



# TRINITY CENTER

## Policies and Practices for Conferencing Groups

The following policies and procedures apply to all conferencing groups staying in the Trinity Center rooms, dorms, or Pelican House, and for day groups renting meeting space.

### CONTRACT POLICIES and PROCEDURES

#### **Reservations**

The Group Coordinator's office accepts overnight reservations up to two calendar years in advance. Groups of the Diocese of East Carolina have priority during the month of January to choose dates two calendar years in advance. Returning non-diocesan and new groups may make reservations on a first-come, first-served basis beginning in February. Annual events are not automatically rescheduled and must be reserved with the Group Coordinator two years in advance. Day-Only Reservations are accepted three months in advance. Minimum group number is 10 people. Reservations are only guaranteed when a signed agreement is returned and the deposit is paid. The signed contract and required deposit must be returned to Trinity Center by the date indicated on the agreement or the reserved space will be released to other groups. **The receipt of the signed agreement and deposit indicates your intent to follow the Trinity Center policies and practices, and shall be recognized as proof of your acceptance of the terms of the Trinity Center contract agreement.**

#### **Rates**

The Group Coordinator quotes all rates.

- **For Overnights:** All rates are per person per night unless otherwise noted. Rates include lodging, linens (except for youth group rates), 3 meals, meeting space, audio-visual equipment. Rates are subject to change annually.
- **For Commuters:** Commuters are people who are attending an event but not spending the night. The commuter fee is required for all day-only guests. Commuter meal costs are additional.
- **For Day Groups:** Meeting space rental fees are per day. There are no half-day rates. Day groups are encouraged to have at least one meal at Trinity Center (charged per person).

#### **Deposit Policy**

The Group Coordinator quotes all deposit amounts. A minimum deposit of 20% is required to confirm a reservation. This amount is calculated at the time of booking, is noted on the agreement, and is based on the number of contracted reservations and the per person per night rate. **THIS DEPOSIT IS NON-REFUNDABLE.** The deposit will be credited to the final invoice. If the deposit is not received by the due date, the event will be removed from the Trinity Center calendar.

#### **Guaranteed Number Of Reservations**

Six months prior to the event, Trinity Center requests that you guarantee your number of reservations. You may, at this time, reduce your original number of reservations with no penalty. Reservations may be added at a later date if space is available. Each added reservation will be added to your Guaranteed Minimum Fee.

#### **Guaranteed Minimum Fee**

Six months prior to the event, Trinity Center calculates a Guaranteed Minimum Fee of 80%. This is based on the number of guaranteed reservations and the quoted rate on the agreement. This is your guaranteed *minimum* payment, and the group is responsible for paying at least this minimum amount with no option to reduce below this amount. Any added reservations will become part of the group's Guaranteed Minimum and added to the Guaranteed Minimum Fee.

#### **Cancellation Of An Event**

1. Trinity Center charges HALF of the Guaranteed Minimum Fee for cancellation of any event made 120 DAYS or less prior to the date of arrival.
2. Trinity Center charges the FULL Guaranteed Minimum Fee for cancellation of any event made 30 DAYS or less prior to the date of arrival.
3. Deposits are applied to the balance due for all cancellation charges.

### Payment Policy

1. Final numbers are due two weeks prior to the event at which time the final invoice is calculated and emailed to you. (Please note that any drop below 80% will be billed at the Guaranteed Minimum Fee.)
2. Charges are payable prior to or upon arrival. Only one check or credit/debit card payment will be accepted from the group. **NO CASH PAYMENTS.**
3. Credit Card Payments are subject to a 3% transaction fee. No transaction fee for debit cards.
4. Any additional charges accrued during the event are invoiced immediately following the event with the expectation of payment within 30 days.
5. No adjustments are made on the final invoice for guests arriving a day late or departing a day early, for guests missing meals, or for No Shows.
6. A \$25.00 service charge will be added to your final invoice for any returned checks.

### Check-in and Check-out

Meeting Spaces and Lodging check-in begins at 4:00PM on arrival day. Lodging check-out is by 10:00AM on departure day. Please remove luggage and return keys to the Point of Arrival by 10:00AM. Meeting Space check-out is by 1:00PM on departure day.

