

POLICIES & PROCEDURES for USER GROUPS

Fortune Lake Lutheran Camp - 2024

CONTACT INFORMATION:

Fortune Lake Lutheran Camp
138 Fortune Lake Camp Rd.
Crystal Falls, MI 49920-9389
(906)214-2267

www.fortunelake.org

YEAR ROUND STAFF		
NAME	POSITION	CONTACT
Charlotte Strom	Guest Services Coordinator	hospitality@fortunelake.org
Amanda Rasner	Camp Director	campdirector@fortunelake.org
Chris Nocerini	Facility Manager	facilitymanager@fortunelake.org
Valeria Rons	Office Manager	officemanager@fortunelake.org
Cindy Attkisson	Office Assistant	staff@fortunelake.org

Camp Covenants

Fortune Lake Lutheran Camp strives to be a "Place of Grace" for all ages and all faiths. We welcome User Groups who care about the Creator and Creation and wish to grow as individuals, families, and groups in this beautiful natural setting. We ask for your partnership in stewarding this place as you enjoy it with us. Please also let us know of any concerns or suggestions you have.

- No pets. (This does not include pre approved service animals with proper identification.)
 - Pets are permitted on leashes outdoors on the grounds at Fortune Lake but are not permitted inside of any building. There are no exceptions to this rule.
- Visitors and User Groups are expected to comply with all applicable laws, codes, and regulations.
- Fortune Lake does not permit User Groups to possess, use, or store weapons on camp property.
- Fortune Lake is a substance-free property:
 - No alcoholic beverages may be consumed or stored on camp property.
 - Any location-specific exceptions to this policy must be approved in writing in advance by the Camp Director. Please ask the Guest Services Coordinator for an Alcohol Waiver if necessary for your group.
 - We are a smoke, nicotine, marijuana, and vape-free camp. Absolutely no smoking or vaping is allowed in any building area at any time. A cleaning fee will be charged if evidence of smoking is found. Smoking is permitted in areas outside of camp property lines such as Fortune Lake Camp Road. Please be sure to clean up after yourself; do not litter cigarette butts.
 - No illegal drug possession or drug use is permitted on camp property. This is a zero-tolerance policy.
- Leave facilities clean as per posted guidelines, also included in this document.
- Guests will be expected to pay for repairs or equipment replacements incurred as a result of their visit.

Vehicles/Parking

Guests will be informed of where to park their vehicles when they arrive at camp. Please help us maintain the beauty of Fortune Lake Lutheran camp by parking only in designated areas. Do not drive or park on the grass or the field. Do not block roadways.

Group Leaders

- Every User Group must have a designated leader.
- The Group Leader is responsible for pre-rental communications with Fortune Lake Staff as well as direct payment. Instruction on the payment process can be provided by the camp office.
- The Group Leader is responsible for overall supervision of the group, contacting the Fortune Lake staff during the retreat with any concerns and/or needs, and informing all participants in the group of all Policies and Procedures.
- Group Leaders must review the applicable Policies and Procedures of the camp as part of completing their User Group Agreement Form; Group Leaders shall meet with camp staff for camp orientation upon arrival (if new to Fortune Lake).

- Group Leaders must provide the camp office with a comprehensive list of who will be staying at camp and where they will be lodging by the evening of the first night of their rental. Templates are available if needed.

Insurance – Hold Harmless

- User Groups/individuals agree to indemnify and hold harmless Fortune Lake Lutheran Camp Association and its employees and representatives against any claims of liability arising from injury, death or property losses or damage during their stay at camp, use of facilities, and related activities.
- User Groups may be requested to provide evidence of current valid Certificate of Insurance if the rental requires it. If requested, a certificate should be provided to the camp with a signed agreement form in advance of their stay.

