

Lodging

What if we are traveling to Spruce Lake by bus?

The Retreat Center area is accessible by a coach bus. There are three drop-off locations: (1) Spruce Lodge lower parking lot; (2) Spruce Lodge mid-level parking lot; or (3) between Founders Lodge and Twin Oaks as marked.

There is not a safe or convenient location for coach bus drop off at any lodges in the Mountainside Lodge area. We encourage groups using lodges to travel by van or car.

*The road to Wilderness Camp is **not suitable** for a coach bus, however school buses, cars or vans will not have a problem.*

What is the check in time?

Check in is at 5 p.m. on Sunday - 4 p.m. on all other days.

What is the checkout time?

Checkout time is 12 noon on weekends and 10 a.m. on other days. Keys can be dropped off at the office individually or collected and returned by the group leader by that time. All personal items should be removed and use of the room discontinued by that time.

What should I do in my room before checking out?

Just make sure you take all your personal belongings with you and put all the trash in the trash cans. Leave the linens on the beds and place used towels on the bathroom floor.

What cleanup is required in kitchenettes and lodges?

Please wash all dishes, utensils, pots and pans that you used and return them to their proper location. Appliances, counters and tables should be wiped clean. It is helpful if you take the garbage from the lodges and place it in the garbage cans in the trash corral or deck. If you moved something from within a building, or from one building to another, please return it to its original location.

How much is the cost per person?

Since our rates are priced per room, the per person rate will vary based on the number of people in a room. Each additional person in the room will lower the average cost per person. However, there is a maximum number of people for each room based on the number of bed spaces. Please contact Group Reservations staff who can provide a rate quote based the lodging and meals and other needs of your group.

Do you provide linens and towels?

*Linens and towels are provided in the accommodations at the Retreat Center Area and the Mountainside Lodge Area. However, in rooms with bunk beds, you will need to make the beds on the upper bunks. **You must bring your own pillows, linens, blankets and towels for lodging at the Wilderness Camp Area.** Please bring your own towels for use at the swimming pool.*

How often are the towels changed?

Guests staying more than 3 nights will receive towel changes that take place on Mondays, Wednesdays and Saturdays. We try to provide the adequate number of towels for stays of 3 nights or less. If you need additional towels, please request them at the front desk.

Food

What are the meals like?

We serve buffet-style. There are two main entrees along with side dishes, salad bar for lunch and dinner, beverages and dessert. A sample menu can be provided upon request.

What are the meal times?

The buffet line opens at 8 a.m. for breakfast; at 12 noon for lunch & Sunday noon dinner; at 5 p.m. for dinner (Friday dinner is served at 6 p.m.) From time to time, we will stagger meal times to reduce the wait time for each group. In general, the buffet line will be open for a minimum of 30 minutes after the time we ask you to come.

What if I (or a participant) have allergies or other dietary needs?

If you report allergies or other dietary needs in advance (to the group coordinator), we will do our best to accommodate those needs. However, if you have extensive needs, we suggest that you reserve a kitchenette so you can prepare your own food.

For persons giving us advance notice, identify yourself to the food service staff when you come through the buffet line. They will indicate the items on the buffet line that are suitable for you and provide a substitute entrée when necessary.

Can we have meals in the Retreat Center dining room if we are staying in the Mountainside Lodges or at Wilderness Camp?

Yes, you are welcome to join us for one or more meals in the dining room. These must be scheduled at least 3 weeks in advance, but we do prefer longer notice. You will need to walk or provide your own transportation to and from your lodging.

Can we do our own cooking?

Groups that reserve Huckleberry or the Pavilion at Wilderness Camp, or any of the Mountainside Lodges, can use those kitchens to prepare meals for your group. In general, each kitchen is equipped to serve the occupancy of the building. Hearthstone can be combined with one other lodge to serve a maximum of 50 people. The Pavilion can accommodate up to 100 people.

Can we bring our own snacks?

You can bring your own snacks, but we ask that you keep them in your meeting room (and not take them to the bedrooms). We provide options for snacks as well. There are vending machines in Spruce Lodge and Founders Lodge. The Wagon Wheel Snack Shop has regular hours during the spring, summer and fall. It can also be requested during the winter. Snack options from our kitchen can also be provided with advance notice in the fall, winter and spring.

Meeting Rooms

Do you charge for meeting rooms?

