



Camp Manager's Guide

Thank you for booking your retreat at Castaway Club! We look forward to hosting your event and helping you put on the best retreat possible.

This Camp Manager's Guide is meant to provide you with information to help you prepare for your retreat at Castaway Club. If you have any questions or would like more information about anything in this guide, please don't hesitate to contact us directly.

Along with this document, you will be emailed several other documents which will be described below.

Reservation Information

To officially reserve dates at Castaway Club, you must provide 4 things:

- 1) Signed Guest Reservation Contract
- 2) Signed acknowledgement of Terms and Conditions
- 3) Non-refundable deposit of \$1,000 (may be rolled over from previous years, check with Castaway if you think you have a deposit on file)
- 4) Certificate of Insurance/Accord, naming Young Life as an additional insured party
 - a. Sample certificate of insurance will be provided for your reference
 - b. We cannot accept your reservation if you cannot provide this form

Once we have the 4 items listed above, we can officially confirm your reservation. The Contract and Terms and Conditions will be emailed as an excel file.

Retreat information/requirements

The following information is required prior to your group arriving at Castaway Club for your event:

- 1) Guest Services Information (GSI) Form
 - a. The GSI form contains vital information that Castaway Club needs in order to be prepared for your trip. It should be completed and emailed to Castaway no later than the Tuesday before your weekend.
 - b. We use the information from the GSI form to order food, schedule staff and prepare supplies and equipment that you have requested. In order for Castaway to meet and even anticipate your needs, *we must have this form on time and fully complete*

2) Program Schedule

- a. This should be detailed and provide information such as arrival and departure times, retail info (coffee shop and store open), when you would like bonfires, activities open, etc. This should be sent along with the GSI form, no later than the Tuesday before your weekend.

3) Guest Consent Release – YL6009

- a. Every individual (campers, leaders, staff, work crew) coming to Castaway will need to complete and sign form YL6009, Guest Consent Release. Guests under 18 will need a signature from their parent or guardian. These forms should be collected by the camp manager prior to or upon arrival, and secured in the infirmary for the weekend so the medical person has access to them.
- b. These forms will be retained by Castaway Club for our records once the weekend is complete.
- c. The Guest Consent Release form will be attached to an email.

4) Housing information

- a. Floor plans for buildings can be found here: [FLOOR PLANS](#)
- b. Here are general guidelines when doing housing.
 - i. Girls – start with Sloop, then Schooner, then Cutter and/or open rooms in Windjammer if necessary
 - ii. Guys – start with Carrick, then Cutter (if not used by girls), then Galleon.
 - iii. Work crew – Upper level of Windjammer. You may assign rooms however you wish, but for a large work crew it usually works well to put girls in Port and/or Quarter, guys in Stem and/or Boomkin.
 - iv. Assigned Team/Staff/Adult Guests – Clipper is for adults only. Dory is great for families as it is set up in “suites.” The rooms behind the coffee shop may also be used. Assigned team/staff can also stay in upper level of Windjammer.
 - v. Castaway Volunteers (Wranglers) – Castaway usually has between 2-10 adult volunteers helping out on any given weekend. We usually require two rooms, one for guys and one for girls. It usually works best for us to use Savannah and Flying Cloud (upper level of Windjammer).

5) Medical personnel

- a. We require all guest groups staying at Castaway to provide a medical person for the weekend. This can be a Doctor, PA, Nurse, EMT, etc. We do not need a license #.

6) Work Crew Safety Documents

- a. You will receive two documents detailing safety information for food service workers. Please pass these documents along to your work crew boss, to be shared with the work crew before they arrive at camp. The goal is to have work crew at least review this information before arriving at camp. This will help to shorten the amount of time needed for training once they arrive at camp.

Program

Program/entertainment is an important part of every camp, and Castaway Club wants to facilitate that area as much as possible. We can help with ideas and logistics, and we have a limited prop room. However, to actually do the program, we recommend that the Camp Manager arrange and put together a program team. A typical program team consists of a Program Director and a Program Technician to handle the technical sound and A/V needs. If your group does not have a program team, it is still imperative that you designate one of your staff to serve as the operator of all the sound, lighting and A/V equipment that you may use. Our staff will be available to train your operator on the various equipment and systems.

Programs can be very involved, and it would be best if the Program Director communicated the needs and schedule to Castaway two weeks prior to the camp dates. This time frame allows Castaway to be better prepared for your trip and enables us to take care of any special requests that the Program Director may need. We have a complete list of our various sound and video equipment that is at your disposal.

It is the program staff's responsibility to clean up after each of their events and to clean the sound rooms, stage and prop room at the conclusion of your stay.

