



FORTUNE LAKE LUTHERAN CAMP

User Groups Policies & Procedures

*Fortune Lake Lutheran Camp
138 Fortune Lake Camp Road
Crystal Falls, MI 49920
P: (906)214-2267*

Fortune Lake's Mission Statement:

Seeking to connect faith and life,
we provide a welcoming space for all people to
experience God, community, and nature.

Fortune Lake is an all-season camp located in the beautiful Upper Peninsula of Michigan. Our ala carte rental menu makes us a suitable site for a variety of rental needs. Within this document, you will find our Policies & Procedures for our User Groups. All questions and rental inquiries can be directed to our Guest Services Coordinator.

Fortune Lake welcomes you!

Guest Services Coordinator Charlotte Strom	E: hospitality@fortunelake.org P: (906)214-2267
Camp Director Amanda Rasner	E: campdirector@fortunelake.org P: (906)214-2267

Terms to Know:

Included here are some terms that will come up multiple times in this document and throughout the rental process.

Guest Services Coordinator	Fortune Lake's year-round hospitality staff, responsible for coordination of all rentals and retreats and the main contact for all User Groups.
User Group	Any group using Fortune Lake's facilities through a rental as opposed to a Fortune Lake-run program.
Group Leader	The designated contact for a User Group. More information about what is expected of a Group Leader can be found in this document.
Retreat Host	The Fortune Lake staff appointed as the in-person host during your stay.

Group Leaders

Each User Group should have a designated Group Leader. Group Leaders are responsible for the following:

- All pre-rental communications with the Guest Services Coordinator
- Direct payment. Instruction on the payment process will be provided by the camp office.
- Informing all participants in the group of all Policies & Procedures in addition to any other relevant information
- Overall supervision of the group while at Fortune Lake
- Contacting the Fortune Lake staff during the retreat with any concerns and/or needs
- Reviewing the applicable Policies & Procedures of the camp as part of completing their [Contract]
- Meeting with the Retreat Host upon arrival at camp
- Providing 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.)

Camp Covenants

Fortune Lake Lutheran Camp strives to be a welcoming place for all people. We welcome User Groups who align with our mission statement 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.

- User Groups and visitors 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
 - Location-specific requests may be approved in advance by the Camp Director. Groups who would like to consume alcohol during their stay should request an alcohol waiver from the Guest Services Coordinator.
 - 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 outside of camp property lines, such as Fortune Lake Camp Road. Camp staff can be asked for more suggestions. 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.
- Information about our Total Inclusion Policies and Philosophies is available on our website and upon request. Fortune Lake strives to be a place where all feel welcomed, and we ask that our User Groups join us in those efforts.

Reservation & Cancellation

The information in this section pertains to reservations, payment procedure, and our cancellation policy.

- Reservations are not secured until the signed contract and the initial deposit have been received.

- A 10% nonrefundable deposit fee is due at the time of reservation based on estimated price, not less than \$100.
- A secondary deposit of 40% of the total estimated price is due 30 days in advance of the Group's first day at camp.
- A separate check for a refundable damage deposit *may* be due 30 days in advance of the Group's first day at camp.
- The remaining balance, based on the final lodging and meal count, is due at or before check-in on the Group's first day at camp. Individual arrangements may be made with the Guest Services Coordinator.
- Cancellations less than 14 days prior to the Group's first day at camp are not eligible for refund.
- Cancellations more than 14 days prior to the Group's first day at camp will be refunded all but their initial deposit.

Lodging & Supervision

- Buildings will be inspected prior to use to ensure that facilities are clean, free from damage, and ready for the Group's arrival.
- All buildings with sleeping quarters 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.
- Keep 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 and should be allowed up to two full hours to come to temperature in the winter.
- User Groups with youth participants should refer to the guidelines included below. Youth must be under adult supervision at all times.

State of Michigan Supervision and Ratio Requirements

All User Groups must adhere to the following supervision ratios for participants (referred to here as "campers") under 18 years of age. Campers under the age of 18 must be supervised at all times, *including overnight supervision*. The minimum number of adult chaperones on-duty and at camp is 2 at any given time.

