Soquel Conference Center

Policies and Information for Groups/Retreats

Activities Available: Basketball, volleyball, table tennis, foosball, air hockey, and hiking, are available for your group's enjoyment. Some activities are seasonal and/or are available only by special advance request. Some sports equipment is available at the manager's residence; you are encouraged to bring your own. Sports activities and equipment are unavailable from sundown Friday evening through sundown Saturday evening in accordance with Seventh-day Adventist worship beliefs and policies.

Activities Not Permitted: Off-road motor vehicles, skateboarding, bicycling, use of firearms, slingshots, unauthorized bows and arrows including crossbows, hunting and fishing of any kind, cutting of trees and plants, smoking, drinking alcoholic beverages, use of illegal nonprescription drugs are not permitted on grounds. No pets except seeing-eye dogs. Any damage caused or cleaning incurred from non-compliance will result in a cleaning fee or replacement charge. The cleaning fee per guest room/cabin for smoking is $125.00.

Cabins: Our 70 cabins are located north of the Small Auditorium. Each cabin has two sets of bunk beds. Most cabins are not carpeted or insulated, but they do have a furnace or space heater. Linens are not provided - guests need to bring sleeping bags, pillows, and towels. Bathrooms and showers are located nearby.

Cancellation Policy: If a cancellation occurs and the Soquel Conference Center is unable to rebook the date reserved: (a) over 90 days from the date of the retreat, only the deposit is forfeited; (b) between 31 and 90 days, 50 percent of the guaranteed minimum will be due; (c) 30 days or less, the total guaranteed minimum is due.

Check-In: Guests may check in with the manager beginning at 2:00 pm on the first day of the retreat, unless other arrangements have been made.

Check-Out: Guests must check out with the manager by 12:00 pm on the last day of the retreat. The full weekend package price will be charged for anyone checking out after 11:00 am on Saturday. There are additional fees for anyone checking out after the agreed upon checkout time. The additional fee per room for late stays is $20.00 until 2:00 pm. After 2:00 pm you will be charged for an additional day per cabin/room.

Damage or Loss: All facilities are checked before and after each group's use. Any damage to facilities, equipment or property will be charged to your group. Please do not move beds, equipment, tables, or chairs without permission from the manager on duty. Graffiti, tampering with safety apparatus, broken windows, torn screens, and other damages are charged $250.00 per occurrence plus additional charges for repair or replacement. **All groups will be charged a refundable deposit of $500.00 prior to check-in.**

Day Visitors (i.e., Sabbath only): All guests on the campgrounds are required to register with the group leader or manager on duty. Registrants will receive a guest day pass from the group leader authorizing them to be on the campground. The group leader and the food service director need to authorize any day pass meal tickets not previously arranged. Please note, there is a charge for day use with or without meals. Please see the rate sheet.

Fires: Campfires are permitted only in certain areas at specified times of the year by permission of the Central Fire District of Santa Cruz County. No fires of any kind are allowed without prior approval and under the supervision of the Soquel Conference Center.

First Aid – Medical Needs: Group leaders are responsible for providing for medical emergencies or needs of their group, including a first aid kit, any transportation necessary, and an adult within their group with CPR certification from a nationally recognized provider. For youth/school groups, the designated adult must have first aid certification from a nationally recognized provider, as well.

Food/Food Service/Refreshments: Delicious, well-balanced vegetarian meals are served buffet-style in our cafeteria. To provide quality meals, the serving line is open for a minimum of 45 minutes and no longer than 60 minutes during each meal depending upon attendance. Please advise the members of your group accordingly. Sorry, there are no refunds on unused meal tickets. Additional fees, including overtime charges, may be charged if a group arrives more than 15 minutes late to a meal. Weekend meal times are as follows (unless prior arrangements have been made): Friday, Supper 5:30-6:15, Sabbath, Breakfast 7:30-8:15, Lunch 12:30-1:15, Supper 5:30-6:15, Sunday, Brunch 9:00-9:45. Weekday mealtimes are typically Breakfast 8:00, Lunch 12:30, and Supper 5:30. If refreshments are desired, prior arrangements are necessary to schedule space in the cafeteria. Please, no food or beverage is to be removed from the cafeteria.

