

TRINITY CENTER

Policies and Practices for Conferencing Groups

The following policies and procedures apply to all conferencing groups staying in the Trinity Center rooms, dorms, or Pelican House, and for day groups renting meeting space.

CONTRACT POLICIES and PROCEDURES

Reservations

The Group Coordinator's office accepts overnight reservations up to two calendar years in advance. Groups of the Diocese of East Carolina have priority during the month of January to choose dates two calendar years in advance. Returning non-diocesan and new groups may make reservations on a first-come, first-served basis beginning in February. Annual events are not automatically rescheduled and must be reserved with the Group Coordinator two years in advance. Day-Only Reservations are accepted three months in advance. Minimum group number is 6 rooms. Reservations are only guaranteed when a signed agreement is returned and the deposit is paid. The signed contract and required deposit must be returned to Trinity Center by the date indicated on the agreement or the reserved space will be released to other groups. **The receipt of either the signed agreement or deposit indicates your intent to follow the Trinity Center policies and practices and shall be recognized as proof of your acceptance of the terms of our contract agreement.**

Rates

The Group Coordinator quotes all rates.

- **For Overnights:** All rates are per person per night unless otherwise noted. Rates include lodging, linens (except for youth rates), 3 meals, meeting space, audio-visual equipment, coffee and a small snack (except for youth and diocesan rates). Rates are subject to change annually.
- **For Commuters:** Commuters are people who are attending an event but not spending the night. The commuter fee is required for all day-only guests. Commuter meal costs are additional.
- **For Day Groups:** Meeting space rental fees are per day. There are no half-day rates. Day groups are encouraged to have at least one meal at Trinity Center (charged per person) and are given a meeting space discount in that case.

Deposit Policy

The Group Coordinator quotes all deposit amounts. A minimum deposit of \$20 per room, \$100 per dorm, and \$200 for Pelican House is required to confirm a reservation. Higher amounts are required for groups spending three or more nights. Deposits are non-refundable. Deposits are credited to the final bill. Deposits cannot be rolled over to another event or calendar year.

Guaranteed Number of Reservations

Six months prior to an event, we request your guaranteed number of reservations. You may reduce your contracted number of reservations with no penalty at this time. Reservations may be added later if space is available. Each added reservation will become part of your guaranteed number.

- **For Rooms and Dorms:** A penalty of \$30 per room per night (based on single occupancy rooms) or \$15 per person per night (based on double occupancy rooms and dorms) will be charged for all unused reservations.
- **For Pelican House:** We require a minimum guarantee of 7 persons to be paid in full. Reservations may be added at a later date up to maximum of 12 persons. Each added reservation will become part of your guaranteed number above 7. A penalty of \$15 per person per night will be charged for all unused reservations above 7.
- **For Day Groups and Commuters:** Seven (7) days prior to an event, we request your guaranteed number of meal reservations on which we will base your final bill. Reservations may be added if space is available and will be charged at the regular per person rate.

Cancellation of an Event

- **For Overnight Groups:** Trinity Center charges 30% of the total minimum bill for cancellation of any event made 90 days or less prior to the date of arrival, unless this cancelled space can be filled. Trinity Center charges 50% of the total minimum bill for cancellation of any event made 30 days or less prior to the date

of arrival. Trinity Center charges 80% of the total minimum bill for cancellation of any event made 14 days or less prior to the date of arrival. Deposits are applied to the balance due for all cancellation charges.

- For Day Groups: Trinity Center charges 50% of the total bill for cancellation of any Day Group made 14 days or less prior to the scheduled date.

Check-in and Check-out

Lodging check-in begins at 4:00pm. We allow for earlier check-in when possible. Please make special arrangements with the Group Coordinator. Lodging check-out is by 10:00am. Please remove luggage and return keys to the Point of Arrival by 10:00am. Pelican House check-out is 12:00 Noon. Meeting Spaces are available as agreed upon (see contract agreement).

Meals

The per person per night fees for overnight groups include three meals: one of each breakfast, lunch, and dinner. Meals are served promptly as follows:

Breakfast	8:00am
Lunch	12:00 noon (12:30pm upon request)
Dinner	6:00pm (6:30 or 7pm on Friday nights upon request)

No adjustments will be made on the final bill for persons missing meals (exception: if the entire group decides not to have a particular meal and notifies us at least 14 days in advance). Numbers for commuter meals must be received one week in advance. No adjustments will be made on the final bill for commuter meals. Most special dietary needs can be accommodated when notified in advance. Catering companies are not permitted. Day Groups are encouraged to eat at least one meal at Trinity Center.

Meeting Spaces

At the time of contracting, each group is assigned a meeting room to be used exclusively by that group for the duration of their stay. All Meeting Spaces include free wireless internet access. A/V equipment may be added at no additional cost (exception: digital projectors must be rented). Traditional check-in time to a meeting space is 4:00pm; traditional check-out time from a meeting space is 1:00pm. Early access to your meeting space is accommodated when possible and must be arranged through the Group Coordinator's office. The Group Coordinator reserves the right to charge an additional fee for groups requesting time beyond the traditional check-in and check-out time for meeting space. The Pavilion is not available for rental.

After Hours

Quiet hours begin at 10:00pm each evening. The Point of Arrival Office is open Sunday-Thursday from 7:30am-10:00pm. On Friday and Saturday the Point of Arrival is staffed 24 hours a day. For non-emergencies, contact the Point of Arrival at 252-247-5600 ext.10. Leave a message to be delivered at 8:00am. For assistance after 10:00pm Friday and Saturday nights, call 252-247-5600 ext.10. If you need assistance, an on-call staff person can be paged at 252-240-6640. If you get no response after 10 minutes, call 252-241-2913. **For Fire, Medical, and other bona fide emergencies, call 911.**

Damages

The group agrees to be responsible for the cost of cleaning, repair, or replacement of any property damaged or stolen by members, guests, or invitees of the group, barring reasonable wear and tear. Group leaders are encouraged to check on the condition of rooms as participants depart, so that there are no unexpected costs.

