



Guest Group Manual



Rivers Edge Camp & Retreat Centre
PO Box 39
Cremona, AB, T0M 0R0
CANADA
Phone: 403-637-2766
Fax: 403-637-2765
guestgroups@riversedgecamp.org

Version 2018
(Updated February)



www.riversedgecamp.org
"A natural setting for a supernatural experience!"

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P.O. Box 39
Cremona, AB,
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403-637-2766 (Phone)
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guestgroups@riversedgencamp.org

We are pleased and thankful that you have considered Rivers Edge as the facility for your group's next event!

Rivers Edge Camp is situated on 300 acres near Water Valley, Alberta. We have been in operation since 1998 and are an affiliate member of the Evangelical Missionary Churches of Canada. Rivers Edge Camping Association is a registered charitable organization.

Please read this manual through carefully. It has been designed to assist you in planning your event. It also explains our Policies & Procedures and will answer many of your questions.

In this manual are the following:

1. **Mission Statement** (page # 4)
2. **Directions & Map** (page # 5)
3. **Accommodations & Facilities** (page # 6)
4. **Booking Checklist** (page # 9)
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11. **The Rental Agreement** (page # 19)

If you have any further questions, please feel free to call us. We will be happy to assist you in any way we can.

Sincerely,

Rivers Edge Staff





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MISSION STATEMENT

Rivers Edge Camping Association has been in operation since 1998 and is a non-profit, charitable organization affiliated with the Evangelical Missionary Church of Canada.

The purpose of Rivers Edge Camping Association is:

- To love and lead people of all ages in a relationship with Jesus Christ.
- To uphold a safe, fun and wholesome environment in which Jesus Christ can be glorified.
- To have a supernatural experience in a natural setting.

VISION STATEMENT

"Christ Centered Life Change."

MINISTRY MANDATE

"To love and lead people in a relationship with Jesus Christ."

MINISTRY PHILOSOPHY

- Providing activities in a *natural setting* with a breath taking view of the Rocky Mountains.
- Providing *an experience for everyone* from the rustic and rugged to the delights of modern conveniences that continue to grow and develop.
- Delivering a variety of fun and challenging indoor and outdoor contemporary programs and activities that are *Christ-centered*.
- Facilitating *fellowship* to build life long relationships and ample opportunities for solitude and personal reflection.
- Extending a *warm welcome* to all those who need Jesus in their lives and seek to become fully devoted followers of Christ.
- Growing *strong partnerships* with EMCC churches and other Christian ministries as an extension of their ministries.
- Creating a *safe and secure environment* to meet people's emotional, spiritual and physical needs.





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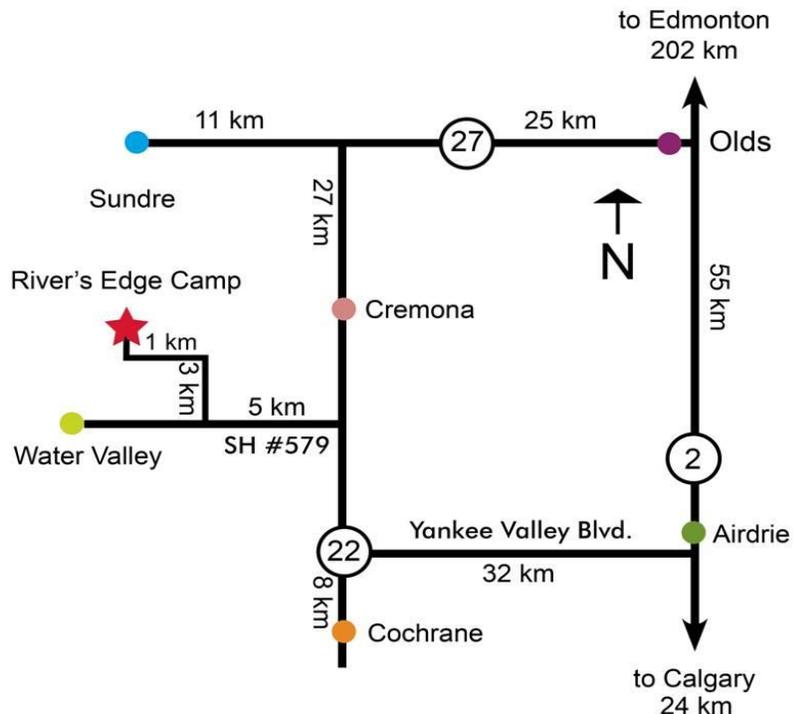


