

## **Twin Lakes Campground** **Rental Process & Info for Renters**

1. **Book Your Event** - Contact the Twin Lakes Campground Administrator to book yours dates on the calendar.
  1. Mention any special needs or requests that may be specific for your group just to give our team a heads up.
  2. If your arrival/departure date is different than the date that the event begins/ends, mention this now.
2. **30 Days Before Your Event** - Complete the **Twin Lakes Event Information Form** with the specifics regarding your event including any special needs or requests. Please take a moment to review our current price sheet as well as our guidelines.
3. **On Your Arrival Day**
  1. Safety - The Woodworth Police Department takes safety very seriously throughout the area. It is encourage that you and anyone else that is driving to our facility follow all traffic laws especially driving under the speed limit.
  2. You or someone that you designate from your group will do a walkthrough of all facilities being used for your event prior to any other attendees entering the buildings. If you notice something during the walkthrough that is damaged, missing or unclean, bring it to our staff's attention immediately and take a picture (or request that our staff takes a picture) of the issue. This same person will be requested to do a walkthrough at the end of your event before they depart from the facility.
4. **Meeting Room Adjustments** - We understand that the majority of our events require many different setups. Feel free to move tables/chairs around inside your meeting space to meet your events desires.
5. **Maintenance Issues** - If there is a maintenance issue during your event, please complete the **Maintenance Request Form** that will notify our staff and also allow you to quickly upload a picture. If the issue requires immediate attention, we ask additionally that you call campground caretakers so they can evaluate the situation.
6. **On The Last Day Of Your Event**
  1. You will receive an email that has a **Numbers Reporting Form** that will asks you to report your numbers and the facilities/equipment used. Please complete this form within 7 days of your event ending. Once you have completed that form, the campground administrator will use that information to generate your invoice. (If there was any parts of the facilities that you had originally requested to use prior to your event, but ended up not using it, please mention on the numbers reporting form to expedite the process of generating your invoice.
7. **Invoices & Payments** - Once you receive your invoice, let us know if there are any discrepancies that doesn't match what you had placed on your numbers reporting form. If there are any issues, we will evaluate and adjust the invoice accordingly. We ask that all outstanding invoices be paid by check to **Twin Lakes Campground** within 30 days of receiving your invoice.



**Mailing Address**  
Twin Lakes Campground  
P.O. Box 346  
Woodworth, Louisiana 71485



# TWIN LAKES CAMPGROUND

## EVENT GUIDELINES & INFORMATION

It is our pleasure to serve you and make your stay pleasant and memorable. For the comfort and safety of all guests, we ask that you please abide by the following guidelines.

- **Booking/Check-in/Check-out:** Renters/Groups should appoint one contact person who will work with the Campground Director/Administrator to book the event and insure the carrying out of camp policies.

Unless otherwise agreed upon at the time of booking, check-in for setting up for your event is allowed no sooner than 2PM on your scheduled arrival date and check out time is no later than 12PM on your scheduled departure date. We ask that any lodging be cleared by 10AM on your departure date to allow time to prepare for the next group.

- **Parking/Restricted Areas:** Vehicles should be parked in designated areas only. Attendees should not use any buildings or areas of the campground that have not been rented for their event.

- **Property Destruction/Lost & Found:** The destruction of property is not tolerated. Renters will be charged for damages that occurred during their stay. A walk thru will be done with someone from the rental group before and after the event. Renters are responsible for any "lost & found" items left once their event is completed. Twin Lakes Campground will not mail any lost and found items.

- **Equipment/Tools:** The use of equipment or tools that are the property of Twin Lakes Campground or other Louisiana Network departments is not allowed without permission from the campground staff.

- **Alcohol/Drugs/Smoking:** The use of alcoholic beverages and illegal drugs are strictly prohibited. Smoking tobacco products is not allowed on the campground, except in designated smoking areas.

- **Fireworks, firearms, and bonfires:** The use or possession of fireworks and firearms are prohibited unless communicated previously with the director or administrator. Fires should only be in designated areas that have been approved by the campground staff.

