



GUEST POLICIES

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General Policies

- Respect other guests/guest groups on site.
- Speech and conduct must be family-friendly.
- Dress appropriately for meals (shirts and shoes required) and for activities.
- Youth should be supervised at all times while on-site.
- Alcohol, non-prescription drugs, fireworks, gambling or weapons of any kind are not allowed on Ironwood Springs property.
- Smoking is not allowed in or near building entrances.
- Motorized 2-, 3-, or 4-wheeled recreation vehicles are not allowed unless required due to disability and **approved in advance**.
- Remain on maintained trails and respect private property neighboring the grounds.
- Abide by all posted signs.
- Ironwood Springs reserves the right to remove any unauthorized person(s) or anyone who does not abide by the guest policies or the direction of Ironwood Springs staff.
- Ironwood Springs does not assume responsibility for lost or stolen items. Items left behind will be held for 30 days before being donated or discarded.

Pets:

- Pets are not allowed, except licensed service dogs with advanced approval, or well-behaved, on-leash dogs in the campground.
- Non-licensed service dogs are not allowed in any buildings, the swimming pool area or the horse pastures.
- Please keep pets quiet and clean up after messes.

Guest group management:

- All questions from group members should be directed to/through the group’s leader(s) prior to the event. While on site, we encourage guests to ask questions of our staff and volunteers.
- All payment arrangements for group individuals must be made with the group leader or billing contact and payments from individuals must be coordinated through the group leader.

Technology:

- Guest Wi-Fi is available in most buildings and can be accessed with password iron1976. Out of respect for other guest, streaming services should be limited due to limited internet bandwidth. Limit dependence on internet for presentations by downloading videos prior to arrival.

- AV needs for each meeting space should be pre-arranged with our Retreat Director prior to arrival. For projection needs, assume that we provide HDMI input to projectors. It is up to the guest group to provide any adaptors that connect HDMI to your computers.
- Cell phone reception varies per carrier. Most guests receive the best reception south of the Main Office building.

Accidents/Emergencies:

- In the case of an injury or accident, immediately contact the host and complete an incident report. Ironwood Springs does not provide medical insurance. If first-responders are called and Ironwood Springs staff is not involved, someone should go to the Ironwood Springs entrance to direct them to the correct location on property.
- In case of a tornado or severe weather, move to the dorm area beneath the Founder's Lodge or the lower level of the Miracle Lodge away from windows (hallway or theatre room).

Lodging and Facilities

- Abide by the check-in and check-out times. Check-in/out times include check-out from lodging rooms and meeting spaces.
- Guests in Miracle Lodge should follow the check-out procedures listed on the inside of your room door. Group leaders should bring this to the attention of your group members. Before departure, return all furniture to its original position, clean up trash and messes, and remove all personal belongings.
- Respect the buildings and facilities at Ironwood Springs. Groups will be financially responsible for damage done by their group members. Except for the Rec Center gym, buildings are not play places for active group games (i.e. tag, etc).
- Only access buildings and building spaces reserved by your group, along with public areas such as dining hall and public bathrooms.
- Indoor restrooms are available in the Founder's Lodge, Main Office and Castner Riding Arena. Outdoor restrooms are available by the snow tubing chalet and across from the Ole' Red Barn. The restrooms in the Miracle Lodge are reserved for Miracle Lodge guests/guest groups staying in the lodge. If you have guest group members not staying in the lodge (camp ground/cabins), they should use bathrooms in Founders Lodge except when attending group activities in Miracle Lodge.
- All lodging units and most meeting spaces are climate-controlled with air conditioning and heat.
- The Miracle Lodge is accessible for guests with limited mobility. **The elevator should only be used for people that require physical help and for hauling baggage/conference materials.** There are stairways at each end of the building to use. **Kids should not be allowed in the elevator alone.** If the emergency button is pressed in the elevator unnecessarily, a \$50 fee will be charged to the group for each occurrence.
- Rooms in the Miracle Lodge are furnished with bedding, microwave, mini-fridge, private bathroom, towels and hair dryer.
- Bedding and towels are not provided in the dormitories or cabins.
- Decorations are allowed; do not use most tape types, staples, or nails on walls or surfaces. Tacky strips or painters tape is allowed. All decorations must be removed by check-out.
- Candles are not allowed in any indoor facilities.