Camp & Retreat Centre

Rivers Edge Camp & Retreat Centre is located 45 minutes from Calgary’s city limits, between Water Valley and Cremona. Rivers Edge is situated on 300 acres with the Little Red Deer River traversing its way through our property. Our property is diverse in its terrain with aspen and spruce trees as well as many varieties of wild flowers. Rivers Edge provides a natural environment for retreats, conferences, outdoor education, school camps, and family reunions.

Directions to Rivers Edge

From Highway 22, turn west on secondary highway #579 and watch for the sign for Rivers Edge Camp.
 Go 5 km and turn north (right) on range road 50
 Go 3 km and turn west (left) onto township road 295A.
 Go 1 km and turn at your first right



ACCOMMODATIONS & FACILITIES

INN

We have 18 comfortable bedrooms in our Inn. All have access to washroom facilities. In addition to these 18 rooms we have the Sherman Suite which is also located in the Inn. The Sherman Suite has a King sized bed, ensuite bathroom, kitchenette and a small lounge area. For the Inn layout, please call the office or go to website under "links".

Capacity: 54 Beds sleeping a maximum of 73 People (not including the Sherman Suite).



SHERMAN SUITE



CABINS

We have 16 winterized cabins, sleeping 12 per cabin. A full washroom facility is located in the cabin area.
Capacity: 192



RV / TENTING SPOTS

We also have 38 RV / Tenting Spots. Sewer hook-up is available in 6 spots, and 20 of them have electrical hook-up. There is a full washroom facility in the RV Park. This is not a public campground but is used mainly for Group overflow.



DINING ROOM

We have a large Dining Room, located in Frontier Hall that can seat 300 people. The Bridge Café offers a variety of espresso based hot drinks, cold beverages and snack items for purchase. Enjoy them in a casual seating area with a mountain view. Don't forget to book the Café with your event! The Inn also has a common area for 40 people.



**Dining Area –
Frontier Hall**



**The Bridge Café –
Frontier Hall**



Table Area – Inn

MEETING ROOMS

We have four meeting spaces, in addition to the Auditorium. We have two rooms upstairs in the Activity Centre (**1 & 2**) and two large connected areas in the basement of the Inn (**3 & 4**). All our meeting rooms are winterized and heated.



(1) Large Classroom: Maximum 40



(2) Small Classroom: Maximum 30



(3a) Inn Basement: Maximum 50



(3b) Inn Basement: Maximum 50



(4) Fireside Room: Maximum 20



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AUDITORIUM

The Frontier Hall houses our Dining Room and our Auditorium, both can seat up to 300 people. It is a fantastic space for large group meetings, band/choir camp rehearsal space and recreational activities such as a movie. On this side of the Frontier Hall is also the Games Room which features ping pong, air hockey, shuffleboard and foosball.



Auditorium – Empty



Auditorium – Band



Games Room

GYM

The Activity Centre holds the Gym. The Gym has basketball hoops, volleyball equipment, a host of different balls, hockey sticks and other sports gear. The Climbing Wall is also located in the Activity Centre; access to the Climbing Wall is through the Gym.





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BOOKINGS CHECKLIST

In our efforts to serve you better we have put together a checklist of **all the things we need to know** or receive before your group arrives. If you could go through the list and ensure that each of these has been taken care of, that would be great! You can fax or e-mail any documentation or call the camp for further information.

