



## **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.



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### 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](http://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

### Automobile Repair

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

### Convenience Store, Gas & ATM

Harvester Market-Greenfield	603-547-3414
Harris' Mini Mart-Bennington	603-588-4950

### Limo Service

Francetown Livery	603-396-7134
LA Limousine	800-370-2225

### Local Tourist Information-Peterborough

Chamber of Commerce	603-924-7234
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### Medical Care-Peterborough

Monadnock Comm. Hospital	603-924-7191
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### Pharmacy-Peterborough

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

### Towing Services

Moto's Mobile Repair	603-924-6952
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### Restaurants-Antrim

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

### Restaurants-Peterborough\*

Bantam Grill	603-924-6633
Waterhouse	603-924-4001
Kogetsu 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