



## *Frequently Asked Questions*

### **WHEN WILL I KNOW MY CABIN ASSIGNMENT(S)?**

Cabin assignments will be sent out the week before your retreat. These assignments are determined by group needs. If you have a cabin request, please let your Retreat Coordinator know and we will do our best to honor it.

### **HOW DOES INCLEMENT WEATHER IMPACT OUTDOOR ACTIVITIES?**

In the event of any precipitation, all ropes activities (including Ziplines) will be closed for the safety of our guests and staff. Heavy precipitation or thunder and lightning will also lead to the closure of water activities. In these situations the Activity Center will remain open, and board games can be checked out from your Retreat Coordinator to be played in your cabin or meeting room.

### **IS THERE WI-FI?**

Yes. Wi-Fi is available in the Oak Haven Dining Hall, the Legacy Center, Cabins 32-37, and Frontier Hall.

### **IS THERE CELL PHONE RECEPTION?**

Yes, but it is limited. The best places for cell reception are near the Oak Haven Dining Hall, near the Legacy Center, and in the Blue Parking Lot. In general, Verizon has better service than AT&T.

### **IS THERE A PENALTY FOR COMING BELOW MY CONTRACTED MINIMUM?**

Yes. If you have fewer people coming than the minimum outlined in your Sales Agreement, you will be required to pay a penalty for each empty space between your actual number and your contracted minimum. See the Sales Agreement or contact your Retreat Coordinator for specific details on these terms.

### **CAN I BRING MY BICYCLE, SKATEBOARD, OR SCOOTER?**

High numbers of pedestrians paired with uneven terrain make non-motorized vehicles an unnecessary risk during your visit to Sky Ranch. Sky Ranch discourages the use of bicycles, skateboards, and scooters while on property.

### **IF I LEAVE CAMP DURING MY EVENT, HOW DO I RE-ENTER THE PROPERTY?**

There is a call button at the gate that will connect you to a Sky Ranch Representative who can open the gate. Press this button and identify yourself and your group to gain admittance.

### **WHAT TIME DOES CHECK-IN START ON MY FIRST DAY?**

Our check-in and arrival process for guests begins at 4:00 PM. If you would like to schedule a small lead team or group leader to arrive a little earlier to prepare and set-up, please discuss this request with your Retreat Coordinator.

### **ARE THERE GRILLS OR COOKING GRATES PROVIDED?**

No. Grills and cooking grates are not provided, but there are fire pits at each cabin. Personal grills and grates are allowed, and may be used in conjunction with or in place of the Sky Ranch fire pits.

### **IS BEDDING PROVIDED?**

No. Each guest will need to bring a pillow and linens or a sleeping bag. Bedding is only provided for guests staying in the private accommodation lodge rooms.



## *Frequently Asked Questions Continued*

### **CAN SKY RANCH ACCOMMODATE SPECIAL DIETARY NEEDS AND REQUESTS?**

Yes. Our Food Service Team is well equipped to handle a variety of dietary needs and restrictions. Please visit [www.skyranch.org/dietary-requests](http://www.skyranch.org/dietary-requests) to contact our Food Service Team directly regarding your dietary concern.

### **IS FISHING ALLOWED IN SKY LAKE, AND WHAT TYPE OF FISH ARE STOCKED IN THE LAKE?**

Fishing is allowed both from the shore and from either of the covered docks. Sky Lake is catch-and-release, and you will need to bring your own tackle. The lake is stocked with catfish, along with bass, crappie, and several other species of sunfish.

### **ARE THERE DESIGNATED MEAL TIMES?**

Each group is assigned a specific meal time about six weeks before arrival. If you have questions about your time, please check with your Retreat Coordinator. We recommend groups arrive to meals on time as the serving time is only 45 minutes.

### **CAN I PARK AT MY CABIN?**

No. Due to limited space and visibility on the cabin road, personal vehicles are not allowed in this area of camp. This improves safety for pedestrians, and keeps a clear pathway for emergency vehicles.

### **ARE THEIR WEIGHT PARAMETERS OR OTHER REQUIREMENTS FOR THE ZIPLINES?**

Yes. In order to ride the Zipline, participants must weigh at least 50lbs and must not exceed 250lbs. They must also be able to securely fit in the harness.

### **SHOULD I BRING WATER SHOES FOR THE LAKE?**

Yes. Sky Ranch highly recommends wearing water shoes when participating in lake activities due to the rocks and shells on the shoreline. Water shoes should have a heel strap to help keep them secured.