Each group staying at the retreat center will be assigned a meeting room for no extra charge. It is subject to change based on the variation of sizes of all groups on site during contracted dates. Additional meeting and/or breakout space may be added in the weeks preceding your arrival and an additional fee may apply.

What is included in the meeting room?

A screen, easel/whiteboard, newsprint and/or podium can be provided upon request. Please communicate your needs to the Spruce Lake group coordinator in advance of your arrival.

A DVD player with monitor may be requested in the retreat center meeting rooms for a fee of \$25. A DVD player with monitor is provided in each of the mountainside lodges and in Huckleberry Chalet at the wilderness camp area.

A piano is available in the Sunroom, Sycamore, Cedar Hall, Evergreen and Creekview Lodge for no extra charge. A Yamaha Clavinova can be rented for \$25 in Walnut or Lilac. A piano can also be rented in Black Cherry for a fee of \$25. In other meeting spaces or lodges, a portable keyboard can be rented for \$25 (as available).

How will the meeting room be set up?

Your group coordinator will be in touch regarding your setup requests and equipment needs for your meeting room. If you do not provide the information, you may arrange the room when you arrive.

Do you have a PA system or data projector available, or should we bring our own?

Groups may rent a PA system for \$50 for the length of stay. We have basic 4-channel and 6-channel systems (includes up to 3 wired mics) as well as a Bose 2-channel system (includes 1 wired mic & instrument input). You may bring your own PA system if you choose. Please always be mindful that the sound levels do not disturb other guests. They should not be used during the quiet hours of 11 p.m. to 7 a.m.

There are two PA system options in Black Cherry meeting room in Spruce Lodge & Summit in the Mountain View building at Wilderness Camp. The Basic System includes 3 microphones and up to 3 additional inputs for a \$50 fee. The Full System adds 3 wireless mics (1 wireless in Summit), a lapel mic, two monitors and a subwoofer for a total fee of \$100.

Data projectors may also be rented for a \$50 fee (some meeting rooms have large screen monitors). We can provide a DVD player, cables and computer speakers, or you can bring your own laptop computer. The PA system can also be used for the sound. You are welcome to bring your own data projector.

Phones, TV, Wi-Fi & Miscellaneous

Are there televisions and phones?

To promote a beneficial retreat experience, we encourage guests to take a break from the technology that crowds our lives and to focus on building relationships with Christ and others. For that reason, we do not have televisions available (except for use with DVDs).

Emergency phones are located at the lobby desk and in each lodging facility. They can be used to contact the office or to reach a staff person for emergencies when the office is closed.

Is there cell phone reception?

Most people with Verizon Wireless get good reception. Other carriers have mixed results.

Can I bring electronic devices (radio, mp3, electronic toys, etc.)?

To promote a beneficial retreat experience, we ask that you do not use electronics outdoors or in any of the public areas. If you do use them, the volume must be confined to your room.

Do you have Wi-Fi?

Free Wi-Fi is available throughout the Retreat Center Area, as well as the lodging accommodations in the Mountainside Lodge and Wilderness Camp areas..

Do you allow pets?

Sorry, pets are not permitted. Service animals are welcome.

Do you have restrictions on what I can wear?

Spruce Lake serves guests of all ages from a variety of cultural and denominational backgrounds. Out of respect for one another, we ask that guests wear clothing that is modest and not distracting to our Christian retreat environment. Casual clothes are appropriate. Females: two-piece swim suits are not permitted unless the fabric of the tankini fully overlays. Coverups should be worn over swim suits except at the swimming pool. Males: shirts are to be worn at all public and recreation areas, except at the swimming pool.

What is your policy on alcohol and tobacco?

Alcohol is not permitted. Smoking is only permitted at the designated smoking area on the north side of the Lakeview Program Center.

Can I bring fireworks or firearms?

The use of fireworks or firearms of any kind – including pellet guns, paintball guns, slingshots and BB guns – are not permitted anywhere on the grounds.

What if there is an injury?

A first aid kit is available at the front desk for minor cuts and scrapes. Please report serious injuries to the front desk staff (and complete an accident report). Directions to Pocono Medical Center are available on the front desk when the office is closed.

Why are you taking pictures?

Our staff may take photos and/or video footage for promotional purposes, including web and print publication. Names will only be used with permission.

Are there quiet hours?

Quiet hours are to be observed between 11 p.m. and 7 a.m. Recreation areas are closed during this time. Pianos or PA systems should not be used. In general, show respect by not disturbing guests who are trying to sleep.

Revised 9/21/18