



FAQs

1. What time can we check in to or out of our rooms?

Your contract states a 4:00 p.m. check-in time to allow housekeeping adequate time to clean rooms after the previous groups depart. We can allow you to check-in earlier only if housekeeping is finished and releases your assigned rooms. Similarly, a prompt 10:00 a.m. for lodging and 1 p.m. for meeting space check-out is necessary to allow our staff to prepare and accommodate the next arriving groups.

2. What does it mean when Faholo refers to a final meal count?

A final meal count refers to the final number of people submitted to Faholo for food preparation purposes, due ten (10) days in advance of the retreat. If this number is less than the guaranteed minimum as stated on your User Agreement, you are still obligated to pay the full dollar amount mentioned on this same agreement. But if the final number provided is greater than the guaranteed minimum, this is the number of meals that will be prepared and billed (less deposit). Should this number change in the final ten days leading up to your event, please alert Conference Services immediately.

3. Can we add or subtract people to our group prior to arrival, but after the final meal count is submitted?

Yes. The final meal count on the required due date allows the dining hall to begin purchasing food and plan staffing for your retreat and others. If your numbers increase or decrease dramatically, it becomes critical to assure adequate food preparation and/or to prevent excessive food waste. You may change the meal count up to the day before your retreat. If your actual numbers fall under the guaranteed meal count you provided before your arrival, you will be charged for the number of meals you supplied to us for the first meal and then the actual count for all other meals.

4. Where do we go when we arrive?

Upon arrival, the designated group leader should go to Conference Center's front desk where the Host will greet you and provide important information for your retreat. The group members may also go to the Conference Center to determine their rooming location.

5. If members of our group arrive before the group leader, can they begin checking in?

No, unless prior arrangements are made. The group leader should submit an attendance or room assignment list in advance so we know who will be checking your group in as well as members of your group we can expect. Then they will only be allowed to enter their rooms if they are cleaned and ready.



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6. Do our rates decrease if we do not use all our lodge rooms?

No. The contracted rates are based on a per-person rate and the number of rooms used does not affect the cost.

7. Can we rearrange our meeting room to adapt to our changing needs? May we use our meeting room longer than anticipated?

Yes. The meeting room will initially be set up based on the information provided on the Retreat Planning and Information Forms. Usually the group is responsible for any rearrangement. Be aware another group may be scheduled to set up after you leave, so if you plan to use the meeting room outside the schedule submitted on the Retreat Planning and Information Forms, your Host must be informed.

8. Can we use recreation facilities when other groups are not scheduled?

Yes. To maintain an orderly use of recreation facilities by our contracted groups, we require scheduled recreation. If other groups are not scheduled to use a recreational facility, the facility can be available to anyone. Please contact the front desk/host to confirm any adjustments to your schedule and for access to recreation facilities & equipment. If your group is a youth group, adult supervision must be present at all times.

9. Why do youth groups require lifeguards?

State law requires all youth groups to have a Faholo/Red Cross certified lifeguard.

10. Do we need to provide our own beach towels?

Yes, the towels in the room (if linens have been requested) are for room use only.