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

Damages & Cleaning

We ask that you help us keep Fortune Lake in the best shape possible by taking precautions not to damage the grounds and facilities.

- FLLC 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.

- Refrain from damaging or writing graffiti on any camp equipment and/or property (Bunkbeds, etc.). If graffiti or other deliberate property damage is found after your stay, a cleaning/repair fee may be assessed.
- Any damages should be reported to the Fortune Lake Staff as soon as possible. The damages will be assessed and it will be determined if they were pre-existing or caused by the Group.
- In the event of damages determined to be caused by the group, said damages will be assessed for repair. If the cost of repair exceeds damage deposit check, or no damage deposit check was submitted, the Group agrees to reimburse Fortune Lake for all associated costs.
- If excessive cleanup above and beyond standard procedure is needed following a Group's departure, the Group is subject to an additional fee for staff time and costs.

Food Service

The food options available to you during your stay are outlined below. Determining the best option for your group can be done with the help of the Guest Services Coordinator.

Fortune Lake Meal Service

- Meals times will be determined by the Group Leader and the Guest Services Coordinator prior to the rental. Fortune Lake's recommended meal times are Breakfast at 8:00 am, Lunch at 12:00 pm, and Dinner at 5:30 pm.
- Our food service is charged on a per plate basis. More information about pricing can be found on our website.
- Our food service is available to groups of 15 or more. FLLC will serve groups as small as 10 with the understanding that the group will still be charged for 15 people.
- A guaranteed meal count is due **at least one week in advance** of the first day at camp; no reductions will be considered after this point. When possible, additions to this number will be accommodated by the kitchen.
- Any dietary needs 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.
- Guests with high-level dietary needs are encouraged to communicate with our Guest Services Coordinator to best communicate the details of their dietary needs in order to best serve the individual.
- In the event that the FLLC kitchen is unable to accommodate a dietary need, guests may be asked to consider bringing their own food or supplementing what the kitchen is able to provide.

Rental of the Commercial Kitchen to User Groups

Fortune Lake's commercial kitchen is located in the Dining Hall.

- The possibility of renting the commercial 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.
- Refer to our current Price Sheet for additional information.

Lodge or Duplex Kitchen Areas

Groups renting a Duplex Cabin, Emanuel Lodge, or Grace Lodge may choose to provide their own food. We ask that you help us maintain them by using care and cleanliness while utilizing these areas.

- Coffee filters, regular and decaf coffee, and cream and sugar packets are stocked in each kitchen.

- The following equipment can be found in the lodge or duplex kitchens:
 - Emanuel Lodge: sink, oven/stovetop, microwave, refrigerator, coffee maker, toaster, basic cooking supplies and serving utensils
 - Grace Lodge: sink, 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
- Questions about specific cookware in the various lodging spaces should be directed to the Guest Services Coordinator.

Local Restaurants & Stores

Both Crystal Falls and Iron River offer nearby restaurants and grocery stores, some of which provide catering services. For recommendations, ask the camp office.

Telephone & Wifi

Guests should be advised that there is little to no cell service at Fortune Lake Lutheran Camp. There is wifi available and open to guests. If your provider includes the feature, we recommend turning on wifi calling on your cell phone.

- The phone in the camp office is available 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.
- Our main wifi network reliably reaches the majority of our main site with the exception of the duplexes, the waterfront/sauna, and our walking trails. A supplementary wifi network is located in the duplexes.
- **Wifi Name:** Fortune Lake Guest **Wifi Password:** FLGuest2023*

Vehicles & Parking

Guests should park as instructed by their Retreat Host at the time of their stay. Please help us maintain the beauty of our facilities by only parking in designated areas.

- Fortune Lake has posted speed limit of 10 MPH that all guests are expected to follow.
- No driving or parking on the grass/the field is permitted.
- Do not block roadways.

