Guest Policies & Procedures

Arrival/Departure
- Check-in is no earlier than 3 pm unless previously arranged with Guest Services.
- Check-out of all sleeping quarters is by 10am on day of departure.
- Lodge room keys must be returned by 10am. There is a $100 charge for each unreturned key.
- Each of the lodge room doors lock so we recommend you carry your room key with you.
- Adult-friendly cabins, standard cabins and the bunkhouse do not have keys.

Parking
Weather permitting, guests may drive vehicles to the lodges and cabins to unload belongings. After unloading, all vehicles must be moved to the main parking lot adjacent to Shaw Lodge. Lodge guests may park in the designated parking spaces in front of St. John's and St. Mark's on a first-come, first-served basis. Parking is not allowed outside of these spaces, on grass areas, along roadways or at cabins.

Food Service
- Eating is not allowed in the cabins or bunkhouse.
- Meals are served buffet style promptly at 8 am, 12 pm and 6 pm in our dining hall. We ask that guests please be on time for meals.
- Dishware, including coffee mugs, should remain in the dining hall.
- Guests who have reported a dietary allergy in advance should bring their plates to the serving counter and speak with a Chef at each meal, unless otherwise noted.

Housekeeping
- We provide bedding, pillows and towels in all lodge rooms and adult-friendly cabins. An extra blanket is located in the dresser (lodge room) or at the foot of the bed (adult cabin).
- Guests staying in our standard cabins and bunkhouse are required to bring their own bedding, pillows & towels.
- When you are ready to leave, please bag your used linens in your pillowcase. Towels should be left in a pile in the bathroom. Please leave mattress and pillow protectors, blankets, and quilts on the beds.

Quiet Hours
- Because we often serve several groups of varying needs and ages at the same time, we maintain quiet hours from 11pm to 6am to respect the needs of all our guests.

Facility Care
- Meeting rooms can be modified, but please return furniture to original positions prior to leaving.
- Lodge room, living room and cabin furniture should not be moved.
- Proper respect of all plant life and wildlife is expected.
- We do allow the responsible use of alcohol for guests 21 or older. Alcohol must be consumed in the location where it is served and it is prohibited in areas shared by other groups including the dining hall and outdoors.
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Supervision of Youth
- Your group is responsible for supervising any youth in the group during your stay.
- A minimum of two adults supervising children is required at all times. Youth under the age of 18 must have at least two adult chaperones rooming with them. We recommend a ratio of no more than 5 youth per 1 adult at all times.
- We strongly recommend that groups provide training to all staff/chaperones so that no child is in a one-on-one situation with a non-parent when out of sight of other group members.

Emergency Messages
- If someone needs to get an emergency message to a guest they should call (603) 547-3400. After normal business hours the person calling will receive recorded instructions.

Health Care
- The center does not provide health care. Your group is responsible for providing any first aid or health care services.
- We recommend your group bring a small first aid kit and have someone in the group who is certified in first aid and CPR. While we will assist in any emergency, it is your group’s responsibility to provide emergency transportation and care if needed.
- We recommend that you obtain names & addresses, emergency contact information, a health history and consent for treatment for all of your group members including children with/without parents in attendance.
- Telephones with instructions are available at all times for groups to contact emergency and center personnel.

Smoking
- For the health of our guests we do not allow smoking of any kind inside any of our facilities.
- Smoking is permitted in designated, outdoor smoking areas only.
- To help keep the camp clean and reduce the risk of accidental fire, we ask guests to not dispose of tobacco products on the ground.

Drugs/Weapons
Possession or use of illegal drugs, firearms or other weapons is prohibited while on the property.

Pets/Animals
- We do not allow pets of any kind other than service dogs.
- Advance notice is required for all service dogs.

Off Limits Areas
- For the safety of our guests some areas of the facility are off limits to everyone but our center staff. These areas include the maintenance shop, housekeeping rooms/closets, mechanical and maintenance rooms, kitchen and summer program buildings.
- Access to Otter Lake is prohibited during winter months.
Guest Policies & Procedures

Telephones/Internet Access
- There are public telephones located in the lobby of Shaw Lodge, St. Mark’s, St. John’s, Gym Side Room and Doran Lakeview Center. Instructions for use are located at each phone.
- Guests can make emergency, local, toll free and calling card calls from these phones. The on-call staff person can also be reached from any of these phones.
- Free wireless internet is available in Shaw Lodge, Gym, Doran Center and each of the Conference Center Lodges. Log-in information is located by the phones in each of these locations.

Program and Activities
- Swimming and boating are available June-September when arranged by the Group Leader in advance. Swimming is not permitted without a certified lifeguard.
- Otter Lake offers excellent fishing. Anyone age 16 or older is required by the State of New Hampshire to have a current fishing license. Temporary licenses can be purchased online at www.wildlife.state.nh.us. Guests are required to bring their own fishing equipment.
- Campfires must be scheduled in advance by the Group Leader.
- Recreational activities also include relaxing and hiking around the center and along the lakeshore.
- Guests are welcome to bring their own sports equipment and pedal bicycles. Sports equipment may be used at the outdoor sports fields and Gym area as schedules allow.
- Bicycles may be ridden with helmets on roadways and hiking trails only (bikes are prohibited from walkways and grass areas). Guests are responsible for the use, storage and retrieval of all personal items.
- The Barbara C. Harris Camp & Conference Center is not liable for lost or stolen items.

Gift Shop
We offer a selection of Barbara C. Harris Camp & Conference Center sweatshirts, shirts and other local gift items for sale in Shaw Lodge.

Airports
- Manchester Boston Regional Airport 603-624-6556
- Logan International Airport 800-23-LOGAN

Convenience Store, Gas & ATM
- Harvester Market-Greenfield 603-547-3414
- Harris’ Mini Mart-Bennington 603-588-4950

Local Tourist Information-Peterborough
- Chamber of Commerce 603-924-7234

Pharmacy-Peterborough
- Rite Aid 603-924-3360
- CVS 603-924-6397

Restaurants-Antrim
- Ginger House (12 min. drive) 603-588-5023
- Rick & Diane’s Pizza (12 min. drive) 603-588-3388

Automobile Repair
- Bennington Garage 603-588-2182
- Greenfield Auto Service 603-547-6308

Limo Service
- Francelstow Livery 603-396-7134
- LA Limousine 800-370-2225

Medical Care-Peterborough
- Monadnock Comm. Hospital 603-924-7191

Towing Services
- Moto’s Mobile Repair 603-924-6952

Restaurants-Peterborough*
- Bantam Grill 603-924-6633
- Waterhouse 603-924-4001
- Kogtetsu Chinese/Japanese 603-924-7773
- Brady’s Bar & Grill 603-924-9322
- Grappelli’s Pizza 603-924-6776
- Harlow’s Pub 603-924-6365

* Approx. 20-25 min. drive