



## GENERAL POLICIES

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Welcome to Trinity Pines Conference Center. We are honored that you have chosen to bring your group to our campus. TPCC exists to provide a Christ-centered environment where individuals and groups can step away from daily distractions to focus on spiritual growth, relationship building, rest, and renewal.

**Our Mission** - *"We exist to welcome guests from all nations to experience God through a Christ-centered, spiritual setting, so that they might know Him better."*

**Our Purpose** - TPCC is a facility dedicated to the Christian development of the whole person. It provides an opportunity for guests to trade their usual routine for an atmosphere more conducive to reflection and advancement in all areas including relationship with God, self and others.

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Our policies are designed to care for our guests, safeguard our community, and steward the unique environment God has entrusted to us.

**Group Leader Responsibilities** - Each group must designate one primary Group Leader who will serve as the main point of contact between the group and TPCC, and stay up-to-date on payment due dates and reservation details. This individual is responsible for:

- Submitting all required forms, schedules, final numbers, and room assignments prior to arrival.
- Updating room assignments as necessary so guests may be located in case of emergency.
- Remaining reachable by phone at all times during the group's stay.
- Meeting contractual and financial deadline requirements. Final payment is due within 24 hours of arrival unless otherwise arranged.
- Ensuring that all guests understand and follow TPCC policies.
- Accepting financial responsibility for damages, excessive cleaning, or policy violations.

*If group attendance falls below the capacity of the reserved facility, TPCC reserves the right to relocate the group to a comparable smaller space.*

**Reservations, Cancellations, and Deadlines** – To help ensure a smooth and well-prepared experience, groups are expected to follow the timeline below:

- **1 Year** | Groups are encouraged to book their next retreat for the following year within one week of their current event to secure preferred dates and lodging.
- **60 Days** | Cancellations made less than 60 days prior to the event will forfeit the per-person deposit. Lodging changes made less than 60 days prior to the event will not reduce the contracted minimum.
- **10 Days** | Room assignments, final details, and outdoor activity requests are due 10 days prior to arrival. Late submissions may result in additional fees and limited availability.
- **2 Days** | Guest cancellations made within 2 days of arrival will not be removed from the final invoice.

**Guest Safety & Protection** - The safety and well-being of all guests is a top priority at Trinity Pines. Groups are expected to help maintain a safe, respectful, and accountable environment for everyone on campus.

- Groups must maintain a minimum supervision ratio of at least 1 adult (18+) for every 8 minors.
- Wristbands are provided for each guest and must be worn throughout the stay. Each group is assigned a unique wristband color to help staff identify that they should be here, reunite separated guests with their group, and serve as a meal ticket. Guests without a wristband will be directed to their Group Leader or asked to leave the property. Day guests must register with the office and receive a wristband.
- To provide transparency, use public spaces such as decks, living rooms, and other lighted common areas for visiting one-on-one rather than visiting in private spaces.
- All interactions between adults and minors must be observable by others.
- Any concern regarding inappropriate or unsafe behavior should be reported immediately to the Group Leader and TPCC staff.

*TPCC reserves the right to remove any individual or group who violates safety expectations or engages in behavior that endangers others.*

**Registered Sex Offender Policy** - TPCC is dedicated to providing a safe environment for all guests, particularly the many children and youth who visit our camp.

- Individuals who are required to register as a sex offender under the laws of any state or the federal government are strictly prohibited from entering TPCC property, whether as an overnight guest, day visitor, or volunteer.
- By completing the registration process and submitting all required forms, groups acknowledge this policy and assume responsibility for ensuring that all participants are properly vetted for compliance prior to arriving on campus.
- If TPCC becomes aware that a registered sex offender is on the premises, that individual will be required to leave the property immediately without a refund.

*TPCC reserves the right to notify local law enforcement and the Group Leader of the removal to ensure the continued safety of the community.*

**Guest Conduct & Christian Community Standards** - Trinity Pines is a Christ-centered community. All guests are expected to treat one another with respect and to support an atmosphere of worship, rest, and renewal.

- Profanity, bullying, harassment, or disrespectful behavior is not permitted.
- Modest dress is required at all times. Guests may be asked to change clothing if deemed inappropriate.
- Alcohol, tobacco, vaping, illegal drugs, firearms, fireworks, and weapons of any kind are prohibited.
- Photography or video recording is not permitted in restrooms or changing areas.
- Quiet hours are 11:00PM – 7:00AM and must be observed by all groups.
- Guests must follow the direction of TPCC staff at all times.

**Meals & Dining** - Meals at Trinity Pines are designed to nourish guests and encourage fellowship.

- Standard meal times are 8:00 AM, 12:00 PM, and 6:00 PM. TPCC may adjust these times as needed to best serve all groups.
- Meals include an entrée, two hot sides, and bread. Salad, fruit, dessert, and beverages are self-serve.
- Guests may prepare their own meals only in designated spaces. Meal preparation is not allowed if lodging in motel rooms or multiple buildings.

- Food is not permitted in guest bedrooms.
- The Snack Shack is available during summer months when camps are in session.

**Transportation & Vehicle Use** – For the safety of all guests and staff, vehicle use on campus is limited.

- All vehicles must remain on designated roadways and parking areas.
- Trailers or standard golf carts may be used for guest transport
  - Golf carts are to be driven only by adults 21 and over.
  - No more than 3 people (4 for a cart with rear seat) at any time.
  - No reckless driving, sharp turning, or horseplay.
  - Remain at least 10 ft from buildings and stationary objects.
  - All trailer occupants must be fully seated and remain seated until stop.
  - If riders are under 14, supervising adult (21+) must be in trailer.
- ATVs, UTVs, and other off-road vehicles are prohibited.
- Each guest must have their own seat and be seated properly at all times.
- Vehicles must be driven by licensed drivers 18 years of age or older. Drivers are responsible for the safety and behavior of their passengers, and each occupant must be in a seat.
- Electric vehicle charging is not included with lodging or facility use. A \$50 charging fee per vehicle will be assessed for any guest charging an electric vehicle on TPCC property.