### Meals

The per person per night fees for overnight groups include three meals: one of each breakfast, lunch, and dinner. Meals are served promptly as follows:

Breakfast	8:00AM
Lunch	12:00 noon
Dinner	6:00PM (6:30PM on Friday nights)

No adjustments will be made on the final bill for persons missing meals. Numbers for commuter meals must be received one week in advance. No adjustments will be made on the final bill for commuter meals. Most special dietary needs can be accommodated when notified in advance. Trinity Center may charge an upcharge for groups that require special diets for the entire group (e.g. all Vegan, All gluten free)

### Meeting Spaces

At the time of contracting, each group is assigned a meeting room to be used exclusively by that group for the duration of their stay. All Meeting Spaces include free wireless internet access. A/V equipment may be added at no additional cost. Traditional check-in time to a meeting space is 4:00PM; traditional check-out time from a meeting space is 1:00PM. The Group Coordinator will charge an additional fee for groups requesting time beyond the traditional check-in and check-out time for meeting space.

### After Hours

Quiet hours begin at 10:00PM each evening. The Point of Arrival Office is open Sunday-Thursday from 8:00AM-8:00PM. For non-emergencies, contact the Point of Arrival at 252-247-5600 ext.10. Leave a message to be delivered at 8:00AM. For assistance after hours, an on-call staff person can be reached at 252-424-0717. If you get no response after 10 minutes, call 252-728-0271. **For Fire, Medical, and other bona fide emergencies, call 911.**

### Damages

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

### Insurance

Our property and liability insurance company requires us to ask in advance for: 1) an active Certificate Of Insurance, naming Trinity Center of the Episcopal Diocese of East Carolina as "Additional Insured" on General Liability Insurance; and 2) proof of Workers Comp./Sexual Abuse & Misconduct Insurance. This certificate can be requested from your insurance agency or insurance carrier usually without charge. Please send the Certificate Of Insurance to: Office Manager, Trinity Center, PO Drawer 380, Salter Path NC 28575.

## MISCELLANEOUS INFORMATION

Activities - Scenic Walking Paths, Swimming Pool during warm weather months, Private Beach Access, Basketball, Rocking Chairs

Gift Shop - Located at the Point of Arrival. Open daily 8:00AM-8:00PM. Check our assortment of books, shirts, caps, totes, and other items.

Hurricanes and Winter Storms – Guidelines for these circumstances are available upon necessity or request.

Internet - Wi-Fi is available in all meeting spaces, but is not guaranteed in any lodging. No password necessary. Trinity Center has multiple access points depending on the location of your device. You must go to Wi-Fi Settings on your device and choose the strongest access point in order to pick up a signal.

Lending Library - Located at the Point of Arrival. Open daily 8:00AM-8:00PM. Borrow a book, donate a book, or take a book home from our lending library.

Living Rooms - There is a common living room located in the center of each housing cluster. Amenities include internet WiFi, TV with HDMI, gas log fireplace, restroom, refrigerator, microwave, coffee maker, and coffee supplies. Living Rooms are available to all guests unless reserved by prior agreement. When exclusively reserved, look for a "Reserved" sign on the door and please do not disturb.

Lost & Found - Located at the Point of Arrival. Unclaimed items are donated after 14 days.

Worship – No regular Eucharistic services are held at Trinity Center. Your group may hold religious services in your meeting room, at the Dame Julian of Norwich Chapel, or the Pavilion by reserving the space and time with the Group Coordinator's office. At no additional cost and upon request Trinity Center will prepare a basket of the Holy Eucharist including the elements, corporal, purificator, chalice and paten.

## RECOMMENDED PACKING LIST

You may want to consider packing the following items which are not provided by Trinity Center:

*Beach Towel*

*Bug Spray*

*Drinks and snacks for social time*

*Cooler of Ice*

*Flash Light*

*Hair Dryer*

*Refillable Water Bottle*

*Reusable/Travel Coffee Mug*

*Sanitizing wipes*

*Shampoo and Conditioner*

*Sun Screen*

## GUIDELINES FOR YOUTH

***In keeping with our commitment to young people, we offer youth reduced rates and welcome them to Trinity Center. In order that we may continue our efforts to serve young people and for the safety of your group, we offer the following guidelines for all youth events:***

Supervision – Youth must be closely supervised. Trinity Center recommends an adult:youth ratio of 1:12 as a minimum. The great majority of problems we encounter occur during times when there is no structured activity or adult supervision.

