



Conference Coordinator Guidelines

Welcome to the NatureBridge at Golden Gate Conference and Retreat Center. Located just north of San Francisco in the beautiful Golden Gate National Recreation Area, we partner with the National Park Service to provide residential environmental science education for students and educators, teen leadership programs, summer day camps for kids and conference and retreat facilities. We are delighted you have made your reservation with us. This sheet provides necessary information you will need to know to ensure a smooth planning process and to prepare for your stay with us.

As the retreat planner, you are responsible for:

- Meeting all established deadlines.
- Being the conduit of information between your retreat participants and our program staff.
- Communicating your retreat needs with the Conference Operations Manager.
- Making sure all retreat participants follow NatureBridge policies, procedures and guidelines.

Immediately read through your Conference Contract Packet:

- Receipt of your signed contract and deposit are required to confirm your reservation.
- Make sure you understand all of our policies outlined in our conference contract, including our cancellation policy.
- Your due dates for payments, Certificate of Liability Insurance and group numbers are written on your welcome letter and Logistics Worksheet, as well as described in detail in the Conference Contract.
- Details regarding your specific program are listed on your Logistics Worksheet.

In your contract packet, you should have also received:

- Insurance Requirements
- Alcohol Policy
- Map & Directions

You may also have received:

- Insurance Application Form (if buying day-only insurance)
- Registration Forms (if having a naturalist led program)
- Guideline for Participants sheet that you may forward along to your participants

Important information regarding your number of participants:

- Additional guests and facilitators must be included in your group numbers, invoice and logistics worksheet. Communicate this with the Conference Operations Manager ASAP if you have not already.
- The last day on which you may reduce your number of participants is 90 days before your retreat arrival. Read your contract thoroughly.
- Adding additional participants is subject to availability.

Meals:

- Day packages include lunch.
- Overnight packages include breakfast, lunch and dinner.
- See your logistics worksheet for your schedule.



Meals are served in the dining hall at set times in a buffet style. Small groups may possibly expect an in-room lunch.

The dining hall is closed in between meal service.

We can only accommodate vegetarian, vegan and dairy-free special requests. We will need the name of any person making a request for vegan, dairy-free or other special meals (that we can accommodate). Their food will be available at the service counter.

In-room food and beverage services are not included in packages. We need at least one week notice for new requests.

If bringing own snacks, please store snacks in your car, conference meeting room, or ask for refrigerator space on-site (no snacks in dorms).

Bring own ice & cooler if needed.

Alcohol:

Each group must sign our alcohol policy. If you want to serve beer and wine in your conference room, your insurance must cover such service. No wine/beer in dorms, outside or in dining hall. No hard liquor is allowed anywhere on the campus.

Dorms:

Most groups stay in the main dorms, Heron (women) and Pelican (men).

Expect other conference groups to be sharing the main dorms with your group (adult and youth).

Semi-Private rooms are an additional fee per night.

Groups that have rented the Raven room and dorm will not have other groups sharing the Raven dorm.

Be sure everyone in your group brings their own bedding, towels and toiletries. Earplugs may be a good idea.

A limited amount of bedding sets (not towels) are available for an additional cost and should be reserved in advance.

Amenities such as hairdryers are not available.

The main dorms, dining hall and the outdoor campus are common areas. We ask all our guests to be respectful of other guests also using the common areas. Dorms are not appropriate to use as breakout meeting spaces.

Quiet hours are between 11pm - 6am. 11:30pm lights out please!

STUDENT GROUPS NEED TO BE WELL SUPERVISED.

No food in dorms

Dorms are not guaranteed to be ready until 5pm on arrival day.

Dorm check-out is by 10am on departure day.

Wireless Internet:

Is available in all of our buildings

Free to our guests

Limited copying and printing available, fees will apply.

Telephone:

Cell phone service is not reliable in the Park.

Each conference room has its own phone number.

Long distance is not provided; bring a phone card with you if your group needs to make long distance calls.



Guests onsite can be reached through the phone numbers listed below. Phones in conference rooms do not have a message service (you may bring your own answering machine).

Sunset Building: (415) 289-0961

Raven Building: (415) 289-0632

Coast Room: (415) 289-0436

Kestrel Room: (415) 289-0351

Cypress Room: (415) 289-0760

Owls Roost Lounge: (415) 331-7014

During business hours (Monday – Friday, 8:30am – 5pm) our Administration office is open: (415) 332-5771

During non-business hours for urgent messages a Conference Host can be reached on the Host Pager: (415) 451-3695

On site staff support:

Your Host will greet you upon arrival in your main conference room.

Expect a five minute orientation from the Host for your entire group within 30 minutes of your main group's arrival.

At least one Conference Host will be on campus during your retreat until about 8pm.

The Host can be reached during the day by radio from your conference room. At night, they can be reached by pager for needs that cannot wait until morning.

Please keep to your pre-arranged scheduled arrival and departure times. This includes your set-up and clean-up of your materials by the group contact or facilitator.

Safety:

Emergency Response Pager: (415) 721- 6540

Emergency Dispatch: 911

Participants are responsible for their own risk management at all times.

Your group is expected to follow all National Park rules.

No smoking allowed on campus.

Open flames, candles and incense are not permitted, unless for spiritual purposes with advanced written permission from the Conference Operation Manager.

Be sure to come prepared for all kinds of weather. Clothing layers are best.

Additional details that will help you prepare:

Pets are not allowed in buildings (except for official service companions).

Additional fees will accrue in the case of damage to our property or if deep cleaning is required.

Most buildings are handicap accessible, except for the 2nd floor of Sunset and the 2nd floor Raven. The Park Service does not allow posted signs alongside the roads leading to our campus.

Driving directions are on our website, at naturebridge.org

There are kiosks near our campus parking lots with maps of our campus for guests.

Additional Needs:

See our rates on our website for additional services, teambuilding, nature hikes, campfires and A/V rentals.



Scholarship Fund:

Two dollars per person per package are donated to our scholarship diversity fund. Scholarships are awarded to: schools attending our field science program, teachers attending our teacher training programs and teens attending our youth environmental leadership programs.

Education and Teambuilding:

On weekends, groups may arrange to schedule a naturalist/educator. Options include teambuilding, nature hikes, mini education activities and full education programs. Need at least one month notice. See website for additional information.

Donations:

Individual donations are greatly appreciated and needed. You will find donation envelopes in your conference room. You may also contact our development officer for gift donations, Beverly Cherner. bcherner@naturebridge.org

Please direct all your questions to Natalie Sekowski, Conference Operations Manager
nsekowski@naturebridge.org (415) 332- 5771 X18