

Guest Policies

Bergamo Center for Lifelong Learning

- Check-in is 5:00 pm and checkout is 10:00 am. (Changes to these times can be requested based upon availability.)
- Bergamo Center is a Smoke Free Facility. Those guests who wish to smoke may do so only in the designated outside smoking areas.
- Guests are prohibited from bringing any firearm onto Bergamo/Mt St John property, even if it is kept in a personal vehicle. Any guest who violates the Bergamo's Firearms Policy will be asked to leave the premises.
- Bergamo Center is not responsible for equipment or personal belongings left on premises. Bergamo Center may discard any material left following a program after 30 days.
- Guests are not permitted to bring in electrical appliances such as microwaves, crock pots, bread makers, refrigerators, etc.
- Guests agree that all food and utensils provided by Bergamo Center remain in the area where Bergamo Center serves the meal or refreshments.
- Groups may not bring alcoholic beverages into designated areas to serve to their members. According to Ohio Liquor Law, all such beverages must be purchased from Bergamo Center. Bergamo Center is licensed by the State of Ohio to provide alcoholic beverages.
- A minimum group size of 15 guests for dining is necessary for the Center to provide dining staff. Smaller groups may be accommodated if other groups are scheduled at the same time to help meet the size of 15.
- Groups are liable for any property damage due to their activities.
- Groups are responsible for reasonable cleanliness and are not to move furniture or equipment. Failure to do so may result in additional clean-up fees.
- Bergamo Center reserves the right to refuse service based on our religious beliefs.
- Bergamo Center reserves the right to observe any and all sessions of groups renting our facilities.

Group Scheduling & Payment Policies

Bergamo Center for Lifelong Learning

- Timely payment of a deposit guarantees a reservation. A Summary of Charges total is **estimated** (less tax) with **deposit** due **within 30 days** from the issue date of the Letter of Agreement. The deposit is non-refundable if an event is cancelled within any time period. Program cancellation 14 days or less from the program's start date will result in a payment liability of all food charges and one night's lodging. If this payment liability exceeds the deposit, the group is responsible for the additional balance.
- Bergamo Center is not responsible for personal injuries suffered due to accidents while on our premises. The group warrants and will provide a certificate of insurance with an endorsement that shows Bergamo Center is specifically "**added as an additional insured**" under policy for Comprehensive General Liability coverage. The insurance required is in addition to and separate from other obligations contained in this agreement.
- Tax-exempt groups must provide a "**Blanket Certificate of Exemption**". If documentation is already on file, provide your tax number, to cross-reference our records.
- **Vendor Fees** - The center has 65 - 8ft. x 2ft. tables available for use. Groups hosting vendors for commercial enterprise (sale of merchandise) will be subject to a \$30 fee, per vendor, for an eight foot by six foot area inside the center and provided with one eight foot table. Vendors setting up on the property outside the Center will be provided with up to two tables for \$30. Any additional tables will be provided for a \$20 fee, per table. Outside vendors who do not need tables provided will not be charged.
- Group agrees that the final bill is determined by existing prices at the time of service unless otherwise agreed to in writing.
- Bergamo Center is not bound by preliminary estimates or quotes for purposes of payment liability.
- Group agrees that charges for food are based on the higher of actual meals served or final menu count reservation.
- Bergamo Center will make every effort to accommodate on-site requests such as a change in room setup. However, on-site changes are not always possible and can be subject to a service charge.
- Group agrees to provide Bergamo Center with their program agenda in advance for review of the program's schedule such as meal and break times and checkout.
- Bergamo Center may require a disclaimer on literature sent to promote or announce events held at the Center. A disclaimer may also apply to materials distributed during the program at Bergamo Center.
- Groups are not to interfere with other groups.
- All meals must be purchased from Bergamo Center dining services. Groups may not bring in their own food and beverages to serve. Non-refrigerated and non-heated snacks such as chips or candy may be allowed **upon request**. Snacks must be kept in conference rooms or bedrooms.

Failure to abide by any of the above may result in any or all of the following:

- Requiring the group to immediately leave the premises.
- Refusing further service until the situation is remedied.
- Refuse future bookings.

Group Representatives are asked to sign that they agree with these principles, policies and rules.