Reservation & Cancellation Policy

- No reservations are secured until the signed contract and deposit have been received.
- A 10% nonrefundable deposit fee is due at time of reservation based on *estimated* price, not less than \$100.
- 40% of the total *estimated* price is due 30 days in advance of the Group's first day at camp.
- Separate check for refundable damage deposit may be due 30 days in advance of the Group's first day at camp.
- Guaranteed meal count and any dietary needs are due one week in advance of Group's first day at camp. **Groups will be billed based on the number they report, regardless of last minute individual cancellations.** There is a possibility to add participants to the group, thus increasing the cost, but this is at the discretion of the Fortune Lake staff and is based on availability.
- Remaining balance, based on final lodging and guaranteed meal count, is due at or before check-in on the Group's first day at camp, based on prior arrangements made with the office.
- Cancellations less than 14 days prior to the Group's first day at camp are **not eligible for refund.**

Damages and Cleaning

Please help keep Fortune Lake in good working order, and take precautions not to damage grounds and facilities. Camp reserves the right to request a refundable damage deposit check, separate from deposit and advance payments, to be held for the duration of the Group's stay. Report any damage to Fortune Lake staff. Damage will be assessed and determined if pre-existing, or caused by the Group. If caused by Group, Group will be assessed for repair and, if cost exceeds damage deposit check, agrees to reimburse camp for all associated costs. Excessive cleanup which may be required after a Group's departure is subject to an additional fee for staff time and costs.

Lodging

- Check in is at 3 pm CT, and check out is at 11 am CT. (**Exceptions are based on the availability of the camp staff and must be cleared by the office in advance of your stay.**)
- Buildings will be inspected prior to use to ensure that facilities are clean and free from damage.
- All sleeping area buildings are equipped with emergency exits; please locate them at the beginning of your stay.
- Please keep duplexes, cabins, and lodge rooms neat and clean. Place trash and recycling in proper receptacles.
- Do not place items on or near heaters. Do not sit or stand or lean on heaters.
- Store all luggage neatly on or under beds, keeping all exits free of obstruction. It is a fire code violation to prop bedroom doors in Emanuel Lodge.
- Turn off all lights when not in a room or building and keep windows closed during cold weather to conserve energy.
- Keep exterior doors to buildings closed at all times.
- Only adults may adjust thermostats in sleeping quarters and meeting rooms. Please note that Emanuel Lodge is heated with in-floor hot water heat, so it takes some time to get to temperature.
- For User Groups with youth participants: youth must be under adult supervision at all times.
- Refrain from damaging or writing graffiti on any camp equipment and/or property. If graffiti or other deliberate property damage is found after your stay, a cleaning/repair fee may be assessed.

Food Service

- **Camp-Provided Meals**
 - Meals will be served at agreed-upon times when reservation is made (recommended: 8 am, 12 pm, 5:30 pm).
 - Food Service may be provided for User Groups based on a paid minimum of 15 people, and subject to staff availability.
 - Guaranteed meal count is due at least one week in advance of the first day at camp; no reductions after this point. Additions to this number will be accommodated if possible by the kitchen.

- Any special dietary concerns, such as food allergies, shall be reported to the office no later than one week prior to the Group's first day at camp. The Kitchen Manager shall work to ensure that all food safety guidelines are met, in accordance with the State of Michigan requirements. Some dietary accommodations, especially vegan, may be difficult to accommodate, and those guests may consider bringing their own food or supplementing what the kitchen is able to provide.
- **Rental of the main kitchen to User Groups**
 - Possibility of renting the main kitchen is based on availability of certified supervisory staff.
 - No use of the kitchen is permitted without supervision from a certified Fortune Lake staff member.
 - See current User Group Fees for additional information.
- **Lodge or Duplex kitchen areas**
 - Groups may provide their own meal service if lodged in duplexes or renting Emanuel Lodge Common Room. Please use care and cleanliness in utilizing these areas so we may continue to offer them.
 - Regular and decaf coffee, coffee makers, and cream and sugar packets are stocked in each kitchen.
 - Please inform our staff if you are planning to prepare food in our rental kitchens so that we can ensure that all of the necessary supplies are stocked. The following equipment can be found in the lodge or duplex kitchens:
 - Emanuel Lodge: oven/stovetop, microwave, refrigerator, coffee maker, toaster, basic cooking supplies and serving utensils
 - Grace Lodge: microwave, refrigerator, coffee maker, toaster oven, basic cooking supplies and serving utensils
 - Duplexes: oven/stovetop, microwave, refrigerator, coffee maker, basic cooking supplies and serving utensils
- **Area restaurants and stores**
 - Both Crystal Falls and Iron River offer nearby restaurants and grocery stores; some restaurants provide catering services. For recommendations, ask the camp office.

