



Rental Policies

Deposit Information:

To reserve the dates for your retreat, a deposit of \$250 is required for groups less than 50 guests; \$500 for groups between 50-100 guests; and \$750 for groups exceeding 100 guests. A reservation date will **NOT** be confirmed until this Rental Agreement has been signed and returned to the office, and your deposit has been paid.

Your deposit can be paid via cheque made payable to The Salvation Army Pine Lake Camp and sent to 25032 South Pine Lake Road, Red Deer County, AB T0M 1R0; via credit card over the phone; OR by cash, debit, or credit on site at our facility. An appointment must be arranged for in-person payment.

This deposit will be used to hold your reservation date, and to cover any damages the facilities may obtain as a result of your stay. Once your group has left the property, a thorough inspection of the used facilities will be completed, and your group will be charged for any damages.

The deposit can only be refunded if written notice is given a **MINIMUM of 30 days** prior to the check in date for groups less than 100 guests, and a **MINIMUM of 90 days** prior to the check in date for groups exceeding 100 guests. Cancellations made less than the outlined number of days will forfeit the deposit. For long weekends, the lessee will be responsible for the full rental of units rented for the weekend should they cancel under 60 days prior to arrival. Any rental for a long weekend must be for the duration of the long weekend and no less. There are **no exceptions** to this policy.

Payment Information:

Payment for all rental bookings is to be paid **IN FULL** upon arrival to the camp, and can be paid on-site via cheque or credit card.

Attendance:

A final attendance number must be provided to our Hospitality Manager **at least 10 days** in advance of your event. Your event registration should then be closed to avoid further attendees registering. Please be aware that you will be charged **the full amount** for meals based on the final attendance number provided, even if certain guests fail to show. Our kitchen orders food based on the final number provided, so there will be **no exceptions** to this policy.

Food Service:

1. Breakfast will be served at 8:00am, lunch at 12:00pm, and dinner at 5:00pm, unless otherwise agreed upon by the group leader and Hospitality Manager.



2. Meal times must be strictly adhered to. This maintains quality of food and ensures staff can work efficiently within their scheduled hours. Meals will be cleared away one hour after the meal time was intended to start. There will be no refunds for persons who miss meals.
3. An additional \$3/pp/meal will be charged for any allergies/dietary restrictions. This information must be given to the Hospitality Manager at least **10 days prior** to your event, or accommodation may not be provided. Preferences, such as a group member not liking a certain item that has been cooked, will not be accommodated.
4. Meals are served buffet-style. If your group requires that staff serve your guests, an additional fee of \$2/pp/per meal will be charged.
5. Guests are responsible to clean-up their own tables/put their dishes in the appropriate bins following meals in a timely manner. This allows staff enough time to wash the dishes and prepare for the next meal. If staff are required to clear away dishes that are left behind or not cleared in a timely manner, an extra fee of \$2/table will be charged.

Facility Care & Check-in/Check-out Times:

1. Check-in time is no earlier than 3:00pm on the day of arrival, and check-out time is no later than 11:00am on the day of departure. Your group leaders can arrive on site as early as 10:00am on the day of arrival to set-up/decorate, however, lodging facilities will not be available until 3:00pm. Your group can also continue to use any common spaces until 4:00pm on the day of departure, but guests must be checked out of their rooms/lodging area by 11:00am.
2. Any guests that have arranged to come a night early are required to check-in with the Hospitality Manager no earlier than 7:00pm, unless as otherwise agreed upon by the Hospitality Manager.
3. A designated group leader must contact the Hospitality Manager upon arrival and departure of the grounds. This leader will be required to do a walk-through of the facilities with the Hospitality Manager upon arrival and departure of the camp grounds. This must be done before attendees are allowed on site.
4. Furniture, beds, game tables, etc. are not to be moved or rearranged except by permission of the Hospitality Manager.
5. Buildings, structures and trees are not to be climbed, altered or defaced in any way (this includes graffiti, as well as hanging or putting anything on or into the walls). If you are taping schedules, meal plans, decorations etc. to the walls, please use painters tape and ensure the posters are discarded prior to your departure from the camp. You will be charged a take down fee of \$10/space if staff are required to remove your groups decorations or schedules from the walls.



6. Each group is required to bring the appropriate bedding for their sleeping arrangements, including towels and personal care/hygiene items. Any attendee who does not bring their own linens where it is required (in any of the four lodges) will be charged a \$10 fee for linens. Additional towels and bedding can be requested for an additional fee (\$2/towel, \$10/set of bedding).
7. In inclement weather, shoes must be removed upon entering buildings, please notify your guests to bring indoor shoes.
8. If there are any issues with any of Pine Lake Camp's property or equipment, PLEASE call the Property Manager at 780-977-4165 immediately. DO NOT attempt to fix or solve the problem yourself. If you do, and property is damaged, your group will be charged for this.
9. The guest group understands that Pine Lake Camp Staff has the final authority on all matters relating to the use of Pine Lake Camp (PLC) and its facilities, and agrees to pay for any damages to PLC property beyond normal wear caused by any member of said group.

General Guidelines:

1. PLC does not administrate programs. The group is responsible for their own speakers, counselors, ushers, first aid attendants, nurses, and any other personnel connected to the program. Sound/tech providers may be available upon request and for an additional fee.
2. PLC reserves the right to book another group simultaneously if facility capacity permits.
3. Persons under eighteen (18) years of age must be under the supervision of parents or other responsible adults at all times, including in the pool. Overnight lodging will not be permitted for those without adult supervision.
4. The use of alcohol, marijuana and any non-prescription drugs (controlled substances) is strictly prohibited on PLC property. Smoking is permitted only at the smoking pit in front of the Quonset building by the RV Park. Violation will be cause for immediate dismissal without refund of contractual obligation.
5. Possession or use of any weapon, firearm, fireworks, or paintball gun is strictly prohibited.
6. Pets are not permitted on site or in any camp buildings.
7. Pool rules are posted outside the pool gate and must be strictly adhered to. Failure to abide by these rules may result in termination of pool use for the remainder of your booking.
8. PLC provides access to the following on-site amenities free of charge, and according to weather conditions: outdoor pool, canoeing/kayaking, mini golf course, outdoor sports court,



playground, horseshoe pits, tether balls, floor hockey, hammocks, fire pits and outdoor walking trails.

9. Amenities that may be available upon request and for an additional fee include: archery, rock climbing (climbing tower), and low ropes.

10. Fire Precautions: Please pay attention to the location of the fire extinguishers and fire alarms. Buckets of water should be kept close by at campfires.

11. All vehicles must be parked in the designated parking areas only (beside the dining hall and in the parking lot beside the canteen).

12. All campers are expected to respect the rights of others. The lessee will be responsible to ensure that all members of the renting group observe the 11:00pm to 7:00am quiet hours.

13. PLC provides tea and coffee in all common areas (including in the common areas of the cabins for your enjoyment), and linens/towels for Evergreen guests, however, all other necessities will be the responsibility of your group (i.e. water bottles, bug spray, sunscreen, firewood, matches, etc.).