



Kanuga Conferences Inc.
130 Kanuga Chapel Drive
Hendersonville, NC, 28739
828-692-9136
Kanuga.org

Kanuga Cottage Retreats

What to Bring/What to Expect

We are so excited to welcome you to Kanuga for our Cottage & Inn Retreats, a time for renewal and reflection at Kanuga. The following document includes details about what to expect regarding check in, activities and meals. General information can be found at Kanuga.org/Visit.

Before you Arrive:

If needed, you may find directions to Kanuga at kanuga.org/directions. A campus map can also be found at that link. At the beginning of Kanuga Lake Rd. there is a Road Closed Ahead Sign. Please proceed ahead on Kanuga Lake Rd. and do not follow the sign for detour. The road is not closed until after the entrance to the conference center.

Check in Time: 4 - 7 p.m. (please make prior arrangements with our reservations team if you need to arrive after 7 p.m.)

Check out Time: 12 p.m.

Packing List:

Recommended Items:

Pillows and Pillow Cases- **For health reasons, Kanuga will not provide pillows, please bring your own.**

Mask or other facial covering

Blankets for picnics or use outdoors

Optional Items:

Games

Puzzles

Tennis rackets & balls

Canoes/Kayaks - *waiver required* - *guests must supply their own lifejackets & oars*

Other outdoor activity supplies

Yoga Mats

Fishing gear

Clorox Wipes or other preferred daily cleaning product

Upon Arrival:

Please follow signs that will direct you to the check in location. Remain in your car and if a front desk associate is not immediately available, please call 828-692-6611 to let us know of your arrival. If you do not have Verizon cell service, you may want to call about 15 minutes before you arrive at Kanuga, so that we can be on the lookout for your car.

A team member will come to your car to process your health screening, and upon completion, you will be provided the code for your cottage. You must have a mask on during your health screening.





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The Kanuga Market:

The Market (located in the West dining room) will be open from 8 a.m. - 1 p.m. and 4 p.m - 5 p.m. (hours subject to change)

The Market will offer items available for purchase. There will be cold drinks of the alcoholic and non-alcoholic varieties and additional snacks and sundries. Other retail items will also be sold in the Market, such as Kanuga branded clothing, games, toiletries, etc.

Firewood will also be available for purchase in the Market or can be added to your reservation in advance if you would like it delivered to your accommodation. Please call the Reservations team at 828-692-9220 to make arrangements. Due to the current staffing constraints, we are having to purchase firewood rather than cut our own, a process that usually begins in July to get us through a winter.

Food Service:

A continental breakfast, featuring a variety of items such as biscuits, yogurt, fruit, oatmeal, and carafes of coffee or hot water for tea is included in your rate. These items will be available for pickup in the Market from 8 a.m. - 9 a.m. Please bring a bag or basket to transport your breakfast back to your accommodation.

Activities:

Respecting social distancing guidelines, your group may enjoy the following:

Nature hikes and walking trails

Please be respectful on the trails and if you meet another group, pause and let them go by and get a reasonable distance ahead before you continue on your path. There is some trail maintenance on the Doug Stirling and Rufus Morgan trails, some portions of these trails may be closed or inaccessible.

“Pray in Place” Outdoor Worship

Our property has two established outdoor chapels, a labyrinth, a prayer garden, and 1,400 acres of land for outdoor worship.

Fishing from the dam or other remote areas of the lake (catch-and-release)

Please bring your own equipment. Kanuga does not have gear to loan.

Other (signs will be posted with number of allowed guests at each location)

- Bidy Pool - A sandy beach area on the lake, with depths only reaching 3-4 feet.
- Boating: You must provide your own watercraft, personal flotation devices, and sign a waiver upon check in. Paddle-boards are not allowed unless there are lifeguards present.
- Fishing at the Pier - *Please bring your own equipment and bait.*
- Outdoor Tennis & Basketball - *Please bring your own equipment.*
- Gymnasium - *Please bring your own equipment.*
- Guests are also welcome to bring bikes and helmets, frisbees, camping chairs, shade umbrellas, or hammocks for playing and relaxing outdoors.
- Ride Kanuga mountain bike park - tickets can be purchased at ridekanuga.com.





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Housekeeping:

Bed linens and towels will be provided. **For health reasons, Kanuga will not provide pillows. Please bring your own.** Housekeeping will not clean your accommodation each day, but additional towels and linens will be available for pickup.

Please call 828-692-6611 at any time during your stay to arrange for new linens and towels. If you would like a team member to remove soiled linens, please place used linens and towels in a plastic bag and call to arrange for pickup. Otherwise, please leave them in your accommodation upon check-out.

Upon check-out, furniture should be arranged as it was upon check in. Please leave all linens and blankets on beds. Our housekeepers will strip the beds and gather linens and towels.

Please do not use white towels provided in the accommodation to wipe down bicycles, pets, or remove excessive dirt from other items. Upon request, we can provide towels that may be better suited for this purpose, or you may bring your own.

Your security deposit will be applied to your final bill if you fail to honor the established check out times, or if your accommodation is not left in good order. Some situations that would trigger your deposit being applied could include furniture (including beds) being rearranged, arts and crafts (such as clay, playdough, paint) left on floors or porches, excessive trash or dirt, furniture taken from other buildings on campus, towels ruined, etc. If you have tracked in dirt from hiking boots or bicycles, we ask that you sweep the hallways before you check out. We appreciate your help in keeping Kanuga looking its best for all of our guests, present and future.

Upon Departure:

Once the requested housekeeping procedures are complete, please lock your accommodation and call **828-692-6611** to notify us of your departure. Once our team has cleaned your accommodation and has reported that all items were left in good order, your security deposit will be refunded to the card used for reservation. Given our current staffing levels, this process could take up to a week from your departure date. A receipt will be sent to you via email when we process the refund.