Animal Policy

In an effort to ensure the safety and comfort of all our guests, **Fortune Lake does not permit pets in any of our buildings.**

- 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.
- If you have a registered service animal that you would like to bring to camp, please share this information with the Guest Services Coordinator as soon as possible.

Campfires & Outdoor Cooking

- Fortune Lake has multiple campfire sites located around the property. All are outdoors aside from the fireplace in the Dining Hall and a covered fireplace under the pavilion.
- Those wishing to include a campfire in their stay should notify the Guest Services Coordinator to ensure the associated cost is added to their estimate and staff support is available.

- Be advised of local burn ordinances posted by the DNR office. When conditions prohibit fires, the Guest Services Coordinator will inform the Group Leader that a fire is not possible at that time.
- 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:
 - Break down fire with a large stick, stirring out flames, etc.
 - Pour water onto fire, and stir again, attempting to extinguish all flames, cinders, etc.
 - A filled water bucket will be provided to you at the start of your campfire with instructions about where to get more if needed.
 - Repeat as necessary.
 - The fire is considered properly extinguished when it is cool enough for a person to run their bare hands through the ashes.

Special Area Guidelines (Sauna, Waterfront, Tubing)

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.
- Bring your own towels for beach and sauna use; please do not use lodge towels.
- 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 apply for use of the waterfront and the sauna; see current User Group Price Sheet.

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.

Emergency Procedures

- 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 posted in each building in addition to being included below for your reference.
- Notify camp staff of any accidents, incidents, or emergency situations as soon as possible using the posted contact information.

- Incident/Accident Report Forms are available from the Camp Office and 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. It is recommended that an individual should wait at the entrance of the camp to better direct EMS personnel to the correct location.
 - Crystal Falls Police Dept./Fire Dept./Iron County Sheriff/EMS: **911**
 - Aspirus Iron River Hospital (Non-emergency): **(906) 265-6121**
- Emergency Procedures should be communicated to your group within 24 hours of arriving onsite. FLLC Staff are available to provide Emergency Procedures & Orientation upon request for smaller groups or in the case of a large group.
- Emergency Procedures:
 - In the case of a fire:
 - The central bell will ring continuously
 - All individuals should walk with purpose to the bell
 - When everyone is accounted for, the group will evacuate together to 131 Bible Camp Road via the safest route
 - In the case of a weather emergency:
 - The weather siren will sound from the Dining Hall
 - All individuals should move as quickly as they can to the storm shelter located in the basement of Emanuel Lodge
 - In the case of a waterfront emergency:
 - An on-duty lifeguard will sound the airhorn from the beach
 - Individuals at the beach should gather behind the sauna
 - Individuals not at the waterfront should get to the Dining Hall as quickly as they can
 - FLLC Staff and group leaders will work to ensure everyone is accounted for and proceed with our Emergency Action Plan
- Further questions are encouraged and can be directed to the Guest Services Coordinator

Arrival & Departure

Check-In & Arrival

- Check in is at 3 pm CT
 - Exceptions must be cleared by the office in advance of your stay. Approval of requests is based on the camp calendar and staff availability.
- The Retreat Host will plan to meet with the Group Leader when they arrive to ensure that they have the appropriate contact information, know where they're going, and have what they need going into their rental.

Check-Out & Departure

- Check Out is 11 am CT
 - Exceptions must be cleared by the office in advance of your stay. Approval of requests is based on the camp calendar and staff availability.
- Before you depart, we ask that you perform the following tasks:
 - Strip sheets from beds and place them in provided laundry bags/bins
 - Fold comforters and midweight blankets and leave them in rooms
 - Tie up trash in all rooms and common areas
 - Turn out all the lights
 - Close doors tightly
 - Notify your Retreat Host that you have departed

Acknowledgement & Signature

This section of the document should be filled out by the Group Leader and returned to the Guest Services Coordinator prior to arrival at Fortune Lake. The form can be returned digitally by scanning or taking a photo of the document or by emailing a copy to hospitality@fortunelake.org.

- 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 (FLLC Staff)	