Multiple Groups – Trinity Center is generally used by several different groups at the same time. Please have members of your group respect the privacy of others. Use only the facilities assigned to you. Please be considerate of others with respect to loud music, late night activities, noise, etc.

Quiet Hours - Quiet hours are from 10:00PM-7:00AM. Please respect others on property and keep the noise down when outdoors after 10:00PM.

Housekeeping – Have adults check the rooms periodically while your group is here and before departure. We expect that the rooms be left reasonably straight. (No food or trash anywhere except in trashcans). Your group may incur an additional charge if rooms require extra cleaning.

Camp Area – When camp is in session, there will be a sign posted asking all guests to stay out of the camp area. Please ask members of your group to respect this sign.

Fireworks And Weapons – No fireworks or weapons (including cyalume sticks, can guns, slingshots) are permitted.

Alcohol And Drugs – No illegal drugs are permitted, nor is the illegal use of alcohol. No alcoholic beverages may be consumed by groups paying the Youth Rate.

Dunes – Access the beach only via the boardwalks provided. Do not play in the dune area or damage the dune vegetation. It is illegal to pick or collect most dune vegetation.

Marsh Area – Utilize the marsh walk to access the sound. Do not enter the salt marsh. This is a very fragile area.

Violation Of Guidelines – Damage to Trinity Center property will be billed to your group, and significant violations of these guidelines may result in individuals or the entire group being required to leave before the completion of the planned stay. There will be no refunds if this occurs.

***Our goal is to provide a safe, nourishing environment for your young people. Please help us make their visit to Trinity Center a positive experience.***

## FACILITY POLICIES

Alcoholic Beverages – Alcoholic beverages are not provided by Trinity Center (exception is Eucharistic wine), but are permitted in moderation by adults of legal age. When serving, non-alcoholic alternatives must be offered and served with the same attractiveness and accessibility as those containing alcohol. All applicable laws and ordinances, including those governing the sale and serving of alcohol to minors, must be observed. Alcoholic Beverages are not permitted by groups paying the youth rate. Care must be taken to insure that responsible persons are in control of serving and consumption of alcoholic beverages. Please keep all alcoholic beverages in your designated meeting space or personal lodging. Alcohol is not permitted in the dining room. Do not walk the grounds with open containers. No glass containers at the pool or on the beach.

Baby Sitters – not provided by Trinity Center.

Campfires – permitted in designated areas only when pre-arranged, not permitted on the beach.

Cooking in Rooms – not permitted. Our kitchen staff will be happy to help with food service requirements and dietary restrictions.

Drugs – no illegal use of drugs.

Dunes and Marsh Areas – use the boardwalks provided. Do not play on the dunes or enter the salt marsh; these are very fragile areas and are protected by federal laws.

Fireworks and Weapons – not permitted.

Grilling – not permitted.

Pets\* – not permitted. The Group Coordinator reserves the right to charge a pet fee to any group that violates this policy (exception: uniformed service dogs are permitted under the Americans With Disabilities Act).

Quiet Hours - Quiet hours are from 10:00PM-7:00AM. Please respect others on property and keep the noise down when outdoors after 10:00PM.

Smoking – no indoor space for smoking. Please use Smokers' Outposts.

Skateboards and Bikes – not permitted on decks.

Swimming Pools – no lifeguards on duty; do not swim alone; no swimming after dark.

Tent and RV Camping\*\* – not permitted.

\* Beach Paws Pet Resort  
5209 Narron Business Drive  
Newport NC 28570  
252-726-0077

\*\* Holiday Trav-L Park Resort  
RV and Tent Camping w/ hook-ups  
9102 Coast Guard Road  
Emerald Isle NC 28594  
252-354-2250  
Open March-November