Within Two Weeks After Receiving Contract

- Contract Returned – page 2 signed
- Deposit Paid

One Month Prior

- Copy of Insurance Received (CBE and CSSD Schools exempt)
- Copy of CBE Form submitted for signature (CBE schools only)
- Potential Itinerary Received
- RECA staff-led activities requested
- Confirmation of arrival/departure & meals
- Anticipated Numbers Submitted

Two Weeks Ahead

- Final Numbers Received
- Final Special Diets Received
- Final Itinerary Received
- Activity Schedule completed by RECA
- Additional Needs Confirmed (Tables, A/V, Projector)
- If staying in Cabins, confirm number of Cabins needed and which ones
- Clinic Spaces – if required – include instrument and # of chairs needed
- Movie Titles submitted (in compliance with license agreement) – if showing a movie

For schools only:

- Confirm booking date and deposit instructions for next year.

One Week Ahead

- Any small changes to any of the above. This is the final number that will be invoiced (unless it goes higher.)

Upon Arrival

- Waiver Forms handed in before Activities (CBE and CSSD Schools exempt)





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GUEST GROUP RENTAL POLICIES

MULTIPLE BOOKINGS

Rivers Edge is able to provide accommodations for up to 300 people (not including the R.V. Park). **WE RESERVE THE RIGHT TO BOOK MULTIPLE GUEST GROUPS.** This will take place at the discretion of Rivers Edge Camp.

GROUP SIZES

The Executive Director reserves the right to set restrictions on rental group sizes.

- **The Inn** : Minimum of 40 from September to June
Due to the majority of the summer weeks (July & August) taken up by our own camp programs, access to venues is restricted to self-cater groups in the Chalet.
The Chalet requires a minimum of 12 all year.

RENTAL AGREEMENT

A Reservation Deposit of \$500 or 20% of the contract amount (whichever is greater) confirms your booking. PLEASE NOTE: Of this Reservation Deposit, \$500 is a non-refundable booking fee. Included in the fee is a damage deposit. If any damage occurs while you are here, the fee will be paid from this deposit. Payment in full of the contracted minimum and any additional guests, at the contracted rate, will be due by 14 days after the event. After 30 days, if your payment has not been received a late fee of 2% per month will be applied. **Regardless of attendance, you will be responsible for payment of the minimum numbers on the contract. Any guests over the minimum number will be charged at the contracted rate.**

Cancellations: If cancellation occurs, your Reservation Deposit **can** be transferred ONCE to another date or event. Cancellation previous to 60 days before the event refunds 50% of your refundable reservation deposit. After the 60 day mark, the deposit is totally non-refundable. **After 21 days prior to the event, 50% of total minimum booking is due.**

Cancellation due to Poor Weather: If weather causes your event to be cancelled we will endeavour to reschedule your event. If a date cannot be found, 50% of your total minimum booking is due. This can be applied to another booking within 12 months. Rivers Edge reserves the right to levy service charges for any extra janitorial services or damages incurred to the property. This will be billed at \$25 per hour plus any fees for damage.

Upon receiving your Reservation Deposit and a signed copy of the contract in our office, we will consider your booking confirmed. Please ensure that the dates and arrival/departure times are correct! By signing the contract you are bound to the terms within.

GST is NOT included in any of our prices – this will be added at Invoicing.





