



# Guest Planning Guide

Revised 08/01/2022

Today's Day and Date: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Name of Event: \_\_\_\_\_

Nature of Event: \_\_\_\_\_

Contact Name/Group Leader: \_\_\_\_\_

Phone: (Work) \_\_\_\_\_ (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Billing/Contract Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

How did you hear about Chanco on the James? \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Estimated Arrival Time: \_\_\_\_\_

Departure Date: \_\_\_\_\_ Estimated Departure Time: \_\_\_\_\_

# Overnight Guests: \_\_\_\_\_ # Day Only Guests: \_\_\_\_\_

### **Damage Deposit**

All reservations require a credit card be placed on file for damage deposit. This card will not be charged unless damages are incurred. The minimum damage fee will be \$100. Additional fees may be incurred depending on the cost of necessary repairs.

### **Card on File**

Visa       Mastercard       American Express       Discover

Card Number: \_\_\_\_\_ Expires: \_\_\_\_\_ CVW Code \_\_\_\_\_

Name on Card: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### **Lodging Accommodations**

- |                                                               |                            |                                              |
|---------------------------------------------------------------|----------------------------|----------------------------------------------|
| <input type="checkbox"/> Single Occupancy Motel-Style Rooms   | \$90/room per night        | # of rooms needed: _____                     |
| <input type="checkbox"/> Multiple Occupancy Motel-Style Rooms | \$110/room per night       | # of rooms needed: _____                     |
| <input type="checkbox"/> Chalets (6 per chalet)               | \$20/person per night      | # of people: _____                           |
| <input type="checkbox"/> Tent Camping (BYO Tent)              | \$10/person per night      | # of people: _____                           |
| <input type="checkbox"/> Manor House (10 person maximum)      | \$425 flat fee per night   | (includes 3 bedrooms – 6 beds) 10 guest max  |
| <input type="checkbox"/> Watson Lodge (30 person maximum)     | \$1,000 flat fee per night | (includes 8 bedrooms – 18 beds) 30 guest max |
| <input type="checkbox"/> Taylor Infirmary                     | \$350 flat fee per night   | (includes 3 bedrooms – 5 beds)               |

### **Flat Fee Facility Usage**

- Bluff Area \_\_\_\_\_ \$2,500 flat fee per night  
 (includes Manor House, 24 motel-style rooms, Flournoy Hall, Pipsico Bay Room, and River View room)
- Entire Facility \_\_\_\_\_ \$3,750 flat fee per night  
 (provides exclusive use of all guest spaces – includes all above plus: Watson Lodge, Taylor Infirmary, and campsites)

**Pet Policy**

Pets and Emotional Support animals are not allowed. Service dogs that have been individually trained to do work or perform tasks for an individual with a disability are allowed if pre-arranged. The task performed by the dog must be directly related to the person's disability.

Please check this box if you know of a service animal in the group.

**Food Service** *(Please select meal plan and indicate number eating each meal)***Meals**

Standard Meal Plan: Breakfast: \$9.50 Lunch: \$12.50 Dinner: \$20.00 (4 and under free)

Economy Meal Plan: Breakfast: \$7.50 Lunch: \$10.50 Dinner: \$14.00 (4 and under free)

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Breakfast:	_____	_____	_____	_____	_____	_____	_____
Lunch:	_____	_____	_____	_____	_____	_____	_____
Dinner:	_____	_____	_____	_____	_____	_____	_____

**Meal Times:** Breakfast: 8:00 am Lunch: 12:30 pm Dinner: 6:00 pm **Special Meal Times:** \_\_\_\_\_

**Special Dietary Needs:** \_\_\_\_\_

***Meals are chef's choice unless otherwise specified. 10 Guests minimum. (unless other groups onsite)***

**Snacks**

Fresh Baked Cinnamon Buns \$21.00 per dozen # of dozens needed: \_\_\_\_\_ Date/Time/location: \_\_\_\_\_

Assorted European Danish \$21.00 per dozen # of dozens needed: \_\_\_\_\_ Date/Time/location: \_\_\_\_\_

Fresh Baked Cookies \$15.00 per dozen # of dozens needed: \_\_\_\_\_ Date/Time/location: \_\_\_\_\_

Fruit Tray Date/Time/location: \_\_\_\_\_

Small - \$35 (serves up to 15 people) Medium - \$65 (serves up to 30 people) Large - \$105 (serves up to 50 people)

Vegetable Tray Date/Time/location: \_\_\_\_\_

Small \$30 (serves up to 15 people) Medium - \$50 (serves up to 30 people) Large - \$95 (serves up to 50 people)

Cheese Tray Date/Time/location: \_\_\_\_\_

Small - \$45 (serves up to 15 people) Medium - \$85 (serves up to 30 people) Large - \$150 (serves up to 50 people)

Reception Food \$8.00 per person # of people: \_\_\_\_\_ Date/Time/location: \_\_\_\_\_

(Reception may be held in Dining Hall for \$150 room use fee. Fee waived with \$300 order of reception food)

Other requests may be accommodated. (Price to be determined based on request)



## Programs and Activities

### **Retreat in a Box Programming**

Chanco has skilled facilitators who will organize and facilitate your retreat. An experienced Christian educator will present material, lead open discussions, train small group leaders, and provide age appropriate ideas and materials for you group.

