



Country Lake Christian Retreat

April 1, 2020

At Country Lake we have always prided ourselves in thorough planning and preparation that paves the way for our guests to accomplish effective ministry and offer camps that are off the charts. Just like the rest of the world, we are challenged with facing a future that is unknown, which creates a bit of an issue for those of us who like to have everything planned out in detail. I am often considered a bit overly optimistic, but I will not pretend to know how everything plays out for summer, for all of the camps we have on the books, or for the campers who normally attend, but I can offer what I hope is a measure of confidence and peace as we all face the uncertainty of the next few weeks.

1. **Trading Panic for Peace.** No need to panic right now, although I recognize there are so many details and so many levels of planning with camp preparation, registrations, programming, etc. we are committing to supporting all of our guests in making decisions that will be favorable for all of us. It is important for you to know that it is the desire of Country Lake to host every camp that we can, but will follow the recommendations of the CDC as well as our federal and state leaders as directives continue to change.
2. **Financial Burden and Integrity.** We recognize that taking registrations for a camp session that may or may not be held is difficult. It prompts questions regarding cancellations and refunds and puts everyone in a difficult position because of the unknown. For Country Lake the financial implications of camps cancelling is enormous, but we also recognize the significance of this concern for our guests, so we are establishing the following:
 - a. Most camps coming to Country Lake host their own camp registrations which includes collecting deposits and camper fees. These funds are not paid to Country Lake until closer to summer – which means “refunds” would be generated from your ministry or organization rather than CL. In the event that your camp is cancelled, we will not be charging camper fees for an event that doesn’t occur and we ask that you extend that same policy to those who are registering with you.
3. **Transferring Non-Refundable Deposit if necessary.** Most ministries and organizations have paid a deposit to hold your date for summer camp, which, while non-refundable, WILL be transferable if your camp has to be cancelled or rescheduled due to CDC recommendations for the virus.
4. **Cancellation guidelines and recommendations.** Guidelines and directives change almost daily and we will continue to operate within those guidelines. As of today the social distancing directive has been extended through April 30th so we will not host any groups through that date. As those announcements are made and dates are shifted, we will be in touch with groups or camps who are affected and do our best to consider reschedule dates or confirm cancellation. Once group gathering restrictions are lifted, we will return to the terms that are set forth in the contract WITH THE EXCEPTION of required minimums. We recognize there will be some residual effects that no one can determine at this point, so we want to be reasonable in acknowledging that some of the camp attendance numbers that you projected may be compromised by the pandemic. For that reason, we will work with you to maximize the number of participants, but will not penalize you if fewer campers participate than planned.
5. **Recommendations.** We understand that many people are working from home or have been redeployed to serve in other areas during this time, but we recommend continuing to plan for camp. Include thoughts and creative ideas for addressing the situation we find ourselves in. I have been blown away by the creative ideas and concepts that have come out of these challenging times and I encourage you to take advantage of the time we have been given to assess the situation and coordinate plans accordingly.

Although our offices are a little vacant right now with so many working from home, we are still here to assist you and work through this together. Our phones are still being answered and messages forwarded so we encourage you to reach out, ask questions and let us know how we can help you as we navigate this together.

Blessings,

Ross Knecht & The Country Lake Team