



## **GUIDELINES FOR ROLLING RIDGE GUESTS**

### **Welcome**

Your reservation includes comfortable guest accommodations (for overnight events) and meeting room(s) appropriate for your group size, and use of the Rolling Ridge grounds for planned activities and relaxation. A staff member will be available during your event should needs arise. For groups with a minimum of three overnights, towel change service is provided.

### **Bedrooms**

Check-in starts at 5:00 pm unless prior arrangements have been made for early arrival. Bedroom check-out on the final day is 10:00 am, unless prior arrangements have been made for a later checkout. Additional fees apply.

### **Room assignments**

If for any reason a reserved guest bedroom or meeting room is not available on the date of your event, Rolling Ridge reserves the right to substitute with similar comparable facilities. Such substitution is considered full performance of Rolling Ridge's obligations under the contractual agreement.

### **Meals**

Standard meal times are:

- Breakfast 8:00am
- Lunch 12:30pm
- Dinner 6:00pm.

Per Serv Safe Regulations, food will only be available for one hour. Meal time changes must be mutually agreed upon prior to your event and are based on the needs of all groups onsite.

Our Standard Meal Plan includes one chef's choice entree with individual vegetarian and vegan entrees upon advanced request, served in buffet, family-style, or table service, pending group size and needs. Additional entrees are available for additional cost.

While we cater to all special dietary needs, in order to cover the cost of extra ingredients and preparation time, there is an additional \$6 per person/per day (or \$2 per meal) for guests who have requirements that cannot be accommodated within the Standard Meal Plan. The group leader is responsible for coordinating special dietary requests with Guest Services.

Snacks and additions are available at extra cost. There is a \$1 per person, per day, snack fee for groups bringing their own snacks. All food and beverages are to be kept in the Lakeside Gallery Dining Room, Sitting Room, and in meeting rooms.

The Lakeside Gallery Dining Room and Sitting Room are public areas and are to be enjoyed by all guests at Rolling Ridge. Please depart these rooms after your meal so we can clear and set for the next meal. Shoes and shirts are always required in dining facilities. Local health requirements mandate that only Rolling Ridge staff may have access to the kitchen.

### **Building Use**

The buildings of Rolling Ridge may be used by more than one group at any one time. Please respect the privacy of other guests, their bedrooms, their activities, and meeting spaces by remaining in the areas assigned to yourself or your group.

A group may contract for exclusive use of all buildings for a fee.

To promote a distraction-free environment at Rolling Ridge, we ask your group to respect quiet hours beginning at 9:00 pm outside and from 11:00 pm to 7:00 am inside. During quiet hours, group conversations and activities are to be restricted to closed door meeting rooms.

Please help us to keep the property clean and turn off lights when leaving an area. Please consult a staff member before moving any furniture. We ask that all projects that include the use of markers, crayons, paints, glitter, glue and similar items to be strictly supervised. Any damage or breakage must be reported to a staff member immediately, and groups will be responsible for recovering or replacing damaged property.

Rolling Ridge is an alcohol-free facility, cannabis-free, controlled substance-free facility, in accordance with our faith tradition. Illegal drugs, fireworks, firearms, and pets (except certified service dogs) are strictly prohibited from the building or grounds. Smoking is limited to designated outdoor spaces.

Candles, incense and open flames of any kind are not permitted under any circumstance per order of the North Andover Fire Department. A \$500 fine WILL be imposed if Rolling Ridge staff discovers any live-flame candle use in the building. Fireplaces are not to be used without permission of Rolling Ridge staff. Rolling Ridge staff member are required to light and attend to all fires.

Media equipment and flip charts are available for a nominal fee. All tech needs including use of the internet for programming must be shared with Guest Services prior to your arrival. Wi-fi is available throughout the building with no password, and is strongest in meeting rooms, with limited access in the bedrooms. Rolling Ridge cannot guarantee stable internet connection.

Rolling Ridge offers spiritual direction, massage and other wellness services to our guests. Check availability for an appointment during your stay. Additional fees apply.

All youth groups (under 18) must be accompanied throughout their stay by one adult (over 21) for every five youth in attendance. Adult chaperones are responsible for youth group behavior. Misconduct or repeated behavioral offenses are grounds for Rolling Ridge staff to ask an attendee to leave the premises.

### **Lost and Found and Missing Items**

Rolling Ridge is not responsible for any articles damaged, lost, stolen, or left behind by guests.

Guest rooms, meeting rooms, and public areas will be freshly cleaned, checked, and prepared before your arrival. We understand that accidents happen. However, if there are items damaged or missing from a bedroom or any other common area upon a group's departure and our staff was not informed, you will be notified and invoiced.

### **Grounds Use**

The 38 acre property of Rolling Ridge contains a variety of eco-systems and wildlife. Please respect the flora and fauna. Ticks and mosquitoes are common so please dress appropriately when outdoors. While walking the grounds, do not litter and bring all trash to appropriate receptacles. Because more than one group may be on the property at any one time, we ask you to please respect other guests and groups by maintaining appropriate distance.

Please also be courteous of our neighbors and do not trespass onto neighboring properties.

Rolling Ridge is located on the shore of Lake Cochichewick, which is a public water supply for North Andover. Though kayaks and canoes are welcome, there is absolutely NO swimming or paddle boards allowed. Adult guests are invited to check-out kayaks or a canoe to use on the lake during lake season which runs from May to October. Guided "Pray and Paddle" events may be arranged for your group.

Rolling Ridge also hosts the Giving Garden which grows food for local food pantries. Groups may schedule a time to volunteer during planting and harvesting seasons.

Frisbee, ball-playing, and skateboarding are not allowed in the courtyard or near the buildings. All activities of this nature must be conducted in the playing fields.

Please be respectful of sound levels when playing any music outside. Only a standard "boom box" is allowed. DJ's or professional sound amplification is not permitted on the grounds without permission and permits.

A group may request a campfire while onsite for an additional fee, but use is contingent upon permission by the North Andover Fire Department. Rolling Ridge staff will call the Fire

660 Great Pond Road, North Andover, Massachusetts 01845

978-682-8815

[www.rollingridge.org](http://www.rollingridge.org)

[thestaff@rollingridge.org](mailto:thestaff@rollingridge.org)

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Department the morning of the requested campfire and inform the group leader if their request has been granted. If permission has been received, Rolling Ridge will provide supplies and set-up of the campfire.

### **Service Animals**

Rolling Ridge seeks to welcome all people to our facilities and grounds. In order to welcome all people, we have found it necessary to develop the following policies concerning the accommodation of service animals.

We welcome guests who travel with their service animals and animals in training as defined under the American with Disabilities Act revised March 15, 2011. In other words, we welcome individually trained dogs and miniature horses who are trained to perform tasks or provide assistance to those with disabilities including, visual, hearing and mobility issues. Animals whose sole function is to provide comfort or emotional support are not considered service animals.

Rolling Ridge expects service animals to be leashed or under their handlers control at all times. An animal that acts in a disruptive or vicious manner will be asked to leave the premises and not return. We have a designated relief area and expect that the handler will clean up after the animal.

If a service animal will be accompanying a guest at Rolling Ridge, please contact Lee O'Brien, Director of Guest Services, at least one week prior to arrival.

### **We are here to help...**

Rolling Ridge is a safe and sacred space of natural beauty, gracious hospitality, and spiritually transforming programs, connecting all people, God, and creation. We want your time with us to be a special one. Please contact us if there is anything we can do to assist you in your planning. Our staff is here to help.

Thanks for choosing Rolling Ridge as your retreat and conference center.