

Frequently Asked Questions

When is the facility available for rent?

Our rental year is typically September through May. During the summer we run a 12 week camping program for about 1,200 individuals with disabilities free of charge. Rental fees go to offset this camping program. We can do day programs during the summer, but only at the discretion of the Camp Director. Please call for more information on the rental calendar.

Who will be the contact for the Wisconsin Lions Camp?

There are three full-time staff in the office and once your reservation is set, one of us will be responsible for coordinating with you to make your event successful. You'll be notified of who that person is when the copy of the signed agreement is returned to you for your records.

When do I need to send in final numbers?

We request the courtesy of having final numbers **at least two weeks** before your event. This is extremely important because we need to order your food and verify lodging availability. With groups sometimes sharing the same dates, we need to ensure we have space and food for everyone. This number also serves as your billing number. If you do not notify us of this number, we will use the original one on the agreement and that may be an issue for groups trying to minimize costs.

We'd like to choose our menu – can we?

As a rule, if a group is in camp by themselves, they can choose a menu off of our menu list or work with our Food Service Supervisor to create a custom menu at prices she will determine. If there is another group in camp, our Food Service Supervisor will create a menu to best accommodate all the groups' tastes. Snacks and other options are available and we do our best to accommodate special diets if notified at least two weeks in advance.

How is the final bill determined?

Enrollment variations are the responsibility of the reserving group. It is the responsibility of the group to inform the Wisconsin Lions Camp of its reserved number **no later than two weeks prior to the reserved date** – this number should be as close to actual as possible – within 10%. The group will be billed for actual attendance or the reserved number less 10%.

- For example, a group reserves the camp for 100 people. In actuality 82 people attend. We need to charge for 100 less 10% which would be 90 people. Even though a group had only 82 attendees, we still ordered food and cleaned and prepared the facility for 100 people and need to cover that cost.

When will the bill be sent?

Invoices will be given to the group leader before departure whenever possible. We prefer to sit down one-on-one with the group leader and go through each charge to ensure there are no mistakes or concerns. If an invoice cannot be given to the group leader at the time of departure it will be mailed as soon as possible.

When is payment due?

We would appreciate payment within ten days of facility use. **All invoices that are more than 30 days outstanding will be charged a 1.5% late fee.** We do understand that following your organization's accounting procedures can take some time and could delay payment. Please note that groups who have outstanding invoices will not be allowed to agreement a future event unless they are paid in full. If there are any payment issues, please contact us to discuss the situation.

How can we cancel our event?

The Wisconsin Lions Camp requires ample time to schedule dates due to change or cancellation. If a group wishes to cancel its reservation and notifies the Wisconsin Lions Camp **in writing at least 30 days prior to the reservation**, the deposit may be **transferred** to another date within the next 12 calendar months (if scheduling allows) or refunded. Between 14 days and 30 days before the event, the deposit will be forfeited. If the reservation is cancelled

two weeks or less before the reservation groups will be required to pay 50% of the fees based on the reserved number. Groups requiring snow or other special considerations to run their programs may be rescheduled up to the actual date without penalty. These groups will have tentative make up dates made available to them when the decision is made by the Camp Director. The deposits will be carried over to the next reservation or refunded.

What are the deposit requirements?

We require a deposit with the agreement when possible to hold your reservation. The chart below shows the deposit amounts.

Less than 50 persons -	\$100.00	151 – 179 persons -	\$400.00
50 – 100 persons -	\$200.00	180 or more	\$500.00
101 – 150 persons -	\$300.00		

Groups who have at least 150 attendees and wish to reserve the full camp (when available) may reserve the full camp for an additional \$500.00 fee. The deposit will be deducted from the final amount due unless damages to the facility are incurred or the rental group chooses to hold the deposit for their next event. We understand that certain organizations may not be able to provide a deposit. Please call the camp office to discuss this issue.

What are the insurance requirements?

Groups are required to have their own liability and accident insurance coverage. The Wisconsin Lions Camp is not able to provide benefits for illness or injury incurred by program participants. **We must have a copy of a group’s insurance policy on file. If a group does not have an overall insurance policy, we have individual hold harmless waivers for each individual participant to sign in lieu of a group policy.**

What is the reservation process for a new group?

A new reservation is intended for a group that has not attended the Wisconsin Lions Camp before or for a group that has been absent for one or more years. Tentative reservations may be scheduled by phone, with an agreement sent by e-mail when possible. One copy must be completed, signed and returned with the deposit to the Wisconsin Lions Camp. **All reservations are tentative and may be changed by the Wisconsin Lions Camp until a signed agreement and deposit are received in our office.** Upon receipt of your deposit and signed agreement, your dates and minimum commitment will be confirmed, along with meals and lodging arrangements. The Wisconsin Lions Camp reserves the right to change lodging arrangements, as needed, and will notify groups of those changes.

How can we reserve this date again next year?

Groups currently attending will, at the end of their program, have the opportunity to reserve their dates for the same time in the next calendar year. The deposit from this year’s program may be “held” to reserve your dates for the following year. This reservation should be made with the full-time Wisconsin Lions Camp Staff working with your group before departing. If it is not, the date is considered open for rental and may be rented to another group who may be interested. An agreement will be mailed after the tentative dates are confirmed by the Camp We regret we are not able to take reservations for more than one year in advance.