



Summer Guest Period 2021

What to Bring/What to Expect

We are excited to welcome you to Kanuga for Guest Period, a time for renewal, reflection, and family fun. This document includes details about what to expect regarding check-in, activities, and meals.

Before you Arrive:

Map and Directions: [Kanuga.org/Directions](https://www.kanuga.org/Directions)

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

Check-out: 10 a.m. You MUST remove all belongings from your room by 10 a.m. to avoid late check-out fees. You may remain on campus through the end of the event, using public areas. Please review and observe the health screening self-assessment found at the end of this document with all members of your party before arrival.

Upon Arrival:

Please follow signs that say Check-in/Front Desk, to the parking area. Proceed to the lobby for check-in at the Front Desk.

Upon check-in, a credit card will be requested for incidental charges during your stay. We are unable to transfer credit card numbers from the booking system to our on-site Point of Sale system due to credit card privacy regulations.

If all members of your group are not arriving together, please send someone from each vehicle to the Front Desk and secure a hang tag for their vehicle upon arrival. Hang tags must be displayed on the dash or rear-view mirror for the entirety of your stay.

Masks and Social Distancing:

Kanuga follows health and safety guidelines set by the State of NC and the CDC, both of which strongly advise masks for those not fully vaccinated. Unvaccinated adults and children should wear masks indoors when social distancing cannot be practiced or when ventilation is not possible.

The Shop at Kanuga:

11 a.m.- 7 p.m. (subject to change)





The shop offers items such as sodas, beer, wine, and additional snacks and sundries. Other retail items are also available, such as games, toiletries, Kanuga-branded clothing, etc.

Firewood is available for purchase in the shop 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.

Food Service:

All meals are served in the dining rooms.

Breakfast	7:30- 9 a.m.
Lunch	11:30 a.m.-1 p.m.
Supper	5:30 - 7 p.m.

There are options for both dining in and take-away as requested. Please notify our staff at check-in if you have any dietary restrictions. Because of the extended meal periods, and limited seating, there are no assigned tables. New health code regulations and restraints mean that we can no longer allow guests to bring food from outside into any of Kanuga's public spaces, whether inside or outside. We apologize for this change, and hope you understand that we must comply with local and state government as well as our liability carrier requirements.

Activities:

Nature Hikes and Walking Trails

Please be respectful on the trails and if you meet another group, pause to let them pass and observe a reasonable distance ahead before continuing. There is some trail maintenance on the Doug Stirling and Rufus Morgan trails, some portions of these trails may be closed or inaccessible.

Worship

The Chapel of the Transfiguration is open for personal worship. Kanuga also has two outdoor chapels, a labyrinth, prayer garden, and many other spaces for outdoor worship. The chaplain offers community worship opportunities, including Holy Eucharist and daily Compline.

Fishing from the dam or other remote areas of the lake (catch-and-release) is available. Please bring your own equipment. Kanuga does not have gear for loan.

Outdoor Fire Pits





Lake View Fire Pit NEW! NEAR KANUGA LAKE INN: 8-11 p.m. daily, free access for all guests
The Point: 8-11 p.m. daily with an online reservation and fee of \$100. Staff will have your fire ready and waiting. Buy s'mores makings in The Shop at Kanuga!

Other Activities

- Waterfront - Swimming and boating (using Kanuga's equipment) is available. ○ Hours of operation are posted in The Bugle and are weather-contingent.
- Additional Boating Options - Personal watercraft may also be used with a signed waiver on file. You must use your personal floatation devices and oars for use with your equipment. Paddleboards are not allowed unless there are lifeguards present.
- Fishing at the Pier - *Please bring your own equipment and bait (catch- and-release).*
- Outdoor Tennis & Basketball - *Please bring your own equipment.*
- Gymnasium - *Please bring your own equipment.*
- Fitness Center - *No charge. Request access card at the Front Desk.*
- Guests may bring bikes and helmets, frisbees, camping chairs, shade umbrellas, or hammocks for playing and relaxing outdoors.
- Absolutely no skateboards, skates, or scooters
- Ride Kanuga mountain bike park - tickets may be purchased at RideKanuga.com.
- No bikes are allowed on hiking trails.

Housekeeping:

Bed linens, towels, and pillows are provided. Housekeeping will not service your accommodation each day, but additional towels and linens are available for pickup.

