



## **Rules & Regulations**

### **Heartland Conference Retreat Center**

**Standard Check-in time:** 3:00 p.m.

**Check-out time:** 11:00 a.m. (Please have rooms vacated by this time.)

(Groups desiring to arrive before 3 p.m. or depart after 11 a.m. need to make arrangements in advance with Guest Services.)

Thank you for keeping Heartland Conference Retreat Center a smoke and alcohol free environment across the entire grounds of 353 acres.

*Our desire is that your event is safe, secure and fulfilling. In order to accomplish this, please be aware of the following:*

- Please park in designated marked parking areas. Please do not block the handicap accessible ramps located at the entrances to the Lakeview Center and three Lakeview Lodges.
- If you anticipate the use of light systems in any building, advanced permission is required. Due to the sensitivity of Heartland's fire suppression system, no candles, pyrotechnics, smoke or fog machines are permitted.
- **Cooking of meals permitted only in buildings where kitchen has been rented.** Due to Fire & Safety Codes, electrical appliances such as crock-pots, toasters, griddles, electric skillets, etc. are **not permitted** in any building at Heartland.
- Red, purple or orange beverages are not permitted in any of the buildings, due to the possibility of staining.
- For your safety, guests must wear footwear at all times while on the grounds, inside and outside.
- ATV, 4 wheelers, Golf Cars, Skateboards and other forms of recreational transportation are permitted only by special permission. Contact Guest Services for details. Motorcycles are allowed only as primary transportation to and from Heartland property. The speed limit is 10 mph throughout Heartland property.
- The High and Low Challenge Courses are for use only with certified instructors from Heartland Conference Retreat Center. For safety reasons, unauthorized use may result in dismissal from the grounds.
- Pets are welcome in the RV Park; however, they are not permitted on other parts of the property. Pet owners are completely responsible for the sanitary and safe keeping of their animal. Pets must be leashed and confined to the individual RV site and confined in a camper while pet owners are away. If pets exhibit aggressive behavior, excessive noise/barking, or are improperly cared for, the owners will be addressed and appropriate action shall be taken. If you have a 'guide dog', please contact the Heartland staff for more information.
- Charges will be assessed for any damages incurred during a retreat. Proper care of equipment, rooms, and facilities is extremely important. The use of tape, push pins, etc. is prohibited for affixing items to walls, doors, ceiling, etc. If you have items to post or hang, please consult with Heartland Guest Services.
- **'Smoking In Room' Infractions:** A \$200 cleaning charge shall be assessed per room.
- For safety reasons, campfires are permitted in designated areas only. Please contact Heartland Guest Services prior to your event to request a campfire. We will provide firewood and a "match-ready fire" for a fee of \$20.00. Due to recent Emerald Ash Borer infestations, firewood cannot be brought onto Heartland's grounds.
- Please check all rooms, the cafeteria and assembly areas for belongings prior to checkout time. Any items found will be held for pick up for 30 days. Most items can be shipped with a pre-paid fee.
- **Heartland Conference Retreat Center Dress Code:**  
Guests are to be attired modestly at all times. While comfort is important, all shorts, pants, shirts, and dresses are to be "size" appropriate with no objectionable or suggestive slogans, artwork, or revealing style.
- **Pool Rules and Regulations: (for full list see Pool Rules)**  
Modest swimwear is required by anyone using the pool area. A cover-up or beach towel is to be worn to and from the pool area.  
Diving Area – Only those individuals who pass the swimming test and have a valid wristband are permitted in the diving area.