



HOUSEKEEPING POLICIES

It is the responsibility of your group leader or planning team to assign housing accommodations to your guests.

Please make sure you schedule around these check-in and check-out times:

- Guests are allowed to enter their rooms after **3:00 PM** on the scheduled date of arrival. It may be possible for your group leader to arrive earlier to start setting up.
- Guests must be completely checked out of their rooms by **10:00 AM**, out of the Meeting Spaces by **12:00 PM**, and off-site by **2:00 PM** on the scheduled date of departure.

Linens:

- Every room in our facilities comes fully equipped with what guests will need for their stay.
- Each bed has a mattress pad, comforter and pillow, and a bag that contains a fitted sheet, flat sheet, pillow case, wash cloth and two towels.
- The only additional items guest may wish to bring are personal toiletries or additional towels/pillows based on personal preference.

Check-Out Procedure:

- **Pilgrim Pines has a strict 10:00 AM check-out time** since there are usually only a few hours until the next group will arrive.
- We ask our guests to do the following:
 1. Remove linens from bed, and place them in pillow case with towels, wash cloths and bathmats.
 2. Bring bag of linens and trash bags to bins located outside of our Meeting House.
 3. Remake the bed by placing the comforter to its correct position
 4. Replace any furniture or room items to their original locations if they were moved.

Reporting Maintenance Needs

- Please report any broken items or unit needs to our office ASAP.
- Our staff will respond to needs and requests in a timely manner.

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