

Glacier View Ranch Guest Policies

General Guidelines

1. All facilities are to be left clean. All trash should be put in trash containers not left on porches or beside the dumpster.
2. Reservations are confirmed for the indicated guaranteed minimums for rooms, cabins, and meeting areas. Children 12 and under do not count against the adult minimum. For youth groups, the group guarantees a number of full-time youth and full-time staff. Part-time and day only use do not apply against the contract minimum. If group attendance and/or room/cabin usage falls below the minimum for all or part of the event, the contract minimum guarantee amount will be charged. Groups are billed (1) for the contracted packages according to the number of persons using the room or the guaranteed minimum number of rooms, whichever is greater, at the rate indicated on the contract, (2) for use of the requested meeting room(s) and (3) for any other services requested and/or contracted from food service to programming. Any visitors not lodging per the rental agreement will be assessed the per person day use rate. Group leaders are responsible for supplying the Glacier View Ranch office with these additional numbers.
3. There are no refunds from unused or partially used meal tickets.
4. We strongly encourage you/your group **not** to bring a pet to camp. If you choose to bring a pet, it is not allowed in any building. You will be responsible for your pet while at camp and will be expected to clean up after your pet. All pets must be on a leash or in an appropriate cage or crate at all times. If a pet is brought into any building you will be charged \$100.00 for special cleaning and spraying of the building when you leave. You will be responsible for any damages caused by your pet as well as any personal liability.
5. The camp is owned and operated by the Seventh-day Adventist Church. If your group is scheduled to use the camp over the weekend, we ask that your group be aware of the following policy: from sundown on Friday until sundown on Saturday, our day of worship is observed as stated in the fourth commandment. During this time, groups that are on the property are allowed to have worship services, and other meetings. Food service is provided for groups along with nature and outdoor activities such as hiking and canoeing. Recreational sports such as swimming, ropes course, horseback riding, mountain bikes, or mountain boards are not available. If you have any further questions about other activities during the Sabbath hours, please contact us.
6. The use of tobacco, alcoholic beverages, and illegal drugs is prohibited on Glacier View Ranch property.
7. Quiet hours are from 10:00 p.m. to 7:00 a.m. for the Lodge and Cabin areas. Please respect the rest and relaxation of others (other guests and Glacier View Ranch staff residents). Remember that voices carry outside.
8. All keys must be returned to the front desk. There is a fee of \$25 for each lost key
9. If others need to reach someone in your group, they may call 303-459-0771 and leave a message on extension 10. For groups who are staying in the Lodge, messages will be posted on the message board in the lobby. For all groups including those staying in the cabins or the campground, attempts will be made to locate guests or group leaders to deliver the message. On Call personnel check telephone messages up to 9:00 p.m.
10. Insurance: A Certificate of Insurance (1 million per occurrence) is required for all groups not affiliated with the Rocky Mountain Conference of Seventh-day Adventists. Certificate is to list "Seventh-day Adventist Association of Colorado" as an additional insured.

11. Check In & Check Out: Check-in time is 3:00 PM unless prior written approval has been given. On the day of their departure, groups must move out of their housing by 10 AM unless prior approval has been given, but may continue to use the recreational & meeting facilities if space is available and prior arrangements have been made.
12. Use of Glacier View Ranch facilities and all Glacier View Ranch activities are at your own risk (See release of liability form).
13. Groups often share Glacier View Ranch with other groups. It is important that respect and courtesy be shown to all with reference to behavior, quiet times, meeting facilities, cafeteria facilities and lodging. We, Glacier View Ranch Staff and Guests, are all witnesses for Christ.

Safety Regulations

1. Firearms, weapons of any kind, and fireworks are not permitted on Glacier View Ranch Property. This includes air guns as well as paint ball guns. Personal archery equipment will be allowed for archery teaching only!
2. When Boulder County is under a Fire Ban, Glacier View Ranch follows all Boulder County procedures. **You must inquire about fire bans prior to building a fire.**
 - a) Fires must be contained in an approved fire ring or fireplace.
 - b) You must have a minimum of 5 gallons of water or a fire extinguisher nearby before lighting a fire.
 - c) You must clear the area around the fire ring 5 feet prior to building a fire.
 - d) You must be sure that the fire is **completely** extinguished before leaving the area or retiring at night.
 - e) Firewood may be gathered from the ground around the camping area. You may not cut down any trees for firewood.
 - f) Firewood will be delivered to Rustic Cabin, the Long House and the Lodge for use in those fireplaces.
3. If you or anyone in your group wishes to bring an off road vehicle, you must call ahead to make arrangements. Off road vehicles are permitted on the trails leading to National Forest. These trails are used for horse rides and horses have the right of way at all times. If you come upon a horse on the trail, you must pull the vehicle over and turn off the engine. No off road vehicles are to be used in the main Ranch area for general transportation. Off road vehicles may be ridden to the trails at the Ranch speed of 5 miles per hour on designated map roads only. No motorized vehicles are permitted on any GVR trail. **No motorized vehicles are permitted on the frozen lake. (Including, but not limited to the following - SUV's, Jeeps, All Terrain Vehicles , Gas Powered Trail Bikes, etc.)**
4. Use of personal property, equipment or vehicles is not the responsibility of GVR.