Please call 828-692-6611 between 8 a.m. and 5 p.m. 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 ensure all garbage is in the provided bins inside your cottage.

Please do not use Kanuga's white towels to wipe down bikes 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 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 upon departure. Once our team has cleaned your accommodation and reported that all was 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 additional questions. We can be reached at reservations@kanuga.org or at 828-692-9220. Please know that call and email volume is very high and we are a reservation staff of only two. 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.





KANUGA

General Information & Policies

Quiet Hours: 11 p.m.-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 11 p.m. at 828-233-2746.

Pet Policy: No pets are allowed during Summer Guest Period, with the exception of service animals. We cannot accommodate emotional support/therapy animals.

Alcohol Policy: Guests who use alcohol at Kanuga must do so in a way that shows respect for their fellow guests and serves as a role model for children and youth. Public intoxication or illegal or improper use of alcohol or drugs are not tolerated.

- By NC law, alcohol consumed on-site must be sold or served by Kanuga, except for inside guest accommodations.
- Outside alcohol may only be consumed in guest accommodations and may not be brought into public areas or carried from place to place.
- Regardless of the function or location, alcoholic beverages must be consumed where they are served.

Photo Permission Policy: Kanuga documents and shares guest experiences through a variety of communications channels such as social media, brochures, and the website. ***If you do not wish your image shared, please email jchildress@kanuga.org before your check-in date*** with the name of person/s whose image should not be shared.

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

Ice Machine: Located next to the operations office.

Firewood: Firewood may be purchased in advance of your visit by calling reservations at 828-692-9220, or in The Shop at Kanuga during your visit.

Laundry: A laundry facility is located on the first floor of the Kanuga Lake Inn. Laundry supplies are sold in The Shop at Kanuga. Use high-efficiency detergent only.

Telephone & WiFi: The phone number for the Front Desk is 828-692-6611. The Front Desk is staffed 8 a.m.-11 p.m. Accommodations do not have telephones. Any messages will be available at the Front Desk 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.





Kanuga Guest Covenant

Updated July 20, 2021

The health and safety of Kanuga's guests and staff is top priority. Because of the risks associated with COVID-19, Kanuga will require each guest to comply with this Guest Covenant during their stay at Kanuga.

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

- Before arrival, all persons in your party should review and comply with the Guest Health Screening form.
 - Any existing symptoms related to COVID-19 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.
- We highly recommend the continued use of masks for those who are not fully vaccinated, or when social distancing cannot be observed.
- Visitors of guests are permitted, with prior arrangement. Each guest must review the Guest Health Screening before arrival and check-in at the Front Desk to receive a car tag.
- Trails are open, and groups should maintain social distance from other groups when hiking.
- Housekeeping is limited. Additional linens are available upon request.
- Children are the responsibility of parents and guardians, when not participating in established childcare programming.

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KANUGA CORE VALUES

Kanuga's Core Values are essential to our success and future: service, respect, sustainability, and stewardship.

We strive to live into our mission of being a gathering place inviting all people to connect with each other, nature and the Creator with programs, offerings, and actions that honor Bishop Kirkman George Finlay's founding vision.

Service

We seek to awaken a world of good by providing programs that transform and nourish the soul for work beyond Kanuga.

Respect

We honor the presence and image of God in every person and offer radical hospitality to all guests while striving for a work environment that supports staff with living wages and quality benefits.

Sustainability

We treasure God's gift of creation and commit to using and teaching sustainable models that have the least impact on our land and resources.

Stewardship

We give generously while using our inheritance wisely, utilizing our resources responsibly so that Kanuga is preserved for future generations.

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





Kanuga Guest Health Screening

Kanuga requires that guests review and comply with this guest health screening prior to arrival.

1. Have you, or anyone in your party, had a fever of 100.4 degrees or higher in the past ten days?
2. 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?
3. In the past ten days, have you or anyone in your party had any of these symptoms?
 - Fever
 - Chills
 - Shortness of breath or difficulty breathing
 - New cough
 - New loss of taste or smell

If any of these questions is answered in the affirmative, we require that you re-book your stay for a future date, once health guidelines can be met. Kanuga's guests come from many areas of the country, with varying levels of current risk for COVID exposure, and we rely on your honest responses and consideration to ensure everyone's health and safety.