Group Leaders: The group leader acts as a liaison between the Soquel Conference Center and the group members and is responsible for communicating and helping to implement policies and procedures required for use of the Soquel Conference Center. The manager on duty may request that time be allowed early in your program to present a brief orientation to your group. Please pay close attention to the registration sheets.

Group Use Information: Meal counts, meeting room equipment needs and completed room assignment sheets are due seven days prior to arrival. A $500 nonrefundable deposit will be added to all standard contracts and will be credited to the final billing. At the manager's discretion, minor changes after the deadline dates may not affect the group's deposit status.

Guarantee Policy: Reservation contracts are written with an indicated guaranteed minimum for guest rooms/cabins, meals, guests, and meeting area(s). Children 12 and under do not count against the adult minimum. For youth/school groups, the group guarantees a number of full-time youth and full-time staff. If group attendance and/or guest room/cabin usage falls below the minimum for all or part of the duration, the contract minimum guarantee amount will be charged. Groups are billed (a) for the contracted packages according to the number of adults actually using the room at the rate indicated on the contract or rate sheet (children in rooms with their parents are billed at indicated child rate), (b) for use of the requested meeting room(s), and (c) for any other contracted or non-contracted services requested.

Keys: Guests must pick up and return guest room keys to the group leader at the registration desk in the Small Auditorium. There is a $5.00 fee for lost or unreturned keys.

Liability Insurance: A Certificate of Insurance ($1 million per occurrence) is required for all groups not affiliated with the Central California Conference of Seventh-day Adventists. The certificate is to list the "Central California Conference" as the additional insured. (Uninsured individuals need to check with the Risk Management Manager for possible waiver options.)

Guest Rooms: Each of the 18 guest rooms are attractively decorated and has a minimum occupancy of two or more adults. Lodging is dormitory style with bathrooms located at the south end of the floor. Each room has a wall heater, and all linens are provided. Rooms are assigned to guest members by their Group Leader.

Lost and Found: The Soquel Conference Center is not liable for lost items. For help in locating lost items, guests may email or call the manager for assistance. Unclaimed items will be disposed of after 30 days.

Meal Tickets: Guests receive prearranged meal tickets from the group leader upon check-in. Present the appropriate meal ticket for each meal at the cafeteria. Sorry, there are no refunds for unused meal tickets.

Meeting Rooms: Meeting rooms are requested and assigned according to group size and needs. We reserve the right to assign meeting rooms. In the event a group is moved to a larger meeting room than contracted, the lower rate will apply.

Payment Policy: A deposit of $500 is required along with a signed contract to secure a reservation. Payment in full is due prior to your DEPARTURE from the Soquel Conference Center. Additional fees (i.e., for damages) will be billed and are due within 10 days after the event. Interest will be charged on any balance due after 30 days.

Questions: Please feel free to contact the Soquel Conference Center Guest Services office at any time prior to your retreat. The reservations secretary will be glad to help you. The manager on duty will be happy to assist you during your stay.

Quiet Time: Quiet time is observed from 11:00 pm to 8:00 am Saturday - Sunday and from 10:00 pm to 8:00 am Monday - Friday. (These times are required by the Santa Cruz County.) We ask that all guests respect the needs of our other guests.

Signs, Banners, Posters, Etc.: Please contact the manager on duty regarding appropriate methods and locations for displaying signs, banners, posters, etc., or the hanging of paper, cloth, or other such items. **PLEASE – NO DUCT TAPE, NAILS, TACKS, STAPLES, ETC. ARE TO BE USED ON WALLS, FLOORS, CEILINGS, TABLES, DOORS, OR ANY OTHER CAMPGROUND PROPERTY.**

Supervision of Children: Parents are responsible for the supervision of their children at all times when not in an organized activity. They are also responsible for their children's compliance with campground policies. No one under 18 is allowed to stay in the guest rooms or cabins without adult supervision. Children are not permitted to run or shout inside buildings, play on stairs, or any other similar activities that may be disturbing to other guests.

Telephones: A telephone for local calls is available in the Small Auditorium. Long distance calls may be made through the manager on duty.

Youth/School Groups: A ratio of one adult supervisor for every 10 students between 12-18 years old is a minimum requirement for all groups using the Soquel Conference Center. **A minimum of one adult supervisor is required in each sleeping area (i.e. guest rooms, cabins, and tents).**