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GUEST GROUP PRINCIPLES OF OPERATIONS

GUEST GROUP REGULATIONS

- Each group is responsible to provide insurance coverage for their retreat. [Most organizations, churches, schools, already have the necessary insurance coverage]. We request that Rivers Edge Camping Association be listed as a "co-insurer" on your policy and ask that the details of your insurance be forwarded to us **AT LEAST 28 DAYS PRIOR TO YOUR EVENT.**
- Guest Groups using Rivers Edge Camp must give a Rivers Edge Host the opportunity to give a 5-10 minute Welcome/Orientation Speech upon arrival.
- Fire extinguishers and alarms are for emergencies only.
- Rivers Edge Camp does not assume the responsibility for the loss or damage of personal property.
- All damages must be reported to the Guest Group Host immediately. Guest Groups are responsible for payment of damages resulting from willful or negligent activities, at the discretion of the Executive Director. Any extra cleaning or repairs of damages done to the property left by your group will be charged a rate of \$25.00 per hour.
- All Cabins require a competent adult supervisor in one of the cabins.
- Children are not to be left unattended in their sleeping quarters.
- Females are not permitted in male accommodations and vice versa.
- Please refrain from all immoral conduct. Foul language and vulgar obscenities will not be tolerated.
- Quiet Time is 11:00 p.m. to 7:00 a.m.
- All activities, both learning and recreational are to be supervised by an adult.
- Fires are permitted in designated areas only with the authorization of the Guest Group Host. Fire Bans must be adhered to.
- The Guest Group Contact is responsible to inform the group regarding the Principles of Operation and **must be present on site for the duration of the retreat.** This person is responsible for the group's actions.

FOOD SERVICES

- **There will be absolutely NO food brought into the Inn that requires cooking. A fridge is available to keep snacks cool. Only the Chalet allows the option of self-catering as it is fully licensed.**
- **The Kitchen is strictly for Hospitality Staff only!**
- Meal times are as follows: Breakfast 8:30am, Lunch 12:30pm, Supper 5:30pm & optional Snacks at 3:00 pm and/or 9:00pm. Arrangements can be made for alternate meal times if requested. These must not conflict with another booking.
- Hot Beverages are available in the Frontier Hall at all times.
- Before the meals there is usually an instruction or announcement that will be made. You will be required to supervise table clean up. A grace will be either sung or spoken prior to each meal, which may be lead by the group or one of the Camp Staff.
- All Special Diets must be informed two weeks in advance of your booking
- Food is served buffet style and seconds are usually available upon the direction of the Hospitality Team.





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GUEST GROUP PRINCIPLES OF OPERATIONS CONT.

SMOKING, ALCOHOL & DRUG USE

Smoking is strictly prohibited in all buildings at Rivers Edge. Designated smoking areas (fire pits) are located throughout the property. Your host will inform you on arrival of these locations. Rivers Edge is a non-licensed facility and as such alcohol is not to be consumed on the property. Non-prescription drugs are also prohibited on the property.

- **Fireworks** – Fireworks are not to be used on Rivers Edge property unless specific authorization has been granted by the Executive Director or Designate.

CABINS / INN ROOMS / BUILDINGS

Cabin and Inn Rooms require an adult to child ratio of 1 to 10. We ask that you respect the rooms and also the privacy of those in them. Please respect the privacy of all people on site and do not enter other guest Cabins or Inn Rooms that are not yours. Linens and towels are not supplied. Camp buildings and grounds must be respected and kept clean and vegetation & wildlife are to be left untouched. Lights must be turned off and doors closed in buildings when not in use. Thermostat settings in the buildings are preset. Contact your Host if the settings are uncomfortable and need adjusting. Please use the furniture with care and respect.

INTERNET USAGE

We have Wireless Internet that is available for you to use. Keep in mind that we are a remote location and internet connections are not always good. Cell phone reception is also limited.

FIRST AID

Each group is responsible for bringing their own first aid kit/supplies & staff. In emergency situations Rivers Edge will provide assistance to the level of their ability.

VEHICLES

Due to security and fire safety procedures, all vehicles are to be parked in designated parking areas. All vehicles are to remain on roadways at all times, unless specific permission is granted by the Rivers Edge Executive Director or Guest Group Host.

CLEAN UP

Each Guest Group will be asked to leave the facilities that they use as they found them. **Rivers Edge provides a full clean-up service included in your fee with the exception of the Kitchen in the Chalet for self-caterer groups.**

PETS

We are unable to have any pets on-site.