You will receive an email upon departure with a link to a feedback form with some questions about your stay. We ask that you take the time to fill this out and give us your honest feedback about your retreat. Your feedback will help us to adapt and grow in this "new day."

Please feel free to contact our reservations department any time before your arrival with any additional questions. We can be reached at reservations@kanuga.org or at 828-692-9136. A copy of the **Kanuga Guest Covenant** and the **Guest Health Screening Form** are also attached for your review before arrival.

We look forward to welcoming you to the pines upon the mountain very soon.





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General Information & Policies

Quiet Hours: 11 p.m. to 7 a.m.

Emergencies: In the event of an emergency, call 911 and then immediately notify the Front Desk at 828-692-6611 or after 5 p.m. at 828-337-0299.

Pet Policy: Kanuga has adopted a temporary Pet Policy that accepts well-behaved dogs and cats in certain accommodations, with additional fees. Please see our website at kanuga.org/autumn for more details.

Alcohol Policy: Intelligent, mature use of alcohol by those of legal age (21 or over) at Kanuga is acceptable. There are, however, specific policies and regulations governing its use.

- Kanuga and all persons coming onto the campus will follow all state and local regulations and Kanuga policies, which are designed for the safety and general welfare of our community.
- Illegal or improper use of alcohol will not be tolerated including public intoxication.
- Consumption of alcohol is restricted to approved areas and where it is served (i.e. a Guest's place of residence or an approved event location) and may not be carried from place to place or consumed outside of the designated area.
- Alcohol is not permitted in the dining rooms except under special circumstances and with prior approval.

Smoking Policy: Kanuga has a No Smoking policy for all buildings and outdoor public areas. The Kanuga Lake Inn and Lodge, including balconies and porches, are smoke-free facilities. Those in the Cottages and Guest Houses who smoke are asked to do so only on open-air porches. Please dispose of your cigarette butts properly.

Ice Machine: Located next to the Guest Services office.

Firewood: Firewood can be purchased in advance of your visit by calling the Reservations Team at 828-692-9220, or in our Market during your visit.

Laundry: A laundry facility is located on the first floor of the Kanuga Lake Inn.

Telephone & WiFi: The phone number for the front desk is 828-692-6611. This number is monitored from 8 a.m. - 5 p.m. Accommodations do not have telephones. Any messages will be available in the Market during hours of operation. Urgent messages will be delivered, if possible. Verizon cell phone service is the most reliable. Complimentary WiFi is available in accommodations. Faster connectivity is in public buildings.





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Kanuga Guest Covenant

Updated Nov. 30, 2020

We face unprecedented times due to the pandemic of COVID-19. The health and safety of Kanuga's guests and staff is top priority. Because of the risks associated with this disease, Kanuga will require each guest to comply with this Guest Covenant during cottage retreats this summer.

If CDC, North Carolina, or Henderson County requirements change, understand that this covenant may be revised for Kanuga to comply with those requirements.

- Upon arrival, all persons in your party will undergo a health screening.
 - A temperature above 100 will require that you and any member of your traveling party leave Kanuga and not enter the property.
 - All members of your party must be symptom-free from any illness for at least 14 days prior to arrival.
 - Any guest who becomes sick during their stay must immediately notify Kanuga personnel.
 - You must inform Kanuga if you or anyone in your party becomes ill within 14 days after your departure.
- Everyone must comply with North Carolina's set limits on gatherings.
 - 10-person limit on indoor gathering, including inside cottages
 - 25-person limit on outdoor gatherings
- Everyone must wear a facial covering when in any indoor public areas.
- When visiting other guest groups and where physical distancing cannot be met, Kanuga requests the use of facial coverings.
- Visitors of Guests will be permitted and will be required to register and go through health screening upon arrival to be allowed on property.
- Trails will be open, and groups must maintain social distance from other groups when hiking.
- Housekeeping is limited. Additional linens are available at a central location.
- Children are the responsibility of parents and guardians.
 - Childcare is not available. Kanuga cannot safely comply with updated health guidance for childcare facilities.

I understand that my traveling party and I are guests of Kanuga, and that it is my/our responsibility to help keep our fellow guests and Kanuga staff safe. I/we will review the covenant with all in my party and follow it. Violation of this covenant may cut short my stay without refund.

Signature

Date





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Kanuga Guest Health Screening

Kanuga requires all guests to go through the following guest health screening upon arrival.

1. Before guests exit their vehicle, a team member will approach the car, and ask guests to attest that to the best of their knowledge no one in their party has a temperature above 100 degrees. Touch-less thermometers are available for use if requested or at our team members' discretion. If anyone in the party has a temperature of over 100 degrees, guests will not be allowed to check in to their accommodations. They will be asked to re-book their stay for a future date, once health guidelines can be met.
2. Guests will then be asked the following questions.
 - a. Have you or anyone in your party had close contact (within 6 feet for at least 10 minutes) in the last 14 days with someone diagnosed with COVID-19 or has any health department been in contact with you and advised you to quarantine?
 - b. In the past 10 days, have you or anyone in your party had any of these symptoms?
 - i. Fever
 - ii. Chills
 - iii. Shortness of breath or difficulty breathing
 - iv. New cough
 - v. New loss of taste or smell

If either of these questions is answered in the affirmative, guests will not be allowed to check in to their accommodation. They will be asked to re-book their stay for a future date, once health guidelines can be met.

Once health screening is complete, guests will be provided with a check-in packet, including their room or cottage keys, maps of the property and trails, and a car tag for use during their stay.