Also, there is a large, grass playing field available for program activities and free-time. Every effort will be made to allow for its full use. However, certain activities may not be allowed during renovation operations or periods of extremely high moisture condition, typically in early spring and late fall when unacceptably high levels of turf damage can easily occur. We can help you plan your program around these conditions.

The sound equipment we have for your use includes:

Large Meeting Room (Anchor)

- 32 channel sound board
- iMac with Pro Presenter, PowerPoint, and Key Note
- Blu-Ray Player
- MP3 hookup
- Laptop to projector hookup
- Large screen projector
- Microphones and stands
- Guitar and Music stands
- Drum set
- Electric Keyboard
- Direct Boxes and Instrument/Speaker Cables

Gym (Barquentine)

- 8 channel mixer
- MP3 hookup
- CD player
- Microphones and stands
- Instrument/Speaker Cables

Meeting Room (Hold)

- 8 channel mixer
- MP3 hookup
- Laptop to projector hookup

- Projector and screen
- Instrument cables and music stands by request

Meeting Room (Cutter Lounge)

- 8 channel mixer
- MP3 hookup
- Laptop to projector hookup
- Projector and screen
- Instrument cables and music stands by request

Dining Hall (Harbor)

- 8 channel mixer
- iMac with Pro Presenter, PowerPoint, and Key Note
- MP3 hookup
- Laptop to projector hookup
- Large screen projector
- Microphones and stands
- Instrument cables and music stands by request

Portable Sound System

- 8 channel mixer
- MP3 hookup
- Microphones, cables, etc. by request

Driving Sound Stage (The Barge)

- 8 channel mixer
- MP3 hookup
- Wireless handheld microphones
- Stands, cables, etc. by request

Work Crew

Castaway Club is able to offer low camp fees due in part to our system of volunteer work crews. Castaway does not hire dining room staff, assistant cooks, snack bar/coffee shop operators and dish washers. Instead, we ask that you provide the people to serve for the weekend in these positions. These people can be high school students, college students or adults. We also ask that you provide at least one work crew supervisor, trained by our staff upon arrival, who will be able to lead and direct the work crew.

Work crew are free on a ratio of 1 to every 10 paying guests. A maximum of 30 is allowed, including the supervisor and the three to four work crew needed to work in the Smoothie/Coffee Shop. Work crew does not count toward meeting your minimum number of paying guests.

Work crew should arrive 2-3 hours before the first meal. If the first meal is breakfast, then they need to arrive the night before by 9:00 PM. Upon arrival, a staff person will go through an orientation with them. The work crew is responsible for the dining room setup, serving, bussing and cleanup of each

meal. Other expectations will be food preparation and tasks such as cleaning the game room, Anchor, and facilitating laundry exchange. Work crew should not come as regular campers, as their jobs will take the majority of their time.

At the end of the weekend, work crew will need to clean the dining hall, kitchen, and their rooms before departure. Castaway staff will direct them in these tasks. It is preferable if work crew has its own transportation to keep from delaying the departure of others while they finish. Clean up time after the last meal varies, but is usually less than 2 hours.

Helpful Hints

- 1) Maintenance
 - a. If you have any problems (e.g. clogged toilets, blown breakers, lack of heat or any other maintenance needs), please see your host promptly. They will fix it for you or get a hold of someone who can. Also, please report any damage to the host as soon as possible.
- 2) Hot Tubs (available seasonally dependant upon weather)
 - a. You set the hours you want to use the hot tub, and we'll make sure that they are ready. The hot tub may be open anytime you wish, just indicate it on the schedule. Please observe the following considerations:
 - i. Leaders should be present whenever campers are using the hot tubs.
 - ii. No one may use the hot tubs alone.
 - iii. The trip leader is responsible for shutting down the tubs and installing the thermal cover on it after nighttime use.
 - iv. For our neighbor's sake, plan on closing the hot tubs no later then 12:00 AM. and opening them after 7:00 AM
- 3) Parking
 - a. Because we have limited parking space on camp we encourage groups to utilize coach buses. If your buses need to park at camp we do have space, just consult your host for instructions on where to park. If guests are to drive themselves, please encourage them to carpool. Driving or parking on grass or sidewalks through camp is prohibited.
- 4) Schedule Change
 - a. If you have schedule changes (meals, coffee shop/snack bar or store times) please notify the host as soon as possible. Early notification allows Castaway Club to make the necessary arrangements for staffing needs.
- 5) Lost and Found
 - a. All items will be held at Castaway for one month. As items are claimed, they will be returned.
- 6) Bonfires
 - a. Bonfires can be provided at the beach, center of camp, and in the game room courtyard. Indicate on the program schedule when and where you would like bonfires. Your host will arrange to get them lit. There may be times when we are unable to light bonfires to do fire danger rating and/or high winds.
- 7) Telephones
 - a. There are two phones for your group's use located in the Windjammer game room. These phones do require a calling card. Castaway's office phones are not available to guests except in the case of an emergency. Castaway's phone number is 218-325-3550. Office hours are 8:00am – 4:30pm, Monday through Friday.
- 8) Graffiti
 - a. Castaway Club is a graffiti free property. We would really like to see it stay that way, so we charge \$50 for any graffiti done during your stay.

