



# POLICIES & GENERAL INFORMATION

01.2021

## MANAGEMENT POLICIES

**PHILOSOPHY:** The Ridge Oklahoma is a subsidiary of Oakridge Ministries, a not-for-profit religious corporation. As such, The Ridge operates in accordance with Oakridge Ministries articles of incorporation, constitution and bylaws, general policies, and statement of faith. Oakridge Ministries adheres to the Christian faith, and as such, has principles, policies and guidelines that are consistent and in keeping with Biblically-based, Christian tradition. Some potential guests may not be comfortable with the Oakridge faith expression, and should choose another venue.

### CONTACT INFORMATION:

The Ridge LOCATION: 19077 St. Hwy. 9, Anadarko, OK 73005; 405-247-5433-main office;

The Ridge Administrative OFFICE: 20007 St. Hwy. 9, Anadarko, OK 73005;

LEADERSHIP: 405-933-0637 – Jaime Ball, Manager; 405-933-0506 – Brian Ball, Executive Director.

**LENGTH OF TERM OF THE LEASE:** The lease generally begins at 4:00 p.m. and ends at 11:00 a.m. of guest's reserved dates. Variations are often available, must be confirmed in advance.

**CHECK IN:** Guests may check in to The Ridge any time after 4 pm. Early check in may be available at \$50 per hour if other groups are involved. Late check in is permitted; however, communication with The Ridge host is required to ensure access to facility.

**CHECK OUT:** 11 a.m. Unless prior arrangements have been made, there is a \$50 per hour fee for late check out past 11:00 a.m. Checkout after 2:00 p.m. without prior approval will result in Guest being charged for an additional day's rent. Late check out fee is waived for those who are having a Ridge lunch or renting a Ridge meeting room that day.

**NUMBER OF OCCUPANTS:** Guests must comply with the number of guests in agreement. Additional guest charges should be confirmed and paid in advance. Manager maintains the right to inspect the number of people in Guest's party. Any party exceeding the number of occupants in agreement is subject to eviction without refund. Group events exceeding the number of lodged guests will have a day outing per person fee.

**RIGHT OF ENTRANCE:** Property manager has the right of entry to inspect property when necessary.

**PRICE ERRORS:** Property manager reserves the right to correct errors in pricing and amenities.

## MANAGEMENT POLICIES – Continued

**TOURS:** Occasionally prospective guests stop by and request a tour of The Ridge. If that occurs during your stay, the host will request permission to enter your room. If you are off site, the host may allow visitors to take a quick look at all bedrooms.

**ACTS OF GOD:** Owner and property manager will not be liable for events beyond their control which may interfere with your scheduled occupancy, including but not limited to Acts of God, acts of governmental agencies, fire, strikes, terrorism, war, inclement weather. NO REFUND will be offered in these circumstances unless approved as a legitimate claim by our insurance.

**SUBLETTING:** Subletting is not permitted.

**CONTINGENCIES:** Reservations are not contingent upon weather. In case of dangerous weather conditions, we can discuss moving your reservation to an alternate date.

**SHORTENED STAYS & NO-SHOWS:** No refunds for shortened stays or no-shows.

**REFERRALS:** We love it when you refer us to other people and organizations who may have interest in The Ridge. Thank you so much for your partnership in this way as we seek to grow and develop The Ridge.

## FINANCIAL POLICIES

### PAYMENTS, REFUNDS AND CANCELLATIONS

**PAYMENT IN FULL IN ADVANCE:** All lodging payments to The Ridge are due in full in advance in order to confirm a stay.

**EVENT RESERVATIONS:** Event Group Leaders are to pay in full before the event. Any room not paid for is not confirmed.

**FULL HOME RESERVATION:** Reservations for the full home are on the following payment plan: 50% payment due at time of reservation, 50% remainder due two months before the event. Full reservations for a wedding or any event involving children also incur a \$500 damage deposit which will be refunded, provided there is no evidence of property damage, missing items, excessive mess, smoking indoors, pets or late check-out fees.

**ADD-ONS:** Once checked in, guests may add on other options to their stay.

**REFUNDS:** The Ridge offers no refunds for any reason, so all guests should be comfortable in selecting The Ridge as-is in advance.

**DATE CHANGES:** If you are unable to attend the date of your reservation, contact us to discuss moving the reservation to an alternate date.

## GUEST POLICIES

**COFFEE:** Keurig coffee is in your room; coffee pot is also available in the main kitchen.

**ROOM AMENITIES:** A coffee pot, some beverages and snacks, and a refrigerator are provided in each bedroom, as well as DISH TV, USB charging ports, and body wash, shampoo and conditioner in each shower.

**HOUSEKEEPING:** There is no daily housekeeping service. While linens and bath towels are included in each room, daily maid service is not included in the reservation rate. Blankets, linens, towels, and pillows are for inside use only, and need to be cared for by guests.

