

FREQUENTLY ASKED QUESTIONS

Q: What type of Guest Groups rent at Camp Monadnock?

A: Camp Monadnock in Jaffery, NH, is a year-round Christian facility that hosts camps, retreats, and conferences for youth workers, men's and women's groups, youth, and families. When our programs are not in session, we offer our facilities to Guest Groups for their own programs and retreats. Our goal is to provide an environment for churches, Christian schools, and other non-profit organizations to take a break from their normal lives, build group unity and have a chance to see God work through the spiritual growth of individuals and the group as a whole.

Q: Can the number of nights and/or meals in the pricing package be changed?

A: In addition to our standard 2 nights and 5 meal package, we have packages for 1 night and 3 meals and for 3 nights and 8 meals. You can also add or subtract nights and/or meals to any of the packages, customizing them for your event.

Q: Do you offer any discounts based on group factors such as size?

A: A 10% discount on your housing and meal package is available in three different sign-up scenarios: first time groups, midweek dates, and groups re-registering within 30 days of their last retreat. Up to two discounts may be available for any group. Multiple discounts are calculated individually and not combined (10% is taken off the pricing package total and then another 10% is taken off that calculation vs. 20% taken off the original housing total). Any discount(s) will be applied at the time of the final payment. We also offer an off-season discount of \$5 off person, when you book in between certain off-peak dates.

Q: What happens if the numbers in my group grow past the number of attendees on my contract?

A: As soon as you think your numbers may change, give us a call to check on available space. If there is additional housing available, you can reserve those spots by sending in any applicable deposits for each additional person (\$10 per person if before Phase 2 payment date, \$50 per person if after). The only spaces we will have reserved for you are those you have paid a deposit for, so it is essential to contact us if you need more housing. There is no guarantee that it will be available so let us know as soon as possible if your numbers change.

Q: Will there be a penalty if my numbers drop below the reserved amount on my contract?

A: Both the Phase 1 and Phase 2 deposits are non-refundable. This means that they will only be applied to the balance in the amount of \$10 per person (Phase 1) and \$40 a person (Phase 2) in attendance. For example, a Phase 1 deposit of \$1000 for 100 people will be applied to the balance in the amount of \$700 if the group size drops to 70. (The same method applies to the Phase 2 deposit of \$40 a person.) We recommend that you reserve conservatively on the front end and call the office if numbers go up to request more space since a drop in numbers does mean a loss of deposit money.

Q: When do I need to give a final count?

A: We need your final numbers 10 days before your event. Any rise in attendees above the reserved number must be cleared by the Guest Manager with the understanding that additional space may not be available. Housing is reserved on a first-come-first-serve basis by deposit, so don't wait until your final numbers are required; call to reserve more spots as soon as you know that you will need them.

Q: What will happen if my numbers change between the time, I give the final count and the date of my event?

A: Any growth in that last week can be accommodated if space permits and your final count will change to that new number. However, if your numbers drop by the time of your retreat, you are still responsible for paying the full amount for 90% of the final number that was given. For example, if your final number is 100, but drops to 80 by the time you arrive for your event, you are still required to pay the full cost for 90 people and for the other 10 people your Phase 1 and 2 deposits are non-refundable.

Q: When do I need to make my Phase 3 final payment?

A: The final balance is due at the time of your event. You can either bring a check or credit card to make the payment; credit card payments of \$1,000 or more will be charged a 3% convenience fee. Our Guest Group Manager will go over the invoice with you and answer any questions you have before payment.

Q: Will there be another group on camp at the same time as mine?

A: Our rental facility has the capacity to host 1 large group or 2-3 smaller groups. When there are multiple groups, our Guest Group Manager will interface with your group regarding activities and needed spaces to make sure your event goes smoothly. We require a copy of your retreat schedule 10 days before your reserved dates to work out details. If a schedule is not received or it is received late, we cannot guarantee that we will be able to accommodate all your requests. Exclusive use of the camp is available. Please contact our Guest Group Manager for details regarding exclusive use.

Q: Can I request a meeting room?

A: Our meeting rooms are assigned based on group size and cannot be requested or reserved year to year (you may not have the same meeting room as you did the year before). The largest group on a weekend will be assigned to the Chapel, followed by the Monadnock Room, Founders room, and the Prayer room. Breakout rooms may also be available for small groups, seminars, or workshops. Assignment of meeting rooms is contingent upon reserved numbers and may occur up to one week before your weekend.

Q: Can I request certain rooms around camp for different activities?

A: Certain rooms other than meeting rooms can be reserved for specific time slots. All requests are granted on a first-come-first-serve basis, so be sure to call or send your schedule and requests into the Guest Group Manager as soon as you have them.