State of Michigan Supervision and Ratio Requirements

All User Groups must adhere to the following supervision ratios for participants (here called "campers" under 18 years of age. Campers under the age of 18 must be supervised at all times. The minimum number of staff on duty and in camp is 2 adult staff members.

Camper Age	Number of Chaperones	Overnight Campers	Day-only Campers
4-12 years	1	14	10
13-18 years	1	14	14
W/ Disabilities	1	6	3

Telephone/Wifi

- Please note that there is little to no cell service at Fortune Lake Lutheran Camp. There is wifi available and open to guests. We recommend turning on wifi calling on your cell phone.
- Guests are welcome to use the phone in the camp office during business hours. Special arrangements can be made based on staff availability if a phone is needed outside of business hours.
- There is an emergency phone located on the outside of the Dining Hall that can be used in the event of an emergency outside of business hours.
- Dial out is direct for all local and emergency numbers.
- **Dial 911 in an emergency.** Other emergency phone numbers are posted near the telephone; when necessary, always contact EMS, fire department, or police first.

Special Area Guidelines: Sauna, Waterfront, Tubing

Any active event contains some risk of injury. All users of our sauna, waterfront, and tubing hill do so at their own risk. Fortune Lake does not assume responsibility for use or misuse of these areas. Waterfront may only be open with supervision from a lifeguard, either provided by FLLC or approved by the camp office. The camp pontoon boat may only be driven by FLLC staff. There is absolutely no swimming permitted after dark at FLLC. In order to continue to provide these options, we ask that our guests follow the guidelines for health and safety as posted. Please report any problems or concerns to the Retreat Host. Additional fees may apply for use of these areas; see current User Group Fee sheet. Bring your own towels for beach and sauna use; please do not use lodge towels.

Campfires/Outdoor Cooking

- Fortune Lake has multiple fire pits/campfires located around the property, including a covered fireplace under our pavilion.

- Be advised of local burn ordinances posed by the DNR office. There are times when conditions may prohibit fires.
- When in use, these areas must be overseen by an adult leader.
- Common sense safety precautions shall be maintained at all times.
- All fires must be extinguished immediately after use using the water and stir method as outlined below. Do not leave the area until fire is completely out as directed below:
 1. Break down fire with a large stick, stirring out flames, etc.
 2. Pour water onto fire, and stir again, attempting to extinguish all flames, cinders, etc.
 3. Repeat if necessary. Fire is considered properly extinguished when it is cool enough for a person to run their bare hands through the ashes.

Emergencies:

- Continual ringing of the camp bell will indicate an emergency situation; please gather your Group there.
- User Groups are responsible for providing their own insurance coverage, medical permissions, and health histories.
- All sleeping area buildings are equipped with emergency exits and first aid kits; please locate them at the beginning of your stay.
- All emergency procedures (weather, fire, and waterfront) are available in each building.
- Notify camp staff of any accidents, incidents, or emergency situations as soon as possible (contact info is posted for after-hours emergencies).
- Incident/Accident forms available from the Fortune Lake staff must be filled out within 24 hours of any situations that occur and must be returned to the Camp Director.
- If the situation requires aid beyond that of your training, contact emergency medical transportation via 911. Note all drop-off/pick-up times and locations for Incident/Accident report.
 - Aspirus Iron River Hospital **(906) 265-6121**
 - Crystal Falls Police Department / Fire Department / Iron County Sheriff / EMS **911**
- Emergency shelter in case of inclement weather is located in the basement of Emanuel Lodge. Siren may sound from the Dining Hall to indicate an emergency of this nature.

Check Out/Departure

- Check Out is 11 am CT
- Please perform the following tasks:
 - Strip sheets from beds. Place them in provided laundry bags/bins.
 - Tie up trash.
 - Turn out all lights and close doors.
 - Notify your staff host that you have departed.

I have read and understand Fortune Lake Lutheran Camp's User Group Policies and Procedures as outlined above and will adhere to them with guidance from the camp office:

Date	
Group Name	
Group Leader Name (Printed)	
Group Leader Signature	
Received by (Camp Staff)	