9) Things That Should Be Announced To Your Group

- a. If your trip leader permits tobacco use, the north side of the store is reserved for smokers.
- b. Guys in guys' cabins and girls in girls' cabins.
- c. Camp blankets and pillows should not leave the dorms (don't take to bonfires).
- d. No alcohol or drugs are permitted on the property.
- e. Do not cross the camp boundaries of County Highway 31, behind the Windjammer, the lake (ice in the winter) and the white fence at the soccer field.
- f. If there are any construction zones or other areas that are off-limits (your Castaway host will let you know of anything else).

10) Medical Facilities

- a. We have a well-stocked infirmary here at Castaway that your medical person is welcome to use. We will do our best to help you solve any medical concerns without leaving camp. We cannot, however, provide qualified medical opinions short of sending someone to the hospital. Please contact the Host in the event of a serious injury or illness to help facilitate transit and fill out the necessary forms.

11) Timing

- a. Events at Castaway can be flexible, but the Kitchen needs to know in advance if there are any schedule changes. The horn can be used to signal to campers when an event is to happen. A five-minute horn to let leaders into the dining hall will be followed by a horn to bring in the campers. Please check with the Host and Kitchen staff before blowing the horn for meals.

12) Lights

- a. Our outdoor lights are controlled primarily by timers. If you need them adjusted, please contact your host. Outdoor court light switches are located on the light poles. Please turn off all indoor and outdoor lights when not in use.

Housekeeping and Clean-Up

Floor plans for each dorm are available on the website. Use these floor plans to arrange the appropriate number of guests in each room. Typically, girls are housed in Schooner and Sloop, while boys stay in the Carrick and Cutter. The Galleon is also available as a boy's dorm if necessary. The Dory is typically used for adults who are in charge of the weekend. The Dory is best suited for families. The Clipper is exclusively for adults. Windjammer dorm rooms are used to house work crew and additional campers.

Guests need not bring sleeping bags and pillows since each bed already has linens, a towel, a pillow and blankets provided. You may want to bring an extra towel if the hot tub will be used.

Castaway asks our guests to assist with some minimal camp clean up before departure. Guests are asked to bring their dirty linens and towels to the laundry, place clean ones on their bed and pick up trash. More details of camp clean up will be provided by your host. We also ask that guest group staff checks out each cabin before departure to ensure the work is done correctly.

Cabin Cleanup Procedures

1. Please take sheets, towels, and pillowcases to the laundry room (located inside the gym).

Please leave the mattress pad, blanket, and pillow on the bed unless soiled.

*One person brings all unused, clean sheets and put in the clean bin.

*One person brings all dirty towels and put in the dirty towel bin.

*One person brings all dirty sheets and pillow cases and put in dirty sheet bin.

2. While in the laundry room, pick up a Bed Packet for each bed used (don't pick up packets for extra mattresses that were on the floor).
3. Each bed should have a mattress pad, pillow, and neatly folded blanket (see back of this sheet) with a bed packet on top of the blanket. Finished beds should look exactly like the picture below.



4. Please pick up all large pieces of garbage (anything that can't be vacuumed) from off the floor, under beds, on shelves, and in the bathroom and place in trash can.
5. Double check showers, under beds, shelves, and the safe to make sure personal items are not left behind.
6. Please close and lock all windows, turn of lights, and flush toilets.
7. Please take trash bags from room and bathroom to truck inside of gym. Empty blue recycling bin into container in the lounge or entryway.

How to fold a blanket Castaway style

Step 1: Fold blanket in half



Step 2: Fold blanket in half the other way



Step 3: Fold blanket in half a third time



Step 4: Finished bed should look like this



Dory, Clipper and Windjammer Guest Room Cleanup

1. Strip each bed of flat sheet, fitted sheet and pillowcase.
2. Place pillows at the head of the bed and neatly fold the blankets.
3. Bundle up dirty sheets and towels and place them outside of bedroom door.
4. Double check for any unpacked personal items.
5. Turn off all lights and fans.
6. Close and lock all your windows.
7. Tie up all trash and place in entry way of building.