

Camp Lookout - Guest Policy Guide

Reservation & Payments

Reservations

Reservations can be made by calling Camp Lookout at (706) 820-1163. When making your reservation, you will have the opportunity to secure your date with a deposit by mailing in a check or with a credit card. After a reservation is made, you will be sent a confirmation and reservation form via email or USPS.

Please make note of minimum charges for facilities and programs. These minimums are included in the description of facilities, programs, and fees found at www.camplookout.com or in a copy of the Camp Lookout Facility Handbook – available by mail or email.

Deposit and Contract

A deposit to secure your reserved dates is required. Deposit amounts vary depending on the size of a group (please see website for amounts or speak with a staff person at Camp Lookout). Deposits can be made during your reservation call with a credit card, or you can take up to 30 days to submit a check to properly secure your dates when you return your signed contract. Your deposit will be subtracted from the final invoice. Please email the signed Group Contract to Camp Lookout at admin@camplookout.com or send by postal mail to Camp Lookout, 3130 Hwy 157, Rising Fawn, GA 30738.

Final Payment

During or at the end of your stay, Camp Lookout staff will inquire about your final numbers of participants in order to calculate the total cost of your stay. Your deposit is considered part of your final payment and will be deducted from the total amount due on your bill. Your group will receive an email with an attached invoice sheet that lists your final charges.

Cancellations

Should you need to cancel your event, the deposit, minus a \$50.00 handling charge is refundable or transferable up to three months before your event. After that time, the deposit is not refundable, nor may it be transferred to another date. All other fees associated with your event, such as food, activity, or programming fees, will be removed from your bill.

Insurance

All guest groups are required to provide a Certificate of Insurance with a liability amount of at least \$1,000,000, naming Camp Lookout Inc. and Holston Conference Camp and Retreat Ministries as an additional insured. A copy of this certificate must be provided to the camp prior to the group's arrival. If no Certificate of Liability Insurance is received by Camp Lookout by two weeks before your group's arrival date, you will be charged \$115 to \$265 (depending upon your activities) for general liability insurance that will be provided for your group. (If you need to cancel your event [see above section on Cancellations], the cost of that additional liability coverage will be removed from your final bill.) Please email the Certificate of Liability Insurance to Camp Lookout at admin@camplookout.com or send by postal mail to Camp Lookout, 3130 Hwy 157 Rising Fawn, GA 30738.

Availability

Camp Lookout reserves the right to refuse the use of our facilities to groups whose purposes are determined to be inconsistent with the principles and spirit of the United Methodist Church.

Arrival and Departure

Arrival

For overnight groups, check-in time will be 5:00 p.m. or later, unless special arrangements have been made in advance with the Camp Lookout staff.

Departure

Check-out time for groups will be no later than 2:00 p.m. on the last day of the group's stay. If your group prefers to stay past 2:00 p.m., pre-arrangements with the reservation staff at Camp Lookout are needed. An additional day charge may be applied for late check-out.

Parking

Guests may park at: Lookout Lodge, Lookout Village, Lower Field (near Chapel), at the Hamlet (new cabin), or at Sunset Lodge. Guests should only park at facilities where they have reservations for use.

Facilities

Facility Use

We ask that your group use only the lodging and meeting spaces reserved for you, because we often serve multiple groups at the same time. If you discover during your event that you need additional space, please contact the On-Call Staff. Please respect space used by other groups. Camp Lookout staff will coordinate schedules of groups to eliminate conflicts in meeting spaces and program areas.

Linens

Guests must provide their own bedding, pillows, and towels. All beds are single size beds.

Food in Buildings

Food is not allowed in the main areas and sleeping quarters of all buildings in order to prevent the attraction of insects. In the buildings that are equipped with kitchen and dining areas, please make sure to properly store all food items and remember that food is not allowed in the bedrooms. Please speak to Camp Lookout staff to discuss possible exceptions.

Cleaning

In order to keep our rates affordable and to encourage groups to be good stewards, we ask that your group clean the facilities you've used prior to departure. We ask that groups be responsible for general clean-up: picking up loose trash, gathering all personal belongings, emptying trash cans, and light sweeping. The Camp Lookout staff will assume responsibility for vacuuming, mopping, and restroom and mattress sanitation. An additional \$200 cleaning fee may be added to your group's charges if buildings are not cleaned as outlined.

Damages

Upon arrival, your group leader should inspect your assigned facilities and report any damage to the Camp Lookout staff on duty. Your group will be held financially responsible for any damage that occurs to the facilities by your group.

Environmental Stewardship

Guests are asked to help us maintain the natural beauty of the camp by not cutting, breaking, or digging up flowers, shrubs, or trees. We also encourage guests to help us reduce camp's impact on the environment by recycling where possible and turning off lights when not in use.