In the Sanctuary of the Trees

One Day - \$350

Two Day/One Night - \$500

Three Day/Two Night - \$750

Dr. Seuss

One Day - \$350

Two Day/One Night - \$500

Three Day/Two Night - \$750

### **Campfire**

Campfire and wood

\$50 each

# needed: \_\_\_\_\_

Date/Time: \_\_\_\_\_

S'mores

\$2.50 per person

# needed: \_\_\_\_\_

Date/Time: \_\_\_\_\_

### **Swimming**

Up to 18 participants - \$200 lifeguard fee (unless a certified lifeguard within your group and Aquatics Waiver signed)

Swimming Pool

\$50 per day

Date: \_\_\_\_\_

(Anyone under the age of 18 must be accompanied by an adult)

### **Boating**

Up to 18 participants - \$200 lifeguard fee (unless a certified lifeguard within your group and Aquatics Waiver signed)

Kayaks (life jackets mandatory)

\$10.00 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Canoes (life jackets mandatory)

\$10.00 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Paddleboards (life jackets)

\$10.00 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

(Anyone under the age of 18 must be accompanied by an adult. No river use after 6 pm)

### **Ropes Course** (Minimum of 8 participants)

Up to 30 participants - \$200 instructor fee. Additional instructors will be added at \$100 per each.

Zip Lines

\$10.00 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

High Ropes

\$10.00 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Low Ropes

\$5.50 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

High/Low Ropes Combo

\$12.50 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Zips/Low Ropes Combo

\$12.50 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Zips/High Ropes Combo

\$17.50 per person

# of participants: \_\_\_\_\_

Date/Time: \_\_\_\_\_

*Chanco on the James – fax to 757-294-0727 or mail to, 394 Floods Drive, Spring Grove, VA 23881*

**Deposit:** A non-refundable deposit of 30% of the total estimated bill must accompany the signed contract to guarantee your reservation. Notification (10) days prior to your arrival date with an accurate guests list is required. Any decrease to guest list after the (10) day deadline will not change your billing total. Any additional guest added to group list after the (10) day deadline date will be charged upon check-in *if space is available*.

**Payments:** Payment is due prior to or at the latest upon arrival. A group's bill needs to be paid in full all at one time, not to be individually submitted by each group member. Credit cards and cash payments are accepted, personal checks are not.

**Cancellation:** If a group needs to cancel the entire planned event, they must do so (30) days prior to the day of arrival. Rooms and meeting spaces have been reserved, contracted service providers, and food has been ordered and purchased to facilitate your group's event. Cancellation less than (30) days of the contracted arrival date will result in required ½ payment of the total charge on the conference contract.

**Damages:** The group agrees to be responsible for the cost of cleaning, repair or replacement of any property damaged by members, guests or invitees of the group. Group leaders are encouraged to check on the condition of rooms as participants depart, so that there are no unexpected costs of cleaning, repair or replacement.

**Insurance:** The group agrees to furnish a Certificate of Insurance listing Chanco on the James as certificate holder and as an additional insured on their General Liability policy, with limits no less than \$500K per occurrence. This must be provided 30 days prior to the reservation date. Any exceptions to this policy must be pre-approved by a Chanco on the James representative prior to the event. Assumption of liability is independent from, and not limited in any manner by, the Group's insurance coverage or lack thereof.

**Food Service Agreement:** All meals, meal times, meal locations and dietary requirements need to be submitted 10 days prior to arrival.

**Check-in/Check-out:** Check in time of 3:00 pm and check out time of 10:00 am will be enforced for all lodging/rooms. Groups may continue to use their designated meeting space until 1:00 pm without incurring an additional fee. Early check-in or late check-out must be pre-arranged and will incur an additional fee.

**Dog Policy:** Pets and Emotional Support animals are not allowed. Service dogs that have been individually trained to do work or perform tasks for an individual with a disability are allowed if pre-arranged. The task performed by the dog must be directly related to the person's disability.