Supervision

All groups with children who are unaccompanied by a parent or guardian are advised to meet the following minimums for staff-to-camper ratios:

<u>Camper Age</u>	<u>Number of Staff</u>	<u>Number of Campers</u>
4 -5 Years	1	5
6-8 Years	1	6
9-14 Years	1	8
15-18 Years	1	10

All supervising staff must be 18 years of age or older. Parents are responsible for the supervision of their children at all times when not in an organized activity. They are also responsible to see that children abide by camp policies. No one under 18 is allowed to stay in the Lodge rooms or Cabins without adult supervision. Children are not permitted to run inside buildings, play on stairs, etc.

Emergencies

1. In case of injury or illness requiring emergency medical service, please call 911 and inform the dispatcher of the following:
 - a) You are calling from Glacier View Ranch at 8748 Overland Rd. Ward CO 80481.
 - b) Your phone number is 303-459-0771.
 - c) We use Left Hand Canyon Fire Department.
 - d) Explain the nature of the emergency
 - e) Where you are located at the Ranch (Pool, Long House, Lodge, etc).
2. During business hours contact the lodge office or nearest GVR personnel. After hours notify the on call staff.
3. Glacier View Ranch Personnel will direct the EMS vehicles as they arrive.
4. The Ranch has incident report forms that must be filled out anytime emergency services are called to the Ranch and /or there is an injury requiring first aid. **Always** notify the GVR office of any injury requiring emergency care, a hospital visit, or any first aid.
5. An incident report form must also be filled out if an altercation occurs during your group's stay.
6. Costs incurred from EMS are the responsibility of the user group and not Glacier View Ranch.
7. It is the Group Leader's responsibility to provide personnel who are trained in CPR and first aid and supplies for minor injuries for your group. However, in case of emergency, temporary assistance can be found in the first aid kits located in the pool area, the Long House, and the Ranch kitchen. Glacier View Ranch staff are able to dispense first aid supplies to an adult member of your group. Glacier View Ranch staff are not able to treat a minor child in your group, nor give medications of any kind to a guest.

Emergencies Policies continued on the next page!

8. Group leaders are advised to gather the following information:

- a) Names and addresses of all participants.
- b) Emergency contact names and phone numbers.
- c) A listing of any persons with known allergies or health conditions requiring treatment, restriction or other accommodation while on site.
- d) For minors without a parent on site, signed permission to seek emergency treatment or a signed religious waiver.

9. In case of a lost hiker, do not send out others to search the grounds.

- a) Contact the on call staff with the radio at the front desk.
- b) Gather as many of the rest of your group together as possible and try to determine who saw the lost hiker last, when and where.
- c) Keep the group calm and assist the search and rescue team as needed.

Extra Charges:

1. Excessively soiled meeting areas will be billed to the group at the rate of \$75.00 per area that has to be cleaned.
2. Excessively soiled living areas will be billed to the group at the rate of \$25.00 per room, cabin, or campsite.
3. Pet cleanup will be billed to the group at the rate of \$100.00 per pet.
4. Excessively soiled or missing linens/towels will be billed to the group at the following rates:
 - a) Wash cloths, hand towels and pillow cases - \$5.00
 - b) Bath towels and pool towels - \$10.00
 - c) Sheets - \$15.00
 - d) Blankets or comforters - \$25.00
5. Broken windows will be billed to the group at the cost of the glass replacement as well as the time for maintenance repair. Broken windows start at \$25.00. These charges include the glass on the fire extinguisher boxes.
6. Torn/Missing screens will be billed to the group at the cost of replacing the screen/frame as well as the time for maintenance repair. Repairs generally start at \$20.00.
7. Fire Extinguisher discharge (except in the case of an actual fire), will be billed to the group at the rate of \$75.00. There will also be a \$25.00 cleanup fee unless the offender cleans up.
8. False Fire Alarm pulls will be billed to the group at the rate of \$250.00.
9. Archery costs for replacement of broken/lost arrows will be billed to the group at the rate of \$5.00 per arrow.
10. Actual damages for damaged/missing property including recreation equipment will be billed to the group at replacement cost.
11. Key replacement will be billed at the rate of \$25.00 per key.
12. False 911 calls will be billed to the group at a rate of \$500.00