

Policies and Information 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

Rates

- The Group Coordinator quotes all rates.
- 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.

Deposit Policy

- The Group Coordinator quotes all deposit amounts. Minimum deposits are \$10 per room, \$50 per dorm and \$100 for Pelican House.
- Deposits are Non-refundable.
- Deposits are credited to the final bill.

Guaranteed Number of Reservations

- Six months prior to an event, we request your guaranteed number of reservations. You may reduce your original 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.

Cancellation of an Event

- 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 will be applied to the balance due for all cancellation charges.

Payment

- Charges are payable upon completion of your event. Only one check or credit card will be accepted from a group.
- 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 \$20.00 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.

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. (Except for Pelican House which is 12:00 noon) Please remove luggage and return keys to the Point of Arrival by 10:00am.
- Meeting Spaces are available as agreed upon (see contract agreement).

Meals

- 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.
- Our kitchen can accommodate many special dietary needs when notified in advance. Please contact the Group Coordinator's office prior to your group's arrival to discuss dietary restrictions.

After Hours

- The Point of Arrival Office is open Sunday-Thursday from 7:30am-10:00pm. On Friday and Saturday the Point of Arrival is staffed all day and overnight.
- 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 10pm 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.

OTHER INFORMATION

Living Rooms - Located in the center of each housing cluster there is a common living room. Amenities include TV/DVD, Gas log fireplace, telephone, refrigerator, microwave, ice-machine, coffee maker and supplies. Living Rooms are available to all guests unless a reserved sign is on the door.

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

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

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.

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.

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.

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

Worship - Volunteer lead Morning Prayer – 7:30am Monday through Saturday in the Julian Chapel. Tuesday Eucharist Service at 1:30pm in the Julian Chapel.

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

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. All problems we have encountered occurred during times when there was 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.

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 will be billed if there is an extra charge to Trinity Center by the housekeeping service.

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 cyalumes sticks, can guns, slingshots) are allowed.

Alcohol And Drugs – No illegal drugs are permitted, nor 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, 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: working dogs with papers must be presented to the Trinity Center Group Coordinator's office upon arrival or in her absence to the Point of Arrival.)

Smoking – no indoor space for smoking.

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