Quiet Hours

Because we often serve groups of varying ages and needs at the same time, we ask all guests to maintain quiet hours from 11:00 p.m. to 6:00 a.m.

Food Service

Meal Service

Our kitchen can provide your group with delicious, home style meals to help make your event special and reduce the time and effort you need to spend on food preparation. We offer meal packages that make meals affordable for any type of group. Arrangements for meals must be made two weeks prior to your event.

Special Dietary Needs

Many special dietary needs, including allergies, vegan/vegetarian diets, lactose-intolerant, and gluten-free necessities, can be accommodated if we are informed of them in advance. Group members with other unusual dietary restrictions should contact the camp to discuss their needs. All alternative dietary needs must be known at least two weeks in advance of a trip.

Additional Services

In addition to our regular meals, we can also provide additional services, such as coffee, snacks, cookouts, and sack lunches, for an additional charge. All additional services must be requested and approved of by camp staff in advance of a trip.

Self Service Meals

Self service meals are an option at Camp Lookout. Sunset Lodge has a small kitchen where small groups can prepare meals. Please be aware that this kitchen has limited equipment and may not meet the needs of large groups.

Health and Safety

Emergencies

Upon arrival, group leaders need to locate a copy of our emergency procedures and a list of people and agencies to contact in case of an emergency at Lookout Lodge or Sunset Lodge. This information should be located in each cabin; please inform Camp Lookout staff if any information is missing.

Health Care

Your group is responsible for providing any first aid or other health care services needed by members of your group. We recommend that you obtain a health history and consent for treatment from all group members. We also recommend that your group bring a first aid kit and have someone in the group certified in first aid and CPR. An AED is available in Lookout Lodge. In the case of a medical emergency, the camp will assist where possible, but your group is responsible for providing emergency care and transportation if required. Your Weekend Host or On-Call Staff has complete details should an emergency arise. Please report all accidents that your group experiences to Camp Lookout staff for proper record keeping.

Supervision

Your group leaders are responsible for supervising group members at all times. In the case of youth groups, we recommend a ratio of no more than eight youth per one adult. We also recommend that youth groups provide a minimum of two adult supervisors at all times. At least one adult is required to sleep in each cabin that youth occupy. All adults accompanying youth should have undergone appropriate screening and training.

Transportation at Camp

Please observe our posted speed limits while at camp. Restrict riding to proper seating compartments of vehicles, always using seat belts as provided. Off-road type motorized vehicles may not be driven off-road while at camp.

Hunting

Hunting is not permitted anywhere on camp property. Paintball and Air-Soft guns are also prohibited.

Alcohol

The possession or use of alcoholic beverages at the camp is strictly prohibited.

Prohibited Items

In addition to alcohol, we also prohibit the possession of illegal drugs, weapons, and fireworks at the camp.

Smoking

Smoking is discouraged at the camp and is prohibited in any camp building. Please discuss approved smoking locations with your On-Call Staff person before smoking.

Pets/Animals

We do not allow pets of any kind at camp other than service animals. Please let camp staff know in advance about any service animals that will accompany your group.

Off-Limits Areas

For the safety of our guests, some areas of the camp are off limits to everyone other than camp staff. These include maintenance areas, mechanical rooms, and storage facilities. In addition, program areas including all ropes courses, climbing wall, vertical playpen, archery and slingshot ranges, boating activities on the lake, the swimming pool, and other activity areas are prohibited unless supervised by certified staff are off limits.

Campfires

Campfires are permitted in designated locations only. Firewood is available, so groups will not need to bring or cut their own firewood. Please practice responsible fire safety by limiting the size of the fire and making sure it is completely extinguished after use. (Groups will be notified about any existing burn bans or other laws regarding outdoor fires.)

Tornadoes and Severe Storms

In the event of a tornado or severe storm, guests should go immediately to the basement of the Emmaus Chapel. This room can be located by going outside and to the rear of the chapel to find the basement entrance.

Program Opportunities

Scheduling

Camp Lookout offers a variety of fun and adventurous program opportunities that can be added to enhance your time with us. Due to high demand for these services and the need to schedule staff, we ask that you contact us no later than one month before your event to reserve these activities. Most activities require additional fees to pay for staffing.

Personal Recreational Equipment

Guests who bring sports equipment (i.e. Frisbees, volleyballs, etc.) to camp for their self-directed activities are advised to clearly mark all equipment with owner identification.

Consent Forms

Consent and Assumption of Risk forms must be completed before guests are allowed to participate in any camp-staff led activities. A consent form is required for each individual participating in a Camp Lookout activity.