



A copy of Campus Policies may also be found in Registration and all room booklets. OM Sanctuary reserves the right to require retreatants and/or a program to close down and leave the campus if any of these policies are violated. Depending on violation, a minimum of a \$150 Environmental Impact fee per incident may be applied to the Organizer's credit card on file.

A. PROGRAM LOCATION POLICIES: Organizer and Retreatants agree and understand:

- Moving OM Sanctuary's furniture and fixtures is prohibited, other than what is pre-approved and outlined in a Program Contract for the space in which is being rented by the organizer. Organizer may make final adjustments during final walk-through with the Program Point.
- Moving or removing furniture and fixtures from common areas and lodging rooms is considered a violation and fees apply.
- Hanging, taping, stapling, nailing or using anything to adhere items such as banners, signs, decoration, displays, etc. to the walls, ceilings and/or floors are prohibited. "Post-it"-type flip chart pages may be used on approved walls and can designated in the layout and/or during the final walk through.
- Adjusting heating or cooling thermostats in common areas is prohibited. OM Sanctuary management must be notified to make these adjustments.
- Opening any windows without screens and/or any windows in the buildings that operate under a climate- and pest-controlled environment is prohibited.
- Unauthorized entry and use of the kitchen, entering into Staff Only or other unauthorized areas at OM Sanctuary is prohibited.
- Tampering or swimming in the waterfall, climbing on walls, trees, or other OM Sanctuary property is prohibited.
- OM Sanctuary is a nature-based campus with uneven and unpredictable elements. Participants are required to be mindful while on campus and to accept full responsibility for their health and safety at all times.
 - Waiver signature will take place upon check-in for all programs and treatments.
 - Trails close at dusk
- Organizer of a program accepts full responsibility of providing all details and coordination for the program. Organizer is responsible for all materials, equipment, furnishings, content and delivery necessary for the success of the program.

B. SMOKING POLICY: Organizer and Retreatants agree and understand that SMOKING is prohibited throughout all of OM Sanctuary's campus (outdoor common areas, trails, in all the buildings and rooms). OM Sanctuary may assign a designated smoking area by request that will be added into the contract for the program. This area is located by the Sanctuary Pavilion on the first level and is a fixed location. *All pipes, e-cigs, vapors, hookahs, etc., are included in the non-smoking policy.*

C. PET POLICY: Organizer and Retreatants agree and understand that OM Sanctuary has a PET FREE CAMPUS policy to support an allergy free and quiet environment for retreatants. Service animals are

excluded from this policy within limitations. OM Sanctuary must be notified in advance if participants and/or retreatants have a service pet.

Please note: Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA and by OM Sanctuary. Only service animals as defined under the ADA will be admitted and must be under the handler's control at all times. Service animals only.

D. ALCOHOL AND DRUG POLICY:

- Organizer and Retreatants agree and understand that OM Sanctuary has an ALCOHOL FREE policy that prohibits hard alcohol. Wine or beer, if properly permitted, may be allowed. Unless the program is an Exclusive Use Package (limits will apply), beer and/or wine are restricted to inside the venue rental area (Multipurpose Room, Rivercane, etc., based on the rental agreement) prohibiting use in shared common areas (outside, lobby, lounge, hallways, Registration, and other common areas). For individuals, alcohol use in moderation is restricted to the lodging rooms only.
- Organizer and Retreatants agree and understand that OM Sanctuary has no tolerance for ILLEGAL DRUGS or activities by program participants on campus. OM Sanctuary reserves the right to require the program to close down and leave the campus if this policy is violated.

E. ZERO TOLERANCE POLICY: OM Sanctuary has a zero-tolerance policy in which it will reserve the right to refuse service and/or accommodation or may remove a person who:

- while on the premise acts in an obviously intoxicated or disorderly manner,
- destroys or threatens to destroy campus property and/or person(s),
- causes or threatens to cause a public disturbance,
- disrupts mindful silence and the serenity offered by OM Sanctuary of the sanctuary across the entire campus,
- refuses or is unable to pay for the accommodations or services or violates campus policies.
- OM Sanctuary reserves the right to limit the number of persons who may occupy a particular retreatant lodging and/or program space.
- Only registered retreatants are allowed to use the campus facilities.
 - If an Organizer or any participants would like non-registered guests to come for meals, they must notify Guest Services in Registration by 5pm the night prior. Based upon availability.
 - All campus guests require registration and lanyard and only those wearing or showing lanyards will be allowed to partake in meals. Meal pricing varies by meal type.
 - OM Sanctuary has established commuter pricing for non-lodging program participants for meals, curriculum, and campus access.
- A person shall be liable for damages, including any loss of revenue resulting from the inability to reserve rooms while the damage is being repaired. OM Sanctuary will make every effort to initiate repairs immediately, taking into consideration the need and/or availability of additional staff and/or contractors to assist, depending on the magnitude of said repair.