*TPCC reserves the right to revoke driving or transportation privileges for unsafe behavior or misuse.*

**Facilities, Housekeeping, & Damages** - Trinity Pines is entrusted with facilities and grounds meant to serve many groups.

- Bed linens are provided on all beds from September to May. Bath towels are only provided in Motel Rooms, Lodges, and Cottages from September to May. Bed linens and towels are not provided in any facilities during Summer.
- Guests should report any damage or maintenance concerns immediately to TPCC team.
- Group Leaders are responsible for ensuring facilities are left neat and orderly at checkout.
- Groups will be billed for damages, missing items, or excessive cleaning beyond routine housekeeping.
- Needs may be reported to the front desk during office hours or to the Guest Host 24/7 in-person or calling 936-581-1115.

**Aquatics & Waterfront** - Aquatic activities at Trinity Pines provide enjoyment and refreshment while maintaining safety and responsibility. Availability is weather-dependent.

- Summer aquatics require a lifeguard and include the pool, lagoon, paddle boats and kayaks. Typically, times are 1-5 PM but other swim times may be arranged in advance for an additional fee.
- From September to May, the pool is available by request with no lifeguard on duty from 9 AM to dusk.
- Paddle boats and kayaks are available upon prior scheduling with the office. An attendant must be present at the lakefront. Paddles and life vests are provided. Use is limited to the area within the cove between the island and the shore.
- TPCC provides youth and adult lifejackets for the lagoon and boats. Life vests are required for all participants.
- Guests may fish but must provide their own equipment and are responsible for knowing and heeding state fishing regulations.
- Swimming in the lake is NOT permitted.

**Recreation** - Recreational activities at Trinity Pines encourage fellowship, rest, and enjoyment of the campus and are to be used responsibly by all guests.

- Reserve a campfire and TPCC will build it plus provide additional wood. Group will light when ready.
- Equipment is available for miniature golf, volleyball, softball, football, basketball, dodge ball and disc golf.
- The natural areas of TPCC consisting of woodlands, ravines, streams, and meadows are kept in their natural state. Please stay on the established trails that lead through these areas.

**Adventure Course** - The Adventure Course delivers a thrilling outdoor experience focused on challenge, teamwork, and personal growth, while prioritizing the safety of every guest.

- Reservations for the Adventure Course must be made at least 3 weeks in advance and are only available during scheduled, TPCC-led sessions.
- Close-toed and close-heeled shoes are required for participation of the Adventure Course.
- Unauthorized access, climbing, or trespassing on the Adventure Course is strictly prohibited. The course presents inherent risks, and unauthorized use may result in serious bodily injury or death.
- Groups will be charged \$60 per person, per incident, for unauthorized access or misuse of the Adventure Course and may be subject to dismissal from the property.

**Prohibited Items & Activities** - The following items and activities are not permitted on TPCC property:

- Alcohol, tobacco products, vaping devices, illegal drugs
- Firearms, fireworks, weapons, or explosives
- Pets and Emotional Support Animals (ESA) are prohibited. Service dogs are allowed if they are specifically trained to do work or perform tasks for someone living with a disability.
- Pranks or nuisance items that cause damage or excessive cleanup
- Hunting or trapping
- Any activity that endangers guests, staff, or property

**Severe Weather & Emergency Response** - Trinity Pines has established emergency response procedures to help ensure the safety of all guests.

- Guests must follow all instructions from TPCC team during weather-related or emergency situations.
- TPCC team will communicate shelter-in-place or evacuation procedures as needed.
- Group Leaders are responsible for accounting for their group members during emergencies.

**Technology, Photography, & Media** - Trinity Pines encourages guests to unplug from daily distractions. When technology is used, we ask that it be done respectfully and responsibly.

- Personal devices should not interfere with programming, worship, meals, or rest. Groups are encouraged to set their own technology expectations, especially for minors.
- Wi-Fi is available in select areas but is not guaranteed campus-wide.
- Respect the privacy of others by using photography and videography only in public spaces. Photography and videography are prohibited in restrooms, changing areas, sleeping areas, and all other private spaces and situations.
- Drones or professional media equipment require prior approval from TPCC.
- By attending Trinity Pines, guests authorize TPCC to use photos or videos taken on campus for electronic or print media, including updates, communication, and marketing purposes, unless otherwise requested in writing.

**Medical Responsibility, Allergies, & Emergency Care** - Groups are responsible for collecting medical information, emergency contacts, and allergy details for all participants.

- TPCC does not provide on-site medical staff outside of summer months. Group Leaders must designate adults to manage medications and routine medical needs.
- Guests with allergies or medical conditions should notify their Group Leader in advance. While reasonable efforts are made to accommodate dietary needs, TPCC cannot guarantee an allergen-free environment.
- Guests should bring necessary personal medical supplies (such as inhalers or EpiPens).
- In the event of illness or injury, TPCC staff will assist with contacting emergency services. Medical costs are the responsibility of the guest or group.
- Group Leaders are responsible for accounting for their group and communicating with TPCC staff during medical or emergency situations.

**Policy Enforcement & Right of Removal** - To protect guests and preserve the mission of Trinity Pines:

- TPCC reserves the right to remove any individual or group whose behavior endangers others, violates policies, or disrupts the camp environment.
- Removal may occur without refund.
- Failure to comply with TPCC policies may impact future booking privileges.