- **Weapons:** No weapons are allowed on the property of Twin Lakes campground unless approved by the campground staff and if the event that is scheduled has an activity for that purpose.
- **Pets/Service Animals:** Pets are not allowed at Twin Lakes Campground. A \$150 cleaning charge per day will apply to all violators. Exceptions (If one of these criteria is met, other guidelines will be provided by the campground staff):
  - If the pet is an official registered service animal (with written proof provided)
  - If the campground is currently participating in hurricane relief efforts or if pets are staying in a RV or travel trailer.
- **Transportation(Golf Carts, ATV's, etc):** Any mode of transportation (whether electric or gas powered) can only be driven by individuals who have a valid driver's license. The individual(s) must adhere to the 10 mph speed limit and are not allowed in restricted areas unless given permission by campground staff. The renter of the campground is held liable for any damages to Twin Lakes Campground and its facilities.
- **Furniture:** Do not alter the placement of the bunks or remove handrails or mattresses in any of the sleeping areas. Any chairs or tables that were moved during the event should be returned to their proper place unless campground staff states otherwise.
- **Air Conditioning:** All A/C units that have lockboxes on the thermostat should not be tampered with. At no time should any of the A/C units be turned lower than 68 degrees.
- **Kitchen:** If your group is providing your own meals, any dishes, trays or other kitchen equipment will need to be cleaned and placed back in their proper place before leaving. Food supplies, sternos, foil, coffee supplies etc. are not provided. Once your event is completed, all food and supplies need to be taken with you when you depart. Additionally, external fryers and grills are not permitted inside any building.
- **Sound/Media:** Any sound/media equipment provided by Twin Lakes Campground that is used, moved or disconnected should be returned to its original state before leaving the campground. Any equipment used from the media storage room will be checked in and out with campground staff and will be inspected for damage. If any damage has been found, the renter will be held liable for the damages.

- **First Aid:** First aid personnel is not provided by Twin Lakes Campground. Renters are responsible for purchasing their own over the counter medications and first aid equipment.
- **Insurance Policy:** All guests are expected to use their own personal medical insurance while at Twin Lakes Campground. Twin Lakes Insurance is secondary. Serious injuries need to be reported immediately to the campground staff.
- **Pool & Lake:** No one of any age is allowed beyond the gate of the pool or lake alone. Unless otherwise agreed upon at the time of booking, groups are responsible for securing their own lifeguards and their American Red Cross lifeguard certification paperwork must be on file in the office before the group arrives. You must provide 1 lifeguard per 50 people using each area.
- **Payment/Fees:** Full payment of fees should be paid before departure from the campground unless otherwise agreed upon with the campground administrator. The fees determined on the rental invoice reflect the assumption that the facilities will not be damaged and will be left clean according to the clean-up list which will be left with the group's contact person.
- **Cleaning:** The campground staff will handle any general cleaning of the dorms, tabernacles, cafeteria, and grounds once your group leaves; however, we ask that any trash in those areas as well as in the fields be picked up. Any chairs or tables that were moved during your event should be returned to their proper place unless campground staff says otherwise.
- **Multiple Groups/Renters:** Twin Lakes Campground reserves the right to have multiple groups renting the campground at the same time.
- **Maintenance Issues:** Please report any maintenance to the campground staff in a prompt manner.
- **Policy/Guideline Violations:** Any individual/group is also subject to being dismissed from the campground if these policies are not followed and campground administration deems it appropriate.





# TWIN LAKES CAMPGROUND

WOODWORTH, LOUISIANA

## Meal Policy

### Meal Pricing:

Meals are provided at the rate that is listed on your event pricing sheet. Meals will be charged based on the total number of registered participants, including any staff, sponsors, and worship team members.

### What's Included:

- All Meals (Including Drinks)
- Paper Products Used During Meals
- Kitchen Staff & Housing For Kitchen Staff

### Meal Service Details & Adjustments:

- Meal options are pre-selected by the campground and provided to the event coordinator to choose from. Each meal is a fixed package and cannot be customized or combined with others.
- There will be no separate or special meals prepared for sponsors/leaders outside of the serving line; however, most dinner meals will include a side salad option (subject to availability).
- All campers and sponsors may go through the meal line together, as we are no longer part of the summer feeding program.

### Meal Times:

Meals will be served at designated times. A separate time can be arranged for staff, leaders, or worship team members who are on duty during a specific meal time.

If they do not have duties during that specific meal, they are asked to eat during the original camp meal time. Please note that hot meals cannot be guaranteed for late arrivals. If the event schedule is delayed, please coordinate with kitchen staff.

## **Twin Lakes Meal Policy**

### **Dietary Restrictions:**

While we strive to provide balanced and enjoyable meals, we are unable to accommodate gluten-free diets or specific non-allergen food requests at this time. Event coordinators must notify kitchen staff of any life-threatening food allergies at least two weeks prior to camp.

### **Waste Management:**

Portion sizes will be managed by the head kitchen staff. Please encourage campers to take only what they will eat to help minimize waste. Excessive food waste may result in adjusted portion sizes.

Kitchen staff may provide leftovers or other refreshments for sponsor/leader hangouts, at their discretion.

### **Cleanup:**

The event coordinator is responsible for providing individuals to assist with meal service and cleanup after each meal.

### **Additional Guests:**

Please notify kitchen staff in advance of any additional guests who will be dining. Note: meals cannot be guaranteed for large numbers of unregistered guests without prior notice due to food preparation limits.

### **Outside Food & Drinks:**

Outside food or beverages may not be stored in the kitchen. refrigerated items brought for medical reasons can be stored in the nurse's station.

### **Emergency Meal Changes:**

In the event of supply issues or inclement weather, the kitchen staff may adjust the menu. Any changes will be promptly communicated to the event coordinator.

### **Contact:**

For meal-related questions during your event, please contact the head kitchen staff directly.

