Riverbend Retreat Leader FAQ

Welcome to Riverbend Retreat Center! We are excited to partner with you in creating a meaningful retreat experience. The information below will help you plan your event and understand our policies and services.

Consent Forms

All guests attending your retreat must complete a Riverbend Consent and Release Form.

- Digital consent form links are included in our automated emails and may also be emailed directly to your attendees for online completion and signature.
- A completed form is required for every person attending Riverbend, including infants, whether they are staying overnight or visiting for the day.
- Adults (18+) must complete and sign their own forms.
- Forms for minors must be completed and signed by a parent or legal guardian.

Pet Policy

To ensure a safe and distraction-free environment for every guest at camp, Riverbend has a "No Pets" policy.

ADA-trained service dogs are welcomed if the following conditions are met.

- The dog must stay in the company of the person with the disability and be leashed at all times.
- The dog cannot damage any property. The guest is responsible for any damage or additional cleaning incurred by the dog.
- The dog cannot interact with any other Riverbend guests (not with your group).
- The dog cannot cause a disturbance such as excessive barking.

Please contact us before your arrival if you have any questions.

Booking Options

Riverbend operates on an à la carte pricing model.

Lodging, meals, activities, and additional meeting spaces are all booked and billed separately, allowing you to customize your retreat experience.

Once your contract has been signed, you may add meals, activities, and meeting spaces up to four weeks before your retreat, subject to availability.

Check-In & Check-Out

Check-In

- Cabins & Meeting Spaces: 3:00 p.m.
- Condos, Cottages & Private Rooms: 4:00 p.m.

Check-Out

- Cottages & Private Rooms: 12:00 p.m.
- Cabins, Condos & Meeting Spaces: 2:00 p.m.

Early Arrivals & Late Departures

We understand that some groups need additional setup or cleanup time. Early arrivals and late departures are considered on a case-by-case basis and require advance approval.

Early Arrivals

- Additional fees may apply based on the amount of time requested, the season, and the number of guests arriving early.
- In some cases, a small setup crew may be accommodated without an additional fee to set up the meeting space.

To guarantee early access to a facility, the **previous night must be reserved** for each facility needing early access.

Example: If you need access to a meeting room before 3:00 p.m. on Saturday, Friday night must also be reserved for that meeting space to start your retreat.

This policy applies to meeting spaces, cabins, lodges, and private rooms.

Arriving Early to the Grounds before Check-In time

If your group wants to arrive early for activities without access to facilities:

- An early arrival fee applies to groups that plan to start their retreat before the standard check-in time.
- If a meeting space is needed, that meeting space must be reserved for the night before.

Late Departures

To guarantee extended use of a facility after standard check-out, the **night following your departure must be reserved for any facility still in use**.

Example: If you would like to remain in your cabin until 4:00 p.m. on Saturday instead of checking out at 2:00 p.m., Saturday night must also be reserved, and the Late Departure fee that applies to the grounds will not be charged for those counted in the cabin.

This policy applies to meeting spaces, cabins, lodges, and private rooms.

Staying on Grounds After Check-Out

If your group departs all rooms and cabins but remains on campus:

- A late departure fee applies to groups that plan to remain on the property past the standard 2 pm check-out.
- If a meeting space is needed, that meeting space must be reserved for the additional time.

If your group schedules a lunch with an early arrival or a dinner with a late departure, then the early arrival or late departure fee can be waived.

Our team is happy to help you determine the most economical option for your group's schedule.

Lodging Information

Cabins

Conference rooms include:

- Chairs to accommodate the cabin's capacity (stored in the supply closet)
- Three tables stored against the wall (4 tables for 80-88 bed cabins and 3 tables for 32-40-bed cabins)

Please note:

- Linens and toiletries are **not provided**.
- Kitchens are **not available** in cabins.

Lodges

Motel-Style Lodges

- Linens are provided in each private room.
- A conference room is included at no additional charge when **at least six rooms** are reserved.
- Conference rooms include comfortable seating and five tables.
- Kitchens include:
    - Stove and oven
    - Refrigerator/freezer
    - Microwave
    - On-demand coffee maker

Please note that dishes, cookware, and utensils are **not provided** in motel-style lodge kitchens.

Condo-Style Lodges

Each condo-style lodge includes:

- Living room
- Dining area
- All major appliances for the kitchen.
- Kitchen stocked with dishes, cookware, and utensils

Exception: Brazos Lodge does not include a dishwasher.

Riverbend basic coffee supplies: coffee, cups, stirrers, sweeteners, and creamers in every lodge.

Additional Meeting Spaces

Rental of additional meeting spaces includes standard room setup.

Please let us know your preferred arrangement, including:

- Chair layout
- Table configuration (Note: Meeting spaces that accommodate 100+ or more people come with 10 tables and enough chairs for the capacity of the space. Additional tables are available for a fee.)
- Audio/visual equipment needs. Some AV equipment may require an additional fee if it is not included with the meeting space.

Additional meeting spaces are prioritized by group size.

Facility Changes

Dropping Facilities

- Facilities removed **more than 90 days** before your retreat incur **no penalty**.
- Facilities removed **within 90 days** may incur a dropped facility fee.

- If Riverbend can rebook the released facilities, those fees may be removed.

To ensure responsible stewardship of our campus, Riverbend reserves the right to make final decisions regarding facility usage.