General Housekeeping Procedures

Bergamo Center for Lifelong Learning

General

- Please be considerate of other guests in the building. Remember the Golden Rule.
- Shoes or sandals must be worn at all times in the public areas especially the dining room for safety and health reasons.
- Group leaders please inform staff of any particular special needs of guests in your group (dietary, disabilities, & emotional needs.) Sending this information prior to the retreat helps staff & facilitators be better prepared.

Dining Room

- We ask guests to help clear their tables after meals.
 - Cart is provided for dirty dishes.
 - Trash can is provided for table scraps and trash (placemats).

Meeting Rooms (Conference and Small Group Rooms)

- Use candles furnished by Bergamo in small group rooms. White candles only, colored wax stains.
- Lit candles should not be left unattended.
- Pick up any trash, food and candy from the floor and place in trash cans.
- Accidents happen. Notify the staff of any beverage spills/stains as soon as possible.
- Ask staff for any additional furniture. Do not remove furniture from lounges or bedrooms.
- Leave bedspreads, blankets and pillows in bedrooms.
- Don't write on the walls or on the carpet.
- Avoid the use of glitter and confetti, which gets ground into the carpet and difficult to clean.
- Use blue painter's tape on any walls. Avoid masking tape, clear box tape and duct tape.
- Plastic ceiling hooks are in place in small group rooms for decorating.

Bedrooms

- Keep area around beds clear for maid service.
- If bedspread is not used, fold it up and place it on the chair.
- Checking out - check out time is 10:00am or earlier.
 - Pick up trash and place in trash cans.
 - Leave sheets and bedspreads on beds.
 - Leave used towels in bathroom on the floor.
 - Return keycard to front desk.
 - Check under beds and in drawers for personal belongings.
- Adult leaders of youth groups check rooms before leaving to be sure nothing is left and trash is off the floor.

Liturgy Planning

- Groups planning to have mass as part of a retreat please check with the Sacristan Barb Kozlowski. Schools often bring their own materials for mass but if something is forgotten we may be able to help.
- Make arrangements to consume all Hosts & Precious Blood that may remain after mass.
- Instructions for proper handling of sacred vessels and linens are posted in the Sacristy.

Gymnasium Use

- All groups in the Gym must be supervised by an adult.
- Checkout and return recreation equipment - balls to front desk.
- The stage and the downstairs of Sieben Hall are off limits to Bergamo guest use.
- Wear rubber soled gym shoes - floor can be slippery if shoes are wet.
- Pick up any trash and place in trash cans.
- Damage to light fixture causes a safety/hazard problem, plus costly repairs.
- Close doors when leaving the gym.

Mount Saint John Nature Area - Labyrinth, Sacred Embrace, Woods & Prairie

- Stay on the trails.
- Respect the land. Avoid littering or disturbing the vegetation.
- Enjoy nature in its quiet beauty and leave no trace.

Guest Information

Bergamo Center for Lifelong Learning

Keys - Carry your room key at all times because your room locks automatically. The key also opens the main entrance and the parking lot doors

Desk Hours - The front desk is open daily from 7:00 AM to 10:00 PM

Phone/Messages - The front desk receptionist will hold messages at the front desk unless the caller states it is an emergency in which case you will be called to the phone. Incoming calls may be received at (937) 426-2363. Bedrooms do not have telephones. Public telephones are located in the hallway between the lounge and the dining room. Dial 9 to receive an outside line. Long distance calls require a calling card.

Extra Pillows/Blankets - Extra pillows, blankets and towels are available at the front desk.

Thermostat - Each room has its own thermostat on the wall and fan adjustment on the unit under the window which you can adjust for your personal comfort. Fan must be on for the thermostat to work.

Mail - Incoming mail can be picked up after 4:00 PM at the front desk. Outgoing mail can be dropped at the front desk for pickup

Faxes - Bergamo Center's fax number is 937-426-1090. For more information on sending and receiving faxes for a nominal charge, please check at the front desk.

Vending Machines - Soft drink and snack machines are located near the Chaminade Room. Coffee is available in the dining room for early risers

Emergencies - Please report all emergencies to the front desk. After closing time, use the desk counter phone dialing 9 then 9-1-1. For non-emergency needs, use the front desk counter phone and follow instructions to get the night manager.

