

"Rooted in Christ, Lakeside is a place of belonging where all people can find joy and purpose in God's creation"



Facility Use Guidelines and Policies

Our Mission

We offer our spaces to be a place of belonging to find joy and purpose in God's creation. Radical hospitality is one way we share the unconditional love of God with every guest. We intentionally open our spaces to all individuals, groups, families, and organizations as an example of God's unconditional love and acceptance of everyone. All guests are a part of our mission, and we welcome all people to experience the Holy Spirit through our property, facilities, activities, programs, and hospitality. Every reservation also funds our ministry and allows our summer camp to remain affordable for families. Everyone who comes here, regardless of their specific event, has a direct and important impact on our ministry.

As responsible stewards of people and our property, we must ensure that all that takes place on our grounds and in our buildings is safe and in line with our mission. Every person and each group using Lakeside shall be responsible for the care of the space they use and for the behavior of their participants.

Making a Reservation

Every group will have a primary guest. The primary guest is the person in charge of the reservation, coordinating check-in, communicating with the host, signing paperwork, providing payment, and assumes full responsibility for all members in the party. It is the primary guest's responsibility that all their guests are aware of these guidelines and policies. The primary guest will be held responsible for any actions or damages done by their guests. Ideally the primary guest is the first one to arrive and the last person to leave to ensure the guidelines and policies are followed.

For Lakeside to finalize your reservation, we will need contact information, dates, all requested facilities, recreational requests, and a credit card to hold the reservation. This can be done by phone or email. Your bill may be paid in full before or at check-in. If needed you may request to pay the full amount or partial amount of your invoice before your arrival. There is a 6.0% Environmental fee on all transactions. *If you book directly on Lakeside's website, your card is charged immediately.

Once a reservation is made, the primary guest will receive an email invoice confirming reservation details.

Refund Policy

You must cancel 21 days prior to your check in date to not be charged and to receive a refund of any payments made.

If cancellation is made 21 days or less before reservation your credit card will be charged the full cost of the reservation, or the party will have 7 days to provide alternate payment.

If a facility reservation is canceled by Lakeside due to a natural disaster or if by some means the facility is unusable, a full refund will be issued to the person that made the original reservation.

Check-In & Check-Out Times

Check-in begins at 3:00 PM. Checkout by 11:00 AM. Early check-in/late checkout can be approved by staff in advance if it is available. If you need more than 2 extra hours in the facility, there will be an additional usage fee.

What to Expect at Check-In

The week of your reservation, your host will contact you to arrange check-in. Upon arrival, your space will be open and ready for you. Your host will greet you after you've arrived, and collect payment, and verify credit card information on file in case of incidentals. *Does not apply to AirBNB guests.

Updated January 1st, 2023

If you pay in advance, self-check in is available. The space will be open and ready for you.

All the information you need is on the welcome board, please read. There will also be a map highlighting the activities and areas onsite.

Hosts

Every guest will have a host during their stay. Hosts are available to answer questions, assist with maintenance issues, or any other problems that may arise. Hosts will be on site for your stay, or just a few minutes away. They will also monitor your group to ensure all policies are followed.

What to Expect at Checkout

You will have the option of a walk through before your departure. Please let your host know at check in if you'd like a walk through at check out.

Before leaving we ask all guests to:

- Please be completely out of the facility by 11am on check out day.

- Wash all dishes.

- Remove all personal belongings including food and drinks.

- Pick up and throw away all garbage inside and outside.

- Put furniture back to original placement.

- Leave all keys on the welcome board. **There is a \$75 fee per missing key.**

*Some spaces do not have dishes, keys, ect. Expectations are for only applicable spaces.

If guests fail to complete check out requirements, an additional cleaning fee will be charged to the primary guest's credit card.

Our housekeeping staff will do an inspection of the facility. If any damages or policy violations are found, the primary guest's credit card will be charged the appropriate fines and or cleaning fees. The primary guest will be notified within 24 hours if this happens.

Use of Event Center

The Event Center is not a common space and is a private rental only. The storm shelter in the Event Center is available in case of emergencies. If guests are not renting the Event Center, access beyond the storm shelter and lower level bathrooms during an emergency is prohibited and will be seen as trespassing.

Directional Signs & Decorations

Temporary free-standing directional signs are allowed. Do not attach signs to camp furniture, signposts or other facilities. Decorations are allowed if they are free standing or not affixed in a manner that would damage a facility or any painted walls (A no stick adhesive like painters tape is recommended).

Alcohol

Alcoholic beverages may be consumed responsibly by guests at Lakeside In the Event Center or their private lodging. Underage drinking is prohibited by law.

Pets:

Dogs are allowed on site, but in limited buildings. Pets, with the exception of service animals, may not enter the Event Center or the Event Center's Kitchen. Guests must notify Lakeside Staff that they are bringing a pet. Pet owners are responsible for pets at all times and are required to clean up after them. Dogs must always be on a leash when outside. Aggressive dogs will be asked to leave immediately for the safety of all guests.

No other types of pets are allowed on site, without pre-approval by Lakeside staff. Please ask about any other pets when you are making a reservation.

Noise Regulations

All camp guests shall avoid excessive noise between the hours of 11:00 PM and 6:00 AM.