SCHEDULING/ACTIVITIES POLICIES



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SCHEDULE CONSIDERATIONS

Your all-inclusive fees include:

- Accommodations
- Meals, as requested
- Hot & Cold Beverages at all times
- Meeting Spaces
- Facility Access – Gym, Games Room etc.
- Data Projector, One Portable Speaker & Microphone, Flip Chart
- Access to Activities (some with additional fees)
- Additional Tables and Chairs
- Music Stands, Timpani's & Bass Drum



Be sure to confirm the use of the above with the Guest Group Coordinator.

**** Tentative** schedules are to be **submitted 28 days prior to your event****.

Rivers Edge reserves the right to review & revise the proposed schedule as necessary.

For your event, **access to the property is restricted to the agreed upon time on your contract** on your contract, unless previously discussed with the Guest Group Coordinator. If you have any scheduling concerns, please contact the Guest Group Coordinator. You may be asked to vacate the rooms before breakfast in order to allow staff time to prepare for the next group.

ACTIVITIES

Rivers Edge provides many activities which you may enjoy. If you are a self-cater group, the activities below all have additional fees.

- Archery
- Sling Shots
- Ceramics (\$)
- Equine - Pony or Trail Rides *(\$)
- Paracord Bracelets (\$)
- High Ropes *
- RECA Ball
- Initiative Games
- Gym Games
- Orienteering
- River
- Slip N Slide
- Wide Games
- Tobogganing
- Wall Climbing *
- Guided Nature Hikes



Supervision: **Guest Groups must provide one adult per activity** to assist in the supervision & control of participants under the age of 18 while attending most activities.

Equine: Must be a minimum age of 12 to go out on a trail ride. Trail Rides are \$20 per person (alongside a Guest Group Booking)

*** Activities require a Waiver Form to be signed (CBE schools exempt).**





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SCHEDULING / ACTIVITIES POLICIES CONT.

ACTIVITY SCHEDULING CONSIDERATIONS

Number of Participants: For all our programming we recommend groups **NO LARGER** than **12 participants**. All our activities have a **minimum number of 8**

Number of Activities: The number of activities you are allocated in your fee structure is based on the number of participants that you bring. Number of Participants = Number of Activities, in each time block. With 12 participants you get 1 activity, per time block.

≤12 = 1 ≤24 = 2 ≤36 = 3 ≤48 = 4 ≤60 = 5

If your group is larger than 75 participants, please contact the Guest Group Coordinator to discuss further programming options. This may include the possibility of "Chaperone Led Activities".

Restrictions: Please note that Rivers Edge will endeavour to provide all the programming options that you request providing you have given sufficient notice. Due to the seasonal nature of camp, **ALL activities** are under **seasonal restrictions & are weather permitting**.



Late Bookings / Last Minute Requests:

- Your **group's schedule and programming requests are required 28 days prior** to your event. Activities will not be guaranteed if the schedule & programming requests have not been received by this date.
- Every effort will be made to find qualified & available staff* to run your programming. In the event that Rivers Edge cannot find suitable staff, you will be contacted prior to your event regarding substitution or activity cancellation.
- Late requests will be discussed with the Programming Team Leader before committing to activity blocks.
- Two weeks prior to your event all programming needs will be confirmed.
- **Requests made for activities one week before your event will not be allowed.**

* Rivers Edge does not maintain a year round programming team and relies on a commitment from volunteers to offer year round programming.

Personalization: Our Guest Group Coordinator will endeavour to work with your Coordinator to plan and schedule activities suited to your needs. We understand that every group plans their activities differently and we hope our personalized process will assist you in making the ideal schedule for your event.





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GUEST GROUP EMERGENCY PROCEDURES

EMERGENCY PROCEDURES

The continuous ringing of the camp bell/alarm is a signal to all staff, clients, visitors and volunteers that an emergency or emergency drill is taking place.