**PARTYING:** Any party engaged in illegal, lewd, or disruptive activities as determined by the management is subject to eviction without a refund.

**CHILD OCCUPANCY / ACCESS:** The Ridge is designed for adult getaways and events, as well as weddings and other family events. No children except nursing infants under 1 year old are permitted to stay overnight unless the whole Ridge is rented by a wedding party, family or group. All guests should be extremely mindful of their children with the quality woodwork, walls, furniture, chandeliers, etc. This property is not child proofed. Please secure breakables and chemicals for children's safety. Fees for damages will apply.

**PRIVACY & LOCKING OF DOORS:** Each bedroom at The Ridge is keyed separately for your privacy. Feel free to lock your room when not in use, and when leaving the property. No guests are to enter any of the other guest bedrooms without permission. Do not leave money or valuables unattended. The owner or property manager will not be liable for any theft or valuables left behind.

**PETS ARE NOT ALLOWED.** Damage deposit may be retained due to evidence of a pet.

**DEPARTURE DETAILS:** Please place all wet towels in the tub, all trash in trash cans, and tidy as you feel is appropriate. Please leave your room unlocked, and leave your key on a dresser or visible in your room.

**COOKING:** Groups renting the whole house may use the kitchen to prepare your own meals. Otherwise, a microwave and mini fridge only is available for your use in both the main kitchen / wet bar and the theatre room.

**SMOKING:** Smoking is permitted outside only, with all doors closed if smoking on a patio or balcony. All butts and tobacco products are to be picked up and not left on the grounds. Damage deposit will be retained due to evidence of smoking inside the property.

**ALCOHOL:** Any alcohol use should be discreet and self-controlled, and in conformity with Oklahoma law. All guests should be mindful and respectful of other guests. Underage drinking is prohibited, even in the company of adults.

## FACILITY POLICIES

**CONFERENCES & BANQUETS:** There are times when the common area is occasionally used by non-lodged guests for conference and banquets. All lodged guests are notified in advance if an event is scheduled for a common area during your stay.

**COMMON AREAS:** The Ridge typically provides all guests access to certain common areas such as: the great room, outdoor main level patios, recreation areas, theatre room, kitchen, dining room, and the lounge. These areas are open on a first-come first-served basis, but we request that guests be mindful and respectful of all other guests, and share as needed. Also, The Ridge rents its meeting rooms to groups from 11 AM to 4 PM, so you will be notified if a group is coming in.

**THEATRE ROOM:** All movies viewed in the common theatre room and great room are to use discretion in keeping with the philosophical standards of The Ridge, since it is a group access room.

**GUEST BOOK:** Please sign the guest book located in the great room, and leave any encouraging comments you would like. We count it an honor to have you as our guest.

**RECREATION EQUIPMENT:** Feel free to request any of the following from your host: croquet, bocce, badminton, basketball, horseshoes, baggo (*corn hole*), inside table games, tumbler, yard darts, ladder toss, giant connect-4 and movies. Please return all equipment to the common area where it is stored after you are finished.

**HOUSE SOUND SYSTEM:** Any music played through the house system is to approved by The Ridge host, and kept at an appropriate volume. Each room has a separate control for the house system.

**WIFI:** The Ridge is working on enhancing its wifi and internet capabilities. Most smart phones can receive service. Hot spotting is available for those who need computer access.

**EQUIPMENT MALFUNCTION:** Equipment occasionally malfunctions. Manager will correct any problem as soon as possible. Authorized employees or repairmen may enter the premises to repair such equipment. Refunds will not be issued due to malfunctioning equipment.

**DAMAGES:** Guests assume responsibility for any loss or damage to this property. Any and all damages will be charged with notification to the credit card on file, usually within a day or two after guest departure.

**LOST KEY:** Since The Ridge uses custom stylistic keys, a \$10 lost key fee will be charged for any keys lost or taken.

**SECURITY:** The Ridge will be locked down at 11 pm unless other arrangements have been made with the host. Your room key works for your room only, but you will have access to the code that lets you in the great room door. The front gate is also closed at 11 pm for your security, unless arrangements have been made to arrive later at The Ridge. In the event of an emergency, dial 911. Contact your host with any other concerns.

**FIRE EXTINGUISHERS:** There are fire extinguishers located throughout the facility. Take note of their location upon your arrival. Guests should not store combustibles on the premises.

**WINTER / INCLEMENT WEATHER:** In the event of inclement weather, The Ridge will make every effort to honor all agreements. However, in the interest of guest safety, events may need to be rescheduled due to weather. The driveway to The Ridge is very steep and is a tremendous hazard if it is covered with snow or ice. Also, tornadoes and severe thunderstorms are common in this area. If rescheduling is deemed appropriate, the decision will be made as soon as possible before the event begins. Communication with The Ridge management is essential as everyone involved monitors the weather.