

## Important Information for Group Retreat Participants at Shadowcliff

1. Shadowcliff check in time is **3pm**. Check out time is **10am**. Please confirm arrival/departure times with your group leader.
2. Shadowcliff quiet hours are **10pm - 7am**. We ask all guests and staff to observe these hours out of respect for one another.
3. Shadowcliff is committed to a **no-smoking policy** throughout the facilities and anywhere on the grounds. This includes tobacco products, cigars, pipes, marijuana (medical or otherwise), and electronic smoking devices. Our rustic, wood buildings means absolutely no candles, incense, or other open flames indoors anywhere except the wood burning stoves provided by Shadowcliff. Groups are welcome to use the fire pit at the Point, weather and fire ban permitting. If the group wishes to use the fire pit, this must be approved by staff ahead of time. Please be sure the last person to leave uses the nearby water bucket to ensure the fire is completely out and to see Shadowcliff staff with any questions.
4. We love pets, but we are concerned about the safety of other guests and the natural wildlife in the area. Therefore, guests are not permitted to bring pets on the property with the exception of Service Animals as defined under Colorado law. If bringing a Service Animal, Shadowcliff needs to be notified prior to arrival so that staff can be prepared. Shadowcliff adheres to the guidelines regarding Service Animals set forth by the ADA, which can be reviewed [here](#). Please note that the ADA does not include emotional support animals as Service Animals, unless the dog is trained to perform a task related to a person's disability.
5. As the name implies, Shadowcliff is perched on a cliff. The grounds are uneven and rocky, and the facilities have many stairs. Please prepare accordingly. Shadowcliff sits at 8500 feet above sea level. Participants should drink plenty of fluids and bring a hat, sunglasses, raingear, warm layers, and sturdy shoes. Participants should also be aware of the dangers presented by Shadowcliff's natural environment, including, but not limited to, wild animals, insects, plants, and terrain.
6. All guests are given towels and a lovingly folded linen packet upon arrival for making your bed. At check out, all guests should bring **ONLY** their top sheet, fitted sheet, pillow cases, and towels to the office. Please leave mattress covers, bedspreads, quilts, blankets, and pillows in the room. Common areas are cleaned daily, but daily in-room housekeeping service is not provided. We are happy to provide fresh linens upon request.
7. All bathroom facilities in the Shadowcliff lodges are shared (cabins have private bathrooms). Our staff work hard to maintain a high standard of cleanliness, keeping

this shared space welcoming to all. Please inform us if one of our bathrooms needs attention.

8. Shadowcliff is a non-profit organization and there will be a brief orientation for your group to share our history and mission as well as the services that are available to our guests and important safety information.
9. **If you are part of a food group:** Dinner will be served on the day of arrival and breakfast on the day of departure, unless your group leader makes other arrangements in advance. Meal times are as follows: breakfast: 8am - 9am; lunch: 12pm - 1pm; dinner: 6pm - 7pm unless your group leader has received permission to modify them.
10. The focus of our Compassionate Kitchen is to provide delicious, whole foods-based meals for our groups. Because we serve meals family style we are unable to accommodate individual dietary preferences. Should someone in the group require it, we can provide **vegetarian, gluten-free, and dairy-free** options, but outside of these three common restrictions, we ask our guests to consider supplementing their meals if they have other preferences or exclusions, as we are unable to restrict ingredients from the whole group to accommodate an individual. We have a guest kitchen where participants are welcome to store and prepare supplementary food, should they feel the need to do so. Requests for one or more of the three dietary restrictions or concerns regarding severe food allergies must be communicated to the group leader 30 days prior to arrival.
11. Your group leader has the option to select between three meal plans for your retreat: Reduced (breakfast & lunch), Regular (breakfast, lunch, and dinner), or Premium (breakfast, lunch, and dinner). For the Reduced and Regular plans, meat is not served at every meal, but some meals will include meat, and one hot breakfast is included while the rest are continental-style. For the Premium plan there is an added emphasis on protein for most meals and additional hot breakfasts are included). Please ensure that you understand which plan your group will be receiving so that expectations are clear. Group participants must utilize the meal plan during the retreat. Shadowcliff is unable to monitor a la carte meals for participants.
12. Food group guests assist with meal clean-up by offering volunteers for post meal seva. We believe that this helps to build connection and community and honors an investment in Shadowcliff and our mission.
13. If your group includes guests who are not staying with us at Shadowcliff, there is a daily access charge per person for each such guest, plus meal charges, if applicable. As with other group charges, we will ask the group leader to monitor these and be responsible for payment.
14. We understand that deciding upon a gratuity is a personal choice, so we have chosen not to include it as a mandatory fee for our group stays. Groups often leave somewhere between 10-15% or decide on a per person amount to contribute. Whatever you decide, please know that our hard working staff deeply appreciates your

support. We hope you connect, share stories, and learn more about them during your stay with us.