The continuous ringing of the camp alarm is ALWAYS a signal to proceed safely and quickly to the 'Mustering Station' in the field south of the Inn or the field outside of the Chalet.

In case of a fire or missing person, please evacuate the building and congregate quickly to the 'Mustering Station' in the field south of the Inn. Please wait for further instructions from the Rivers Edge Representative.

IN CASE OF A MEDICAL EMERGENCY

In case of a medical emergency, please contact the appropriate medical assistance.

Ambulance, Police, Fire: 9-1-1

when calling 9-1-1 please give our address as the following:

5038 Township Road 295A

Water Valley, T0M 2E0

(Please inform them that you are staying at Rivers Edge Camp)

Non Emergency Numbers:

- Didsbury Hospital: 403-335-9393 (daytime reception)
- Sundre Hospital: 403-638-3033 (daytime reception)
- Olds Hospital: 403-556-3381 (daytime reception)
- RCMP Didsbury:
 - Complaints/non-emergencies: 403-335-3381 (24 hr dispatch)
 - Administration/Information: 403-335-3382 (daytime reception)

Water Valley Fire & EMS are our first responders to all emergencies.

Any time an ambulance is called, or in case of Fire, Natural Disaster, Serious Injury or Death, the Guest Group Host must be contacted once primary care has been provided. Host will then contact the Executive Director.

HOSTS can be contacted until 10pm with the radios or cell phone. After 10pm only in case of emergency.





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SAMPLE MENU & SPECIAL DIETS

BREAKFAST

(All breakfast menus include hot & cold beverage service, hot and cold cereals, fruit trays or salads and yogurts). Sample:

- Scrambled Eggs and Bacon with ketchup/salsa and toasts/muffins/rolls/bagels
- Pancakes/Waffles/French Toast and sausages with syrups and toppings
- Build your own egg mcmuffins with eggs, cheese, tomatoes, mayo, ham, etc.
- Breakfast (egg, bacon and cheese) Quesadillas and muffins
- Creamy Hashbrowns and Scrambled Eggs

LUNCH

(All lunches include hot and cold beverage service, fresh garden salads or fresh vegetables and dips and desserts). Sample:

- Burgers (chicken/beef/salmon) and Fries (Potato/Yam) with fixings
- Build your own taco wrap or salad (beef/chicken) and all the fixings
- Pasta with two sauces (pesto and chicken, beef tomatoes for example), garlic bread
- Build your own sandwiches (ham/tuna/egg/turkey) and soups and fixings
- Sausage Rolls or Cabbage Rolls, Bread, biscuits, etc.
- Baked Potato and Chili bar with all the fixings, biscuits/rolls
- Beef Vegetable Stew with additional salads, biscuits/rolls
- Chicken Fingers and fries/chips with fixings and dips

SUPPER

(All suppers include hot and cold beverage service, fresh garden salad, and cooked vegetables). Sample:

- Roast Beef, mashed potatoes and gravy, rolls
- Pastas with sauces (pesto chicken, beef tomato, lasagna for example), garlic bread
- Chicken Breasts and Rice (assorted sauces; mushroom, cranberry, bbq), rolls
- Chicken or Beef Stir-fry and Rice, rolls
- Pork Chops (mushroom, glazed apple), scalloped potatoes, rolls
- Baked Ham, potatoes, applesauce and mustards, rolls
- Breaded Chicken thighs/drumsticks, rice/potatoes/pasta, rolls

SNACK

(All snacks include hot beverage service, water and a piece of fruit per person)
Options include 2 of the following:

- Assorted cookies, Rice Krispie squares, Brownies, Assorted squares,
- Cheese and crackers, granola bars, fruit bars, potato chip bags, nachos, etc.





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SAMPLE MENU & SPECIAL DIETS

SPECIAL DIETS & ALLERGIES

Here at Rivers Edge we are committed to developing a positive food and beverage service experience for each of our guests. As you provide our hospitality team with advance notice (as per guest group contract) we endeavor to provide food and beverage options for guests with special diets or allergies.