Camp Wide Activities

Guests are encouraged to take advantage of our 110-acre property, all the activities that we offer, and are expected to remain respectful to the grounds, buildings, supplies, and nature. Guests are asked to refrain from interacting with the wildlife in any way.

Guests are expected to pick up after themselves in all facilities they use during their stay. It is important that a space is left in the same or better condition after it has been used for the next group coming in.

Common spaces for all guests are dependent on weather, time of year, and any programs or events that are being held at camp. Lakeside does not guarantee the use of any space during your stay unless you have specifically requested and reserved it. Spaces include rec barn, sand volleyball, basketball, gaga ball, kickball, quidditch pitch, 9 square, human foosball, open fields, double soccer field, 3.5 miles of nature trails, 2 docks, shoreline, fire pits, playground, and parking lots.

Guests who bring children are responsible for children at all times. We highly recommend that you have a responsible party to supervise children as they explore camp. If they fail to clean up after themselves, get hurt or lost or damage Lakeside property the Primary Guest is responsible.

Water Activities

- ☞ Lakeside does not allow motorized boats to be launched from our waterfront. Boats can drop off and pick up passengers at the Lakeside docks. Boats cannot be docked overnight.
- ☞ Pool use requires a Lakeside lifeguard. Swimming in the pool without a lifeguard is grounds for immediate eviction.
- ☞ Guests can reserve the pool with a lifeguard for a fee. Requests are granted based on staff availability.
- ☞ Lake swimming is done at the guest's own risk.
- ☞ Guests can bring their own lake toys like kayaks, canoes, etc. and put them in at our shoreline and use at their own risk.
- ☞ Guests can reserve our lake equipment without a lifeguard on duty for a fee. Depending on availability a Lakeside Lifeguard can be requested for lake activities.
- ☞ Fishing licenses are required by Iowa law. Fish cleaning should be done on a covered surface (table cloth, plastic) and the table should be cleaned afterwards. There should be no guts or fish remains left on the ground, tables, or out in the open. All remains should be bagged and discarded into a dumpster or garbage can.

Areas that require a prior reservation and/or staff assistance include: Low ropes challenge course, rock walls, zip lining, escape room, waterfront equipment, pool, and golf cart.

Areas off limits include: Any buildings not rented by your group that are not common spaces, all equipment like tractors, gators, boats, etc.

Using or entering restricted areas can result in a fine and/or immediate eviction.

Please note that we have youth campers 8 weeks out of the summer, Sundays through Friday. Sometimes guest groups will overlap shortly with campers. Guest's access to camp will be restricted until youth campers have departed. Your host will clarify what spaces will be restricted based on the camp's schedule.

Activities and facilities may also be limited depending what retreats, large groups, programs or events we have on-site at the time. Your host will notify you of all events happening on-site and how they will affect your stay.

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Emergency Procedure

In case of severe weather guests are asked to seek shelter. Storm shelters are available about the camp and are shown on the maps. Guests are expected to monitor weather and to use their best judgment in severe weather situations. Camp staff are not responsible to alert guests when severe weather is approaching.

If guests require emergency medical services, they are responsible for notifying local authorities. Lakeside is not responsible for guests' injuries, health, and/or other emergency situations they may find themselves in. Every overnight building is equipped with local emergency numbers, our address, and severe weather notification information. These are typically located on the welcome boards.

Photo Release

All guests give consent to Lakeside staff to use photography obtained while guests were participating in Lakeside activities to be used for promotional use. This may include but is not limited to social media, website, printed brochures, and newsletters. If you do not consent to this due to legal reasons, witness protection, foster care, abuse, or ect; Please inform your host to not use photos of individuals involved.

Prohibited Acts

- Fireworks - \$250 fine first offense, \$300 fine and eviction second offense
- Pets in non-pet facility- Cleaning fee and immediate eviction
- Smoking in any building- Cleaning fee and immediate eviction- this applies if smoking is done outside of an open door or window and the smoke smell is in the room.
- Driving off paths- \$250 fine each offense and cost of damages. This includes nontraditional vehicles and ATVs. The only off-road vehicles allowed by guests are golf carts.
- Littering, including cigarette butts and all other debris - \$200 fine
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- Docking boats overnight- \$200 fine and cost of damages.
- Trespassing or entering buildings/using camp equipment that you are not renting- \$100 fine plus any damages or cleaning costs. All camp equipment such as boats, tractors, gators, mowers etc. are for staff use only.
- Unsupervised/Unapproved pool or lake use- \$500 fine and immediate eviction.
- Lake use applies to the use of any equipment like canoes and kayaks.
- Underage drinking/ Illegal drugs – Immediate eviction
- Damage to property or buildings- All costs to repair
- Theft- All costs to replace
- Hunting or Trapping – Immediate eviction
- Acts of hate or violence - Immediate eviction, legal action will be taken if warranted

Fines

If any of the policies or guidelines are broken, guests will pay all fines, damages, and/or cleaning fees. Guests will be notified of such charges within 24 hours of check out.

Thank you for staying at Lakeside and being a part of our ministry!

If you have additional questions or concerns, please contact us at campdirector@lutheranlakeside.com or call 712.336.2109