



## *FAQs for the Retreat Center*

### **Who can use the Retreat Center?**

The Retreat Center is used by all kinds of folks who need a meeting place, a nice group get-away or solace. The diversity of groups that have used the Center includes church groups, family reunions, civic groups, quilter groups, school groups, etc.

### **Is it handicapped assessable?**

Yes. There are outside entrances to both levels of the Center. Additionally, several rooms and restrooms are handicapped assessable.

### **What is the smoking policy?**

Smoking is not permitted in any of our buildings. We ask that there be no smoking in the presence of children (except for parents who are supervising their own children). Please smoke outside and deposit cigarette butts into proper receptacles.

### **What types of meals are provided and are there snacks?**

Groups can cook for themselves or we will gladly cook for you. Our hospitality staff can adjust to various dietary needs for the group as well. Vegan, vegetarian and ethnic favorites may be served, given sufficient notice.

We can provide your group with all meals as well as snacks. Below is a general sample of our menu options

#### **Breakfast**

Egg casserole; sausage biscuits and gravy; blueberry pancakes or French Toast link sausage, bacon, oatmeal, cereal; and seasonal fresh fruit.

#### **Lunch**

Vegetable soup and grilled cheese sandwiches, hamburgers with all the trimmings, turkey, ham, and cheese club sandwich, chicken fajitas

#### **Supper**

Pot roast with carrots, mashed potatoes and gravy, green vegetables, yeast rolls; spaghetti with meat sauce, tossed salad, garlic bread; baked chicken, mashed potatoes and gravy, green beans, yeast rolls; pork loin roast, baked apples, sweet potatoes, yeast rolls

#### **Desserts**

German chocolate cake, cherry cheesecake, brownie with ice cream, peach cobbler, pumpkin pie, honey bun cake

#### **Snacks**

Coffee, tea, water and juice, fruit, cookies, and other snacks

### **Is firewood provided for the fire ring?**

Yes. If additional wood is needed during your time at the Center, simply notify your host.

**Are you licensed by the State of Tennessee?**

Buffalo Mountain Camp is accredited through the American Camping Association. Few camps in the area have this accreditation. To receive it, a camp must adhere to key aspects of camp operation that meets both industry-accepted and government-recognized standards.

**Are there lifeguards for the pond and/or pool?**

The pool is open from the beginning of June through the beginning of August. Swimming generally does not take place at the pond. However, it is open for boating and kayaking. For these activities, the camp will provide a Red Cross certified lifeguard. For more information on these activities, please call the camp office.

**What items are not allowed at Buffalo Mountain Camp?**

Alcoholic beverages, non-prescription drugs, firearms, weapons of any kind, explosives, or pets are not allowed on the property.

**Can I be contacted in case of an emergency?**

Yes. The Retreat Center guest line is 423/753-9060.

**Is there cell phone and Wi-Fi service?**

Cell phone service on the property is patchy and depends on which cell phone company you are with. Wi-Fi service is not available at the Retreat Center, but is available at the camp office.

**What are the rooms like?**

The Retreat Center provides guests with 17 bedrooms with private and semi-private baths. Eleven of the rooms feature two single beds, nightstands, desk and dresser drawer. The remaining rooms feature one double bed and one single bed along with nightstands, and dresser drawer.

**What types of activities do you offer?**

There are many recreation options for groups using the Center. Opportunities are available for self-directed activities and staff-directed activities (for additional cost).

**Self-Directed**

- Hiking
- Tubing (dependant on water levels)
- Disc Golf
- Fishing
- Basketball

**Staff-Directed**

- The King Tower (featuring rock climbing, rappelling and zipline)
- Canoeing
- Swimming
- Archery
- Team Building

**How do I reserve the Retreat Center?**

Simply call the office (423/753-6678) and we can begin the process.

**Is there a cancellation policy?**

Yes. We ask that you contact the camp office immediately when the decision has been made not to use the Retreat Center for the date(s) you reserved. When a cancelation takes place, the deposit will not be refunded, unless another group is engaged to fill the date that was booked. If another group fills the date(s), your deposit will be returned minus a \$30 processing fee. We cannot transfer cancelled dates.

**Does it cost extra to use facilities other than the Retreat Center while we are at Buffalo Mountain Camp?**

Additional charges are applicable. For pricing details, please contact the camp office.

**If we need anything while we are there, will there be a staff member available?**

A host will be assigned to you during your stay with us. This staff person will be available to answer questions or provide any information you may need. Hospitality is a big part of our ministry! We are here to help you with whatever you need.

**Is the Retreat Center available for day-use?**

Yes. The Center is available for day-use anytime from Sunday afternoon through Friday afternoon. Fees are based on the room(s) rented. Prices are listed on our Policies and Rates Form.

**What supplies and/or equipment are available for us to use?**

The following equipment is available for use, upon request: Portable projector screen, Projector, Overhead projector, Sound system (which includes two speakers, five-channel sound board and two microphones), DVD player, and TV.

**What is the property like?**

Buffalo Mountain Camp is located in the mountains of Northeastern Tennessee. The Camp's grounds cover over 700 acres of land filled with wildlife and streams. Various hiking trails (with various degrees of difficulty) are available to folks. There are several areas around Camp for people to sit on a bench or covered swing and relax. It's the perfect place for folks in need of either solace or a little adventure in God's Creation.

**When it comes to housekeeping, what is the responsibility of guests?**

We ask that every guest treat the property with respect and to leave the Center as nice, if not nicer than they found it. To do so, a clean-up guide is given to each group that uses the Center.