Examples are celiac, pork free, diabetic and vegetarian diets, along with nut, dairy or soy allergies. We are not able to cater to food *preferences*; our priority is on what would make a guest sick or physically uncomfortable. We do however strive to have enough variety of options (both healthy and indulgent) during each stay for every guest's enjoyment!

In our dining room, we provide a dedicated special diets table and menu board which allows guests to find out what is being served each meal as well as safe and tasty alternatives. We also provide a fridge in our dining room for any guests with special needs to store their own particular food and beverage items they may choose to bring.

We are NOT a 'guaranteed' nut free facility but are able to provide alternatives that are nut free and we limited our service of nut products based on the level of risk to the guest. We serve Chapman's Ice Cream and all our Cookies are made from scratch to avoid any 'may contain' concerns.



WHAT SHOULD I PACK FOR CAMP?

The following is a **suggested** list of items that you may wish to include and also a list of the items we request that you leave at home. We recommend that everything is well labeled with your name and possibly a telephone number. (This list was created for our summer camps. School bands, choirs and retreats may need to alter some of these items.)

- Several sets of camp clothing (please don't bring expensive or "don't-you-dare-ruin this" clothing!!)
 - Windbreaker / Hoodie
 - Pants
 - Shorts
 - T-shirts / shirts
 - Underwear
 - Socks
- Warm clothing for the evening
- Sleeping bag/blanket/pillow/sheets (double / single)
- Pajamas
- Swimsuit / Towel
- Rain gear (Rubber boots & Raincoat / Poncho)
- Hiking Boots / Running Shoes
- Toiletries (including soap, shampoo, toothbrush, toothpaste, hairbrush, deodorant)
- Bath Towel
- Mosquito repellent
- Sunscreen and Hat
- Bible
- Required Personal Medication
- Optional: Camera

Please, please, please **LEAVE at HOME!**

- Radios
- Cell Phones**
- Pagers
- Portable Electronic Games
- CD Players / Discman / MP3 player
- Knives / Weapons
- Magazines
- Cigarettes / Alcohol / Non-Prescription Drugs
- Any "Don't you dare ruin this" items





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RENTAL AGREEMENT

1. I have read through the Rivers Edge Guest Group Manual and agree to abide by the policies within and agree to take responsibility for the Guest Group.
2. I have read the Mission Statement & Philosophies of Rivers Edge Camping Association and confirm that our retreat is not in opposition with the Camp's purpose.
3. I affirm the group I represent will abide by the policies within the Guest Group Principles of Operations. [I will make the group aware of the guidelines before arrival].
4. Rivers Edge Camping Association takes every precaution to ensure the safety and the good health of all Guest Groups. On behalf of the rental group, I hereby waive all claims and liabilities which I may have now or in the future against Rivers Edge Camping Association, its directors, staff, and volunteers, or the employees of the facilities outside the camp grounds in the event of any illness, accident or misfortune that may occur to any person, whether registered or not registered by the Guest Group. I recognized that Accident and Liability Insurance is the responsibility of the Guest Group and further agree to indemnify Rivers Edge Camping Association and its employees for any and all legal fees (on a solicitor and his own client basis), losses or costs which may be incurred in defending any lawsuit or claim I may bring against them.
5. I acknowledge that Rivers Edge Camping Association is not responsible or liable for lost or stolen items.
6. As a representative for the Guest Group, I have secured appropriate insurance coverage.
7. I affirm that the group will leave the camp equipment and buildings in the same condition as the time of the group's arrival.

Name of Group Representative: _____

Signature of Group's Representative: _____

**USE OF FACILITIES IS BY RESERVATION ONLY.
 FOR MORE INFORMATION AND ASSISTANCE
 IN PLANNING YOUR NEXT EVENT, CONTACT:**

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Email: guestgroups@riversedgencamp.org