F. SANCTUARY SOUND POLICY:

Sanctuary Sound Policy: All entertainment and/or in or outdoor activities will remain moderately quiet and conclude by 10:00pm out of respect for other retreatants.

Program extensions up to 11:00pm may be available depending on other programs on property, fees apply. Quiet will commence up to 9:00 am.

G. CHILDREN/YOUTH POLICY:

- All children and youth are required to abide by all policies and exhibit quiet and respectful behaviors in support other programs and participants.
- Children over 12 years of age are allowed to participate in the Rest & Renewal program throughout the year.
- When programming description allows, children of all ages may be permissible.
- With all approved programming, children under the age of 12 must be accompanied by an adult at all times.
- All retreatants under the age of 21 must be supervised by a parent/guardian at all times.

All retreatants of any age, if *participating* in programming and adhering to all OM Sanctuary Policies as outlined herein, are permissible.

H. TV-CLOCK-FREE AND WIFI POLICY: OM Sanctuary invites retreatants to disconnect by providing a TV-Clock-free environment. WiFi is available in select common areas and lodging rooms. Inquire with Guest Services.

I. FILMING AND PHOTOGRAPHY POLICY: OM Sanctuary is pleased retreatants document their visit. Photos of other retreatants without their permission is restricted. Please note that OMS reserves the right to deny requests that, in the Organization's opinion, are incompatible with its mission, would interfere with the retreatants' experience, or put undue burden on OMS property or staff.

J. FIRE HAZARD POLICY: Organizer and Retreatants agree and understand that the use of FLAMMABLE MATERIAL is prohibited throughout the campus and rooms. This includes but is not limited to the use of candles, incense and campfires. Program Point may pre-approve certain use that would be written into the contract with strict guidelines and insurance coverage. Additional fees may apply.

K. INCLEMENT WEATHER POLICY

Refunds are unavailable if the Organizer has made the choice to hold the program at one of the OM Sanctuary outdoor venues and inclement weather occurs. OMS Program Point will require the Organizer to submit and attach a Plan B (fees may apply) to this program contract to be prepared for inclement weather. OM Sanctuary reserves the right to decide three (3) hours in advance of any function as to whether it should be moved indoors.

L. HOURS OF OPERATION

Office hours are from 9:00am - 4:30pm. An on-call number is available at Registration for onsite emergencies.

M. CANCELLATION AND LIQUIDATED DAMAGES

It is OM Sanctuary's preference to provide success to the Organizer's program however, the organization does reserve the right to cancel and void this agreement without incurring any liability for cancellation of the program due to events beyond its control including, but not limited to, fire,

severe weather or natural disasters, government restrictions, failure of suppliers, utility or equipment failure, facility damage, criminal or terrorist acts or labor disputes.

OM Sanctuary will attempt to notify the Organizer at least three (3) weeks prior to the program start date if cancellation is considered necessary.

Organizer agrees and understands that all deposits made in this Payment Schedule as written in the invoice are non-refundable and if Organizer cancels the program and fails to perform this agreement.

Please keep in mind that if OM Sanctuary is able to be open, then the Organization is unable to refund due to inclement weather, injury, illness, or transportation issues from Organizer(s) or participant(s).

OM Sanctuary highly recommends cancellation insurance. In the event someone becomes sick, injured or needs to stay home for other reasons, cancellation insurance may be a protection. Travel insurance may cover expenses in association with such situations.

N. PERSONAL PROPERTY POLICY: OM Sanctuary is not responsible for damage, theft or loss to personal property or vehicles.

O. LOST AND FOUND POLICY: All retreatants (visitors) are responsible for any lost, damaged, or stolen personal items that may have occurred on OM Sanctuary property. Should any retreatants lose personal belongings during their stay, if recovered, the item will be recorded as 'Lost Property' and will be placed in Lost & Found. Guest Services will make a reasonable effort to contact the retreatant if an item is left in the room after the retreatant has checked-out. OM Sanctuary ships Lost & Found items the first week of the month and will ship items back at the owner's expense plus a \$20 handling fee. If the owner would like to pick up the item, this must be done between 9:00am – 4:30pm to be arranged with Guest Services. Any unclaimed items in the Lost & Found, will be donated or discarded after thirty (30) days.