Cancellation Policy

- **More than 90 days before your retreat:** Full deposit refund.
- **90–45 days before your retreat: 50% of your deposit** may be transferred to a new retreat booked within 30 days. Otherwise, the full deposit is forfeited.
- **Within 45 days:** Deposit is forfeited.

Meal Service

Meals are served at scheduled times because multiple groups dine simultaneously. Menus are planned by our Food Service Coordinator and are selected based on the majority group.

Meal service times are as follows:

- Breakfast 8-8:45 pm
- Lunch 12-12:45 pm
- Dinner 5-5:45 pm
- **Friday Dinner 7-7:45 pm**

The Dining Hall is closed between meals.

Guests with special dietary needs **must** fill out an allergy form at https://www.riverbend.camp/retreatallergy 2 weeks prior to arrival to give our kitchen staff ample time to order food accordingly.

You may contact our food service coordinator at foodservice@riverbendretreat.org with any specific questions.

Facilitated Activities

Facilitated activities should be reserved **at least two weeks in advance** and are scheduled by the hour. All activities are to start and end on time. Arriving late does not automatically extend the activity time. Refunds are not given for missed program time unless Riverbend had to cancel the activity for some reason. Group leaders are to contact the office to request any changes to the activity schedule.

Available one-hour activity time slots are from 9-11 am and 1-4 pm

Evening Activities

Available evening activities include:

- Campfires (Our campfires come with the allotted amount of wood to last the duration of your campfire time. We prefer that guests use only the wood provided by Riverbend to prevent spreading tree diseases and invasive insects.)
- Jungle
- Pool **(May and August only)**

Evening time slots: start at 6 pm except for Friday nights, then they start at 8 pm, with the exception of Campfires.

Seasonal Aquatics

Pool (slide pool only) and waterfront-launch pad (without inflatables) activities are available only during **May and August**.

No one is allowed in the lake or pool without a Riverbend Lifeguard on duty.

Activity Requirements

- Facilitated activities require long hair to be secured in a low ponytail and closed-toed shoes, except for aquatic activities.
- Those participating in Skeet Shooting may bring their own 12- or 20-gauge shotgun, but are required to use Riverbend ammunition. Groups may also bring their own pigeons; however, this will not affect the associated fee for the program. **Guns must have a trigger lock and be stored in a secure area (the trunk of the vehicle is ideal).**

Inclement Weather Cancellation

For the safety of all guests, all **outdoor, uncovered activities** will be suspended whenever lightning is detected within **10 miles** of camp.

This is known as a **Thunder Call**, which requires everyone to **shelter in place** from the time of the first lightning detection until **30 minutes after the last detected lightning strike**. Activities located under the **RecPoint** covered area may continue to operate as scheduled.

If an activity is delayed or canceled due to a Thunder Call, the Riverbend office will work with your group to reschedule it whenever possible. If a suitable alternative time cannot be arranged, you will receive a refund for the missed activity time.

Skeet Shooting & Paintball Course will be canceled if it is misting or raining, or if the field is inaccessible due to previous heavy rainfall.

- Zipline will still operate under a light mist but will shut down during rain or lightning.
- Archery Tag can be moved to the turf area under the RecPoint and remain open during inclement weather.

Self-Guided Activities

Many recreational activities are available at no additional charge on a first-come, first-served basis.

A complete list is available at: **www.riverbend.camp/open-activities**

- Equipment is typically located at each activity area or available from the RecPoint.
- Catch-and-release fishing is allowed on the lake only from the rock wall. Guests must provide their own fishing supplies and bait.
- Frisbee golf discs and hiking maps are available at the office.
- Athletic courts and fields can be illuminated for evening use. Light switches are marked.
- Areas such as the RecPoint, Legacy Point, and activities fields are open to all guests on camp and may not be reserved by any one group.
- Aside from fishing, the lake is a facilitated activity available to reserve only in May and August.

Ice Room

The Ice Room is located on the parking lot side of Legacy Point. Access is available using the combination provided by the office. Available amenities include:

- Commercial refrigerator
- Commercial freezer
- Ice machine
- Three-bay sink

Please label all stored items with your group name and the date, and remove all personal items before departing.

Cell Service & WiFi

AT&T and Cricket have the best coverage in the area, but it is still spotty in areas of the camp. There is limited coverage inside the buildings due to the metal roofs. We encourage WiFi calling by using our open free internet “BendNet.” If you need to video stream, contact the office for the “BendS” password.

Electric Vehicle & Driving On Camp

Electric Vehicles - There is a one-time $30 fee per vehicle for the duration of the retreat for vehicles needing to recharge. There are no EV charging stations on camp; however, Riverbend will direct you to available outlets. Equipment is not provided for charging the vehicle. Riverbend reserves the right to designate the location where guests can charge their vehicles.

Please note: All vehicles with self-driving options must have an active, engaged driver at all times.

The speed limit on camp is 10mph. All traffic flows one-way around the circle starting at Cabin 1. The road in front of the motel-style lodges is two-way.

NO ALCOHOLIC BEVERAGES, ILLEGAL DRUGS, FIREARMS, OR PETS ARE PERMITTED ON RRC PREMISES (A FINE OF $50 PER NIGHT PER ANIMAL PLUS DAMAGES WILL BE ASSESSED). NO SMOKING IN ANY RRC FACILITIES. ALL GUESTS ARE ASKED TO DRESS MODESTLY.