 4 p.m. on all other days.

What is the checkout time?

Checkout time is 12 noon on weekends and 10 a.m. on other days. Keys can be dropped off at the office individually or collected and returned by the group leader by that time. All personal items should be removed and use of the room discontinued by that time.

What should I do in my room before checking out?

Just make sure you take all your personal belongings with you and put all the trash in the trash cans. Leave the linens on the beds and place used towels on the bathroom floor.

What cleanup is required in snack areas and lodges?

Please wash all dishes, utensils, pots and pans that you used and return them to their proper location. Appliances, counters and tables should be wiped clean. Please make sure garbage is in the trash cans. If you moved anything from within a building, or from one building to another, please return it to its original location.

How much is the cost per person?

Since our rates are priced per room, the per person rate will vary based on the number of people in a room. Each additional person in the room will lower the average cost per person. However, there is a maximum number of people for each room based on the number of bed spaces. Please contact our reservations staff who can provide a rate quote based the lodging and meals and other needs of your group.

Do you provide linens and towels?

Linens and towels are provided. However, in rooms with bunk beds, you will need to make the beds on the upper bunks. Please bring your own towels for use at the indoor or outdoor swimming pool.

How often are the towels changed?

Guests staying more than 3 nights will receive towel changes that take place on Mondays, Wednesdays and Saturdays. We try to provide the adequate number of towels for stays of 3 nights or less. If you need additional towels, please request them at the front desk.

Food

What are the meals like?

We serve buffet-style. There are two main entrees along with side dishes, salad bar for lunch and dinner, beverages and dessert. A sample menu can be provided upon request.

What are the meal times?

The buffet line opens at 8 a.m. for breakfast; at 12 noon for lunch & Sunday noon dinner; and at 5 p.m. for dinner (Friday dinner is served at 6 p.m.) Meal times are often staggered to reduce the wait time for each group. In general, the buffet line will be open for a minimum of 30 minutes after the time we ask you to come.

What if I (or a participant) have allergies or other dietary needs?

If you report allergies or other dietary needs in advance (to our reservations staff), we will do our best to accommodate your needs. However, if you have extensive needs, we suggest that you bring your own food to supplement what we can provide. You can request a mini fridge to keep food for dietary restrictions.

For persons giving us advance notice, identify yourself to the food service staff when you come through the buffet line. They will indicate the items on the buffet line that are suitable for you and provide a substitute entrée when necessary.

Can we do our own cooking?

In the future we expect to have two lodges for small groups that will have a kitchen to prepare your own meals. There are not any provisions for guests that stay in the standard rooms to prepare their own meals.

Can we bring our own snacks?

You can bring your own snacks, but we ask that you keep them in your meeting room (and not take them to the bedrooms). Snack options and coffee/tea service can be scheduled for your group with advance notice. There are vending machines in the Guest Services Building with candy, chips and beverages. The Snack Shop has scheduled hours during the summer and is available for groups on site in the fall, winter and spring.

Meeting Rooms

Do you charge for meeting rooms?

Each group staying at the retreat center will be assigned a meeting room for no extra charge. It is subject to change based on the variation of sizes of all groups on site during contracted dates. Additional meeting and/or breakout space may be added in the weeks preceding your arrival (based on availability) and an additional fee may apply.

What is included in the meeting room?

- *A screen, whiteboard, and/or podium can be provided upon request. Please communicate your needs to the Pinebrook group coordinator in advance of your arrival.*
- *A DVD player with monitor may be requested in the meeting rooms for a fee of \$25.*

How will the meeting room be set up?

Your group coordinator will be in touch regarding your setup requests and equipment needs for your meeting room. If you do not provide the information, you may arrange the room when you arrive.

Do you have a PA system or data projector available, or should we bring our own?

Groups may rent a PA system for \$50 for the length of stay. Please always be mindful that the sound levels do not disturb other guests. They should not be used during the quiet hours of 11 p.m. to 7 a.m.

The PA system, lighting and data projection in Fellowship Hall can be rented for \$300 (plus an hourly rate if Pinebrook staff are needed to operate it).

Data projectors may also be rented for a \$50 fee. We can provide a DVD player, or you can bring your own laptop computer. The PA system can also be used for the sound. You are welcome to bring your own data projector.

Phones, TV, Wi-Fi & Miscellaneous

Is recreation equipment available?

- *Basketballs and volleyballs are available in the Fellowship Hall.*
- *Other recreation equipment can be picked up at the front desk.*

Are there televisions and phones?

To promote a beneficial retreat experience, we encourage guests to take a break from the technology that crowds our lives and to focus on building relationships with Christ and others. For that reason, we do not have televisions available (except for use with DVDs).

Is there cell phone reception?

Yes. Reception should be very good with most carriers.

Can I bring electronic devices (radio, mp3, electronic toys, etc.)?

To promote a beneficial retreat experience, we ask that you do not use electronics outdoors or in any of the public areas. If you do use them, the volume must be confined to your room.

Do you have Wi-Fi?

Free Wi-Fi is available in the lodging, meeting and dining areas.

Do you allow pets?

Sorry, pets are not permitted. Service animals are welcome.

Do you have restrictions on what I can wear?

Plnebrook serves guests of all ages from a variety of cultural and denominational backgrounds. Out of respect for one another, we ask that guests wear clothing that is modest and not distracting to our Christian retreat environment. Casual clothes are appropriate. Females: two-piece swim suits are not permitted unless the fabric of the tankini fully overlays. Coverups should be worn over swim suits except at the swimming pool. Males: shirts are to be worn at all public and recreation areas, except at the swimming pool.

What is your policy on alcohol and tobacco?

Alcohol is not permitted. Smoking is only permitted at the designated smoking area.

Can I bring fireworks or firearms?

The use of fireworks or firearms of any kind – including pellet guns, paintball guns, slingshots and BB guns – are not permitted anywhere on the grounds.

What if there is an injury?

A first aid kit is available at the front desk for minor cuts and scrapes. Please report serious injuries to the front desk staff (and complete an accident report).

Why are you taking pictures?

Our staff may take photos and/or video footage for promotional purposes, including web and print publication. Names will only be used with permission.

Are there quiet hours?

Quiet hours are to be observed between 11 p.m. and 7 a.m. Recreation areas are closed during this time. Pianos or PA systems should not be used. In general, show respect by not disturbing guests who are trying to sleep.

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