Payment

Charges are payable upon completion of your event. Only one check or credit card will be accepted from a group. Checks are made payable to Trinity Center. No adjustment will be made on the final bill for participants arriving late or departing early unless the center is notified at least one week in advance. A \$25 service charge will be added to your invoice for any returned checks. After 90 days from completion of event, a finance charge of 1.5% per month (18% APR) will be charged on all past due balances.

MISCELLANEOUS INFORMATION

Activities - Scenic Walking Paths, Swimming Pool during warm weather months, Beach Access, Volleyball, Basketball

Gift Shop - Located at the Point of Arrival. Open daily 8:00am-10:00pm. Check our assortment of books, shirts, caps, totes, and other items.

Internet - Wireless is available in all meeting spaces, but is not guaranteed in any lodging except Pelican House. No password necessary. Trinity Center has multiple access points depending on the location of your device. You must go to Wi-Fi Settings on your device and choose the strongest access point in order to pick up a signal.

Lending Library - Located at the Point of Arrival. Open daily 8:00am-10:00pm. Borrow a book, donate a book, or take a book home from our lending library.

Living Rooms - There is a common living room located in the center of each housing cluster. Amenities include TV/DVD, gas log fireplace, restroom, telephone, refrigerator, microwave, ice-machine, coffee maker, and coffee supplies. Living Rooms are available to all guests unless reserved by prior agreement. When exclusively reserved, look for a "Reserved" sign on the door and please do not disturb.

Lost & Found - Located at the Point of Arrival. Unclaimed items are donated after 14 days.

Messages - Staff will deliver messages to the dining room at the next mealtime. After-hours messages will be delivered at breakfast.

Telephones - Located in all living rooms and meeting rooms. Dial "10" from any phone to contact management or staff.

Worship – Volunteer-led Morning Prayer is held at 7:30am Monday through Saturday in the Julian Chapel.

GUIDELINES FOR YOUTH

In keeping with our commitment to young people, we offer youth reduced rates and welcome them to Trinity Center. In order that we may continue our efforts to serve young people and for the safety of your group, we offer the following guidelines for all youth events:

Supervision – Youth must be closely supervised. The great majority of problems we encounter occur during times when there is no structured activity or adult supervision.

Multiple Groups – Trinity Center is generally used by several different groups at the same time. Please have members of your group respect the privacy of others. Use only the facilities assigned to you. Please be considerate of others with respect to loud music, late night activities, noise, etc.

Quiet Hours - Quiet hours are from 10:00pm-7:00am.

Housekeeping – Have adults check the rooms periodically while your group is here and before departure. We expect that the rooms be left reasonably straight. (No food or trash anywhere except in trashcans). Your group may incur an additional charge if rooms require extra cleaning.

Camp Area – When camp is in session, there will be a sign posted asking all guests to stay out of the camp area. Please ask members of your group to respect this sign.

Fireworks And Weapons – No fireworks or weapons (including cyalume sticks, can guns, slingshots) are allowed.

Alcohol And Drugs – No illegal drugs are permitted, nor is the illegal use of alcohol. No alcoholic beverages may be consumed by groups paying the Youth Rate.

Dunes – Access the beach only via the boardwalks provided. Do not play in the dune area or damage the dune vegetation. It is illegal to pick or collect most dune vegetation.

Marsh Area – Utilize the marsh walk to access the sound. Do not enter the salt marsh. This is a very fragile area.

Violation Of Guidelines – Damage to Trinity Center property will be billed to your group, and significant violations of these guidelines may result in individuals or the entire group being required to leave before the completion of the planned stay. There will be no refunds if this occurs.

Our goal is to provide a safe, nourishing environment for your young people. Please help us make their visit to Trinity Center a positive experience.

FACILITY POLICIES

Alcoholic Beverages – are allowed in moderation by adults of legal age. Please keep all alcoholic beverages in your designated meeting space or personal lodging. Alcohol is not allowed in the dining room. Do not walk the grounds with open containers. Alcoholic Beverages are not allowed by groups paying the youth rate. No glass containers at the pool or on the beach.

Baby Sitters – not provided by Trinity Center.

Campfires – allowed in designated areas only when pre-arranged, not allowed on the beach.

Cooking in Rooms – not allowed. Our kitchen staff will be happy to help with food service requirements and dietary restrictions.

Drugs – no illegal use of drugs.

Dunes and Marsh Areas – use the boardwalks provided. Do not play on the dunes or enter the salt marsh; these are very fragile areas and are protected by federal laws.

Fireworks and Weapons – not allowed.

Grilling – not allowed.

Pets* – not allowed. The Group Coordinator reserves the right to charge a pet fee to any group that violates this policy (exception: uniformed service dogs are permitted under the Americans With Disabilities Act).

Smoking – no indoor space for smoking. Please use Smokers' Outposts.

Skateboards and Bikes – not allowed on decks.

Swimming Pools – no lifeguards on duty; do not swim alone; no swimming after dark.

Tent and RV Camping** – not allowed.

* Bed and Biscuit Pet Care
Doggy Daycare and Boarding
167 Little Nine Road
Morehead City NC 28557
252-240-3647
M-F 7:30am-5:30pm
Sat & Sun boarding hrs 7:30am-10:00am
bedandbiscuit@ec.rr.com
bandbpetcare.com

** Holiday Trav-L Park Resort
RV and Tent Camping w/ hook-ups
9102 Coast Guard Road
Emerald Isle NC 28594
252-354-2250
Open March-November