

## **\*\*Important Implementation of New Procedures to Victory Lake Camp & Conference Center Programs Preparation Policies\*\***

Dear Directors,

As part of our ongoing efforts to streamline operations and enhance the efficiency of our services, we are introducing several new procedures that will be effective immediately. These changes are intended to improve the planning and execution of all scheduled programs held at Victory Lake Camp & Conference Center. We appreciate your attention to the details outlined below and your cooperation in implementing these new policies:

### **\*\*1. Advance Information and Payment Requirement\*\***

Going forward, all departments must submit all necessary program information along with the full payment at least one month before the program start date. This adjusted timeline will ensure that we have sufficient time to prepare and tailor the program to meet your needs effectively.

### **\*\*2. Fixed Rooming Charges\*\***

We wish to reiterate that our rooming charges have been meticulously set at the lowest feasible rates to serve our groups best. Consequently, we regret to inform you that further price reductions are not feasible. However, should your group propose a reduced price, please be advised that the camp's standard pricing will still apply.

### **\*\*3. Room Keys Distribution Policy\*\***

Please be advised that room keys will be issued only after full payment is received. This policy ensures that all financial obligations are settled well before the program begins, allowing for a smooth and uninterrupted start to your experience.

### **\*\*4. Confirmation of Invoice Receipt\*\***

Upon payment, an invoice detailing all applicable charges and your program information will be sent to you. Please carefully review this invoice to confirm that all details are correct and fully reflect your requirements, including program information and room allocations. If you find any discrepancies, please contact us immediately so we can make the necessary adjustments.

### **\*\*5. Dining Options and Scheduling\*\***

Menus are now available for advanced selection, allowing you to choose preferred meals for your group. You will also have the option to select your mealtimes, which we hope will provide greater convenience and satisfaction for your group.

**\*\*6. Review of Provided Forms on CVL Website\*\***

For your convenience and to ensure clarity in what we offer, please review the following forms Provided on the CVL Website (April 24<sup>th</sup>, 2024)

campcivtorylakenec.com:

- Prices
- Available Rooms
- Menus
- Meal Times
- Camp Reservations Policy
- Invoice Example

These documents provide critical information and will aid in making informed decisions regarding your program arrangements.

Please sign the invoice and all relevant forms indicated and email them to the Victory Lake Conference & Camp Center ([rventers@northeastern.org](mailto:rventers@northeastern.org)) as soon as possible.

Your prompt attention to these new policies and procedures is crucial for a seamless transition and successful program execution. Should you have any questions or require further clarification, please do not hesitate to contact me directly.

Thank you for your understanding and cooperation.

Best regards,

**Robin Venters**



**Camp Victory Lake**

Camp Manager/ Director

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