



## Important Information

### **CHECK-IN/CHECK-OUT**

Check-in time is 4:00 p.m.

Check-out time is 10:00 a.m.

### **RIDGECREST INFORMATION DUE TWO WEEKS BEFORE EVENT**

This due date is necessary so our team can appropriately prepare to serve your event (as well as other events) with excellence and grace. As a reminder, Ridgecrest will waive our standard 15% service charge as applicable when you provide information by this date.

### **FOOD SERVICE**

Our standard meal times are:

Breakfast 7:15 a.m. - 8:15 a.m.

Lunch 12:00 p.m. - 1:00 p.m.

Dinner 5:30 p.m. - 6:30 p.m.

Meal times cannot be altered without written permission from your Event Coordinator.

Any changes to your contracted meal plan must be made no later than 2 weeks prior to your event.

In order to meet the needs of all our guests, we are unable to allow reserved seating in our Dining Room. If your group requires private dining services (minimum of 20 people), please consult your Event Coordinator.

Ridgecrest's Food Service Team provides excellent catering services. Please work with your Event Coordinator to order special meals or snack breaks.

Due to liability issues, NO outside food is to be brought into the conference center. If a group would like to provide prepackaged snacks for their attendees, the prepackaged snacks must be on the approved snack list and the group will be charged a \$1 per person fee for each person attending the conference/retreat. Please consult your Event Coordinator for approved snacks.

If snacks or beverages are not approved and are brought into the conference space, the group will be charged a \$250 fee per conference room where food is served, in addition to the \$1 per person charge.

**SEE APPROVED SNACKS ON NEXT PAGE**

## Important Information

### APPROVED SNACKS

1. Individual size prepackaged chips
2. Individually wrapped prepackaged cookies
3. Individually wrapped snack cakes
4. Individually wrapped breakfast/granola bars
5. Individually wrapped candy bars or hard candy
6. Whole apples or oranges
7. Bottled water



All snacks must be sealed, and not require cooking or refrigeration. **Home-baked items are not permitted.**

Group leader must sign an agreement indicating permission has been granted to bring in snacks for the group based on the guidelines previously stated.

The above items can also be purchased in bulk from Ridgecrest. See your Event Coordinator for pricing.

### FOOD ALLERGIES AND/OR SPECIAL DIETARY REQUEST GUIDELINES

At Ridgecrest Conference Center, we have taken special care to offer a wide variety of menu options at each meal in our buffet-style [Dining Room](#). Ridgecrest Food Service sets the daily Dining Room menus and meal times. Sample menus can be found on our website here: [Dining Room](#). You'll see we have built in items with each meal that are clearly labeled to fit with most dietary restrictions; however, for those with severe allergies please ask for our chef and we will strive to meet your personal needs within the workings of our kitchen.



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### **A/V & CONFERENCE SERVICES**

Each function room includes a free initial set-up. Additional room changes are subject to a fee of \$100 per change (plus our standard 15% service charge).

Audio-Visual equipment is available for rent from Ridgecrest on a first come, first-served basis. Please see function room sheets for the rental cost of equipment. Please note that pricing is per item per day.

Pianos may be available for your use. Our pianos are routinely tuned throughout the year. If your event specifically requests that a piano be tuned immediately prior to your event, there will be a \$100 tuning fee (plus our standard 15% service charge).

Ridgecrest staffs qualified A/V technicians. Events desiring assistance from a Ridgecrest technician must make this request through your Event Coordinator by the due date.

- Groups that request Ridgecrest technicians to run sound, media and or lighting will be charged \$50 per hour per technician needed (plus 15% service charge).
- Groups who would like assistance setting up the sound system in an auditorium will receive 1 hour of complimentary assistance from a Ridgecrest technician s even if the group is providing their own sound technicians. This only applies if technicians are requested by the appropriate date.
- Groups who would like assistance setting up their own sound in a non-auditorium function space will receive 30 minutes of complimentary assistance from a Ridgecrest technician. This only applies if technicians are requested by the due date.

### **WI-FI**

Wireless internet is available in most areas of the conference center with the exception of our youth dorms.

### **EVENT MERCHANDISE SALES**

The Event Planner must obtain written permission from Ridgecrest (via a fully executed form) to sell merchandise during your event. Please complete the form and send it to your Event Coordinator no later than two weeks prior to your event.



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### **SHIPPING AND DELIVERY FEES**

For your convenience, you may ship boxes and/or pallets for your event directly to Ridgecrest Conference Center. Our staff will receive your shipment and deliver it to your meeting space after your arrival. Please inform your Event Coordinator so we know when to expect the shipment and where you would like the boxes delivered.

A delivery fee will apply to all boxes and pallets received by Ridgecrest. The delivery fee is \$5 per box or \$75 per pallet. A 15% service charge will apply to shipments that arrive at Ridgecrest outside of normal business hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.).

Please address all shipments to Ridgecrest in the following format:

Ridgecrest Conference Center  
ATTN: Event Name and Dates  
1 Ridgecrest Drive  
Ridgecrest, NC 28770

Ridgecrest Conference Center is not responsible for lost or damaged shipments. Ridgecrest will receive deliveries no earlier than one week prior to your event. Outgoing shipments must be picked up within one week of the event's completion. Ridgecrest is not responsible for any items left more than one week.

### **MEDICAL EMERGENCIES**

Ridgecrest does not staff medical personnel. In case of an emergency, please contact the Ridgecrest Front Desk (828.669.8022) or dial 0 from any Ridgecrest phone. In the event of a life-threatening emergency, please call 911 first and then contact the Front Desk. It is extremely important you notify Ridgecrest when 911 has been called so we can direct the emergency personnel when they arrive on campus.

### **PROHIBITED ACTIVITIES/ITEMS**

Firearms, alcoholic beverages, fireworks and the use of tobacco products are prohibited.