Campground

- Camping season runs Memorial Day through Labor Day, weekends only.
- Check-in: 3:00 pm. Check-out: 1:00 pm. Quiet time: 10:30 pm.
- Each campsite accommodates one camping RV unit or two tents.
- No more than 8 people per campsite.
- Campsites include electricity, a picnic table and campfire pit. Water hookups are shared and hoses must be removed after use. Sewage dump stations are available for sites without full hookups.
- Guests may not bring firewood from an off-site location. Firewood may be purchased ahead of time or make arrangements with retreat director to purchase on site.
- Campfires should be no higher than three feet and contained in designated fire rings.

Activities

- Group activities must be reserved by the group leader at least two weeks prior to arrival. Online reservations for trail rides and snow tubing may be made by individual guests.
- All participants must be present at scheduled time slot or reservation and payment will be forfeited.

- All activities are at the participant's risk. Most require a signed release of liability form signed by the participant or by the participant's parent/legal guardian and presented at the time of activity or through the group leader.
- Participants must adhere to safety rules. Ironwood Springs assumes no responsibility if safety rules are not followed.
- Ironwood Springs staff reserves the right to refuse participation in an activity if it is deemed unsafe for any participant.
- The outdoor pool is open for group rental guests from 9:00 am – 9:00 pm daily, Memorial Day through Labor Day. A lifeguard is not on duty; Children under 14 must be accompanied by an adult. Modest swimsuits or cover-ups are required.

Zip Line

- Minimum weight: No minimum Maximum weight: 250 pounds.
- Minimum age: We allow any age above 3 years if the child fits into the harness and is willing to go down the zip line.
- Participants must have sufficient core and upper body strength to use the regular zip line. An adaptive zip line with full-body harness is available but arrangements for the adaptive zip line must be made ahead of time.
- Secure, flat-soled footwear is required; no flip-flops, high heels, etc.

Challenge Course

- Sturdy, hard-soled footwear such as athletic shoes or sneakers is required.

Archery/BB guns

- Minimum age is 5 years.
- An adaptive tool is available for archery for those that have limited upper body strength. Arrangements for adaptive archery must be made ahead of time.

Trail Rides

- Parking is available on the south side of the Castner Riding Arena or near the entrances of the campground.
- Arrive 15 minutes prior to your reservation start time.
- Riders must be at least eight years of age; pony rides are available for younger children if arranged in advance.
- Maximum weight: 225 pounds. Larger horses are available for riders up to 240 pounds when arranged in advance.
- No double riders.
- Sturdy, close-toed shoes (no sandals) and long pants are required.
- Helmets are available and required for riders under 18 years.

Sleigh/Wagon Rides

- Parking is available on the south side of the Castner Riding Arena or near the entrances of the campground.
- Sleigh/wagon rides are one hour long, including time for loading and instructions. The rides can be split into two or three shorter rides if arranged in advance. Maximum 20 people per ride.
- Each cutter ride is 30 minutes long. Maximum 3 people per ride.
- Warm quilts are provided.
- Rides with temperatures and wind chills that fall below zero degrees are subject to cancellation.

Snow Tubing

- Sessions are two hours long. Maximum 80 people per session. All ages are welcome.
- Tubes and a tow rope are provided.
- The chalet is open during the session time. Hot water, cups and spoons are provided. Bring snacks and hot cocoa.
- During an open session, the hill is shared with other guests. Private reservations on Saturdays and Sundays between the hours of 12:30-7:30pm require a minimum payment of 60 people.
- Cancellation/Revision Policy: Changes to your expected number must be requested and approved by the office. If a change to expected number occurs, total charges must not fall below the amounts as indicated below. The group is responsible for a minimum of 85% of the total charges at the time of final payment or for private reservations, at least 60.
 - At least 30 days before the reservation date: No fee
 - Less than 30 days but no less than 1 week before reservation date: 50%
 - Less than 3 days before the reservation date: 100%

- Ironwood Springs reserves the right to cancel a session if there are less than 20 people registered; the group leader will be notified at least three hours in advance.

For more information, please visit:

www.ironwoodsprings.com