Disorders/Valuables - Please report any disorders to the front desk. Bergamo Center cannot be responsible for any valuables or articles left behind in the rooms. Please check your room carefully before leaving. Lock your car and remove your valuables.

Recreational Facilities - Maps and information on the Bergamo/Mount St. John Nature Preserve are located at the main desk. The preserve consists of a 1.5 mile nature trail and 80 acres of woods, marsh and prairie habitats.

Special Needs - If you have any special needs or questions, please inform the front desk.

WIFI/Technology - WIFI access is available in the common areas of the Fireplace Lounge and in the conference rooms. No password is needed presently for WIFI. WIFI is not available in the bedrooms. A guest computer is available on the lower level. Please see the front desk about access.

Guidelines for Youth Groups

Special Needs

In order to better serve our schools we ask that you please inform us of any particular special needs we should be made aware of for any of the students in your group (dietary, learning disabilities, and emotional needs.) Please email us prior to the retreat so our staff and facilitators can be better prepared.

Liturgical Planning

Groups planning to have mass as part of a retreat please check in with Barb Kozlowski our center's sacristan. Schools often bring all of their own materials for mass but if you have forgotten something we may be able to help you. Please make arrangements to consume all hosts and precious blood that may remain after mass. We have had some problems lately with the proper handling of sacred vessels and their clean up. New Sacristy instructions are being posted and attached to this this letter.

Room Use

First of all we understand that accidents will happen. We just ask that the students and school representatives contact us as soon as possible if an accident or spill occurs. Clean up is so much easier when we know as soon as possible. Signs are posted in the Conference Rooms stating this philosophy. We ask please no use of glitter and confetti, these items get ground into the carpet and are a cleaning challenge that we can easily avoid.

Walls & Ceilings

The wallpaper we have in the Center is durable and will withstand the use of easily removable blue painters tape. We will have samples at the front desk. Please stock up on this type of tape when gathering your retreat supplies. Please eliminate regular masking tape, clear box tape and definitely remove duct tape from your supplies.

Please absolutely no duct tape on the walls. The duct tape is strong enough that it can remove the paint off the wall and can leave residue on the walls, although not visible at first, it does collect dirt and leaves the walls unsightly.

Some retreat groups may like to string Christmas style lights in the small group rooms. We have purchased and installed ceiling hooks that we will leave permanently in place in the ceiling grid, on which these lights may be strung. Again please do not duct tape items to the walls.

Electrical Appliances

Please be aware of the Policy regulating no crock pots and other electronic food warming devices including toaster ovens in the bedrooms or conference rooms.. Groups may only have snacks and cold foods no hot foods as these devices are fire hazards and trip breakers in the conference rooms and add extra cleaning. Approved Refrigerators, and microwaves may be rented

Candles

Use of candles is common with retreat experiences. Some retreat centers have discontinued the use of candles and moved entirely to electric candles. We will continue to allow candles, but ask that they be used judiciously. Candles should not be left unattended in the small group meeting rooms. We did have a recent incident when this occurred and it set off the smoke detectors in the building.

The Christ candle of any group like the ones displayed in our lobby may be kept lit all throughout your retreat experience and are often left in place, unattended, in the Roncalli Assembly room safely lit on top of the altar. When using individual candles in the Assembly just be careful about dripping wax. It is terribly difficult to get out of the carpet. You may reference the damage clause in the contract about the school's responsibility when damages do occur.

Bedroom Check-in-check out

We thank you and students for help with checking out of the bedrooms. We have adjusted the check-out time to an earlier 10:00 instead of 12:00. As a full service establishment we ask guests to leave the bedding alone when you leave. Do not strip the beds. Used towels may be left on the floor in the bathroom. We do ask your help in having the students place trash in the trash cans. Best practice is to have one of the adult retreat staff come around and check the rooms before leaving to ensure nothing is left and to be sure trash is off the floor.

Water & Disposable Cups

Guests are encouraged to conserve water and may use and fill up their own water bottles to avoid disposable cups. Groups may request glasses to be placed and used at tables if their groups are situated in a table arrangement, otherwise plastic and or paper disposable cups will be placed at the hospitality break tables in conference rooms.

Gymnasium Use

There have been a number of accidents recently with high school groups unsupervised in Sieben Hall. All groups must have adult supervision.