

Group Scheduling Timelines

Bergamo Center for Lifelong Learning

Deposit

Timely payment of your deposit guarantees your reservation. The deposit is 20% of the total estimated charges due **within 30 days** from the date the letter of agreement is issued. 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.

To insure top quality service the Center needs specific information at certain times. The following information is needed at different times:

30 Days Prior to Program Date

- Menu selections other than from Bergamo's menus (dietary needs and allergies)
- Change to projected numbers of bedrooms needed
- Change to projected number for each meal and/or breaks and socials

14 Days Prior to Program Date

- Conference room set-up and equipment including number of chairs
- Overnight guest list(s)
- Any adjustment in food service menus

4 Days Prior to Program Date

- Final meal, break and social numbers. (Numbers that exceed the provided reservations may be accommodated based on availability.)

Charges

- Groups will be charged for the number of meals, breaks and socials according to the final 4-day count or the actual number served, whichever is higher. Bergamo Center is able to serve up to 10% beyond the minimum count.
- Requests for additional services within 4 days of your program are subject to availability, and you may incur an additional service charge. On-site requests to change a room set-up may not be possible. If the Bergamo Center is able to accommodate the request, there may be an additional service charge.
- Groups will be charged for the bedrooms that are used.
- 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.

Group Scheduling & Payment Policies

Bergamo Center for Lifelong Learning

- Timely payment of a deposit guarantees a reservation. For some groups 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 must complete a **Premises Use Agreement** and 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 the agreement.

Certificates of Insurance must be provided to Bergamo Center from Contractors, Renters, and Service Vendors (any company providing service to Bergamo). These certificates will be maintained in a file. Each Certificate of Insurance should include the following phrase:

"Marianist Province Of The United States/ Bergamo Center for Lifelong Learning is added as additional insured with respects to the use of the facilities scheduled for _____per dates and times agreed upon."

- 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:

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

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

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.

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 throughout the building. No password is needed presently for the *MSJ Guest* WIFI. A guest computer is available on the lower level. Please see the front desk about access.

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 or staff to observe any and all sessions of groups renting our facilities.

Guidelines for Youth Groups

Bergamo Center for Lifelong Learning

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.

Evening Activities

The outside doors to the Bergamo Center are routinely locked at 10:00 pm. Groups that have an outdoor prayer activity later than that should notify the Bergamo staff. Permission for lighting of the grotto may be extended if requested. The Marianist Novitiate is near the grotto and Meyer Hall is also nearby so groups must be quiet and respectful of the Marianist residents, if out after 10:00. No individuals should be out after 10:00 pm.

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, confetti, as these items get ground into the carpet and are a challenge to clean. Please no silly string inside or outside the Center. Additional cleaning charges may be applied if the rooms are mistreated.

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. Ceiling hooks have been installed on the ceiling gridwork 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. Igloo coolers may be requested.

Gymnasium Use

Youth may not be left unsupervised in Sieben Hall. All groups must have two adults supervising per Child Protection decree.

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 (sometimes 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 some 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.

Dining Room Announcements

Bergamo Center for Lifelong Learning

Program Director (Group Leaders, Adult-in-charge) are asked to make the following announcements about dining room procedures with guests before their first meal to make the dining room experience more pleasant for all. If there are any questions about these guidelines please talk to the front desk staff and they will pass them on to the Cook/Kitchen Person-In-Charge (PIC).

The Bergamo kitchen staff are directed to speak with the Program Director if there are any concerns about the guests' behavior following these procedures, and any need for clarification of the guidelines.

Dining Room Procedures

1. The Health Department requires that shoes are worn at all times in the dining room.
2. Anyone with dietary restrictions please speak with the first server in line and they will assist you.
3. Please make sure that the kitchen staff has given you the okay before you come up for seconds, as we may have other guests and staff that need to be fed. We ask that you get a new clean plate for seconds.
4. After you are done with your meal we kindly ask guests to bus the tables.
 - Dump trash in the trash can (...this includes, napkins & *for some meals paper placemats.*)
 - Dump any liquids into the white bucket
 - Put the silverware in the grey bucket (Silverware only please)
 - Stack plates and bowls on silver cart separately
 - Place glasses in the glass rack, if you are the last person to fill up the glass rack there are more racks on the ground under the table, please place it on top of the filled one. Please do not place glass upon glass.
5. If you have any questions or concerns with anything dining related...please talk to the director of your program and they will communicate to the front desk and kitchen staff.

The Bergamo staff appreciates your assistance and thanks you so much for coming to the Bergamo Center. We hope you enjoy the remainder of your stay.