

**Do I need to bring bed and bath linens?**  
**Linens are provided in** Thornburg, Kohnjoy, and Bacot (one bath towel per person), Bed linens and bath towels for some of our other housing facilities are available at a small additional charge. Guests should bring their own personal toiletries and additional towels if they like to use more than one towel.

**Is my housing facility heated?**  
Housing and meeting facilities opened seasonally (Pioneer Cabins, Lakeside Lodge, etc.) are not heated. All other housing and indoor meeting spaces are heated.

**What should I do about set up for my meeting room?**  
We will be happy to set up your meeting space. Set up and AV requests **must** be received by Guest Services at least **two** weeks before your arrival. We cannot guarantee all items or staff will be available for last minute requests.

**Is there a phone or TV in my room?**  
Lutheridge is a place apart. To maintain this atmosphere, we do not have TVs or phones in any of our rooms or cabins. We do have TVs and VCRs available in our meeting rooms for groups to use. There is a pay phone located near the dining hall, and a guest phone at the counter in the Efird Office for calls that are local or if using a calling card.

**Will my cell phone work?**  
This will depend on your cell phone company. Generally, guests do not have a problem getting a signal.

**Is there access to the Internet?**  
Lutheridge takes pride in being a place apart. However, we do understand the need to keep in touch with the office and others. We do have a computer set up with Internet access and limited wireless available in Efird Hall.

**It is our hope to make your retreat a meaningful and successful event. Please let us know of anything we can do to better serve you!**

**Your Lutheridge Staff**

**Lutheridge Guest Services  
Lutheridge+Lutherock  
Ministries, Inc.  
2049 Upper Laurel Drive  
Arden, NC 28704  
Phone: ( 828) 684-2361  
Fax: (828) 687-1600**



## **Lutheridge Welcome Packet**

Information And Answers  
To Frequently Asked  
Questions

**PLEASE SHARE THIS  
INFORMATION WITH  
YOUR GROUP**

### **Our Mission**

To provide programs,  
opportunities, and places  
**APART**  
where all people can  
experience a Christ-centered  
community, grow in  
relationship to God and God's  
creation, and be equipped for  
ministry.



**Lutheridge+Lutherock  
Ministries, Inc.**

*Times and Places Apart*

### **What is the check in and check out time?**

**Check In Time: 3PM**  
**Check Out Time: 11AM**

The check in and check out times are set to allow housekeeping adequate time to clean rooms. Early check in and late check out maybe available upon request when it does not conflict with other arriving or departing groups.

### **Where do I go when I arrive?**

Unless other arrangements have been made, come to the registration office in Efir Hall: From the front gate, follow the road up, bearing to the right at the fork in the road. Efir Hall is the first building on the left.

### **When I arrive, will there be someone in the office?**

The office is staffed from 9AM-5PM Monday - Thursday, 9AM-9PM on Friday, and 8AM-3PM on Saturday. Our Guest Services staff is available by cell phone 24 hours a day, 7 days a week to assist you with your needs while you are retreating with us. You can reach Guest Services at (828) 606-5684. This is a local call when dialed from the phone at Efir Hall.

### **Where do I pick up keys to my room?**

Guests staying on site will find keys to their rooms or cabins on the counter at Efir Hall. Group leaders may wish to take the keys to put with registration packets for the group. If this happens, there will be a note on the counter informing you where you can pick up your key.

### **What is an emergency contact number I can give while I am at Lutheridge?**

The Lutheridge number is (828) 684-2361. During business hours, the receptionist will connect you with guest services. Messages are delivered to your room. After hours, there is a prompt that will connect the caller to our Guest Services Emergency cell phone (828-606-5684).



### **Is there an alarm clock in the room?**

Many guests bring an alarm clock, as there is not one in the room.

### **Lost and Found**

Our housekeeping staff is very good about turning in items to our lost and found. We have many items left behind, but we only have the space to store them for one month. Unclaimed items are donated to Goodwill and cell phones are donated to women's shelters. If you realize you have left something behind, please contact Guest Services and we will be happy to mail the items to you via the USPS.

### **What activities are there to do at Lutheridge?**

Lutheridge sits on 160 acres of land outside of Asheville, NC. We have hiking trails that run throughout the property. You can stop by the Efir office to pick up a map that has the trails marked. There are two playgrounds along with a volleyball court and a basketball court. We have some basketballs, volleyballs, and footballs available for your use. Just stop by the Efir Office.

We would also love for you to experience the 41' Challenge Tower, the Group Interaction Course, the swimming pool, or the lake used for canoeing. There is an additional usage fee and our office will need at least three weeks notice to properly staff these activities. The pool is available from late May to Labor Day weekend.

### **What time are meals?**

If your group has signed up for meals, the dining hall opens the buffet at 8:30AM for breakfast, 12:30PM for lunch, and 6PM for dinner. Guests are asked to be on time for meals as this will ensure the food stays tasty and hot!

### **We have a few special dietary needs in our group. Should they bring their own food?**

Our dining hall can accommodate for most special diets (diabetics, vegetarians, and vegans). Just make guest services aware of the dietary requests at least two weeks prior to your arrival.

### **May I bring my pet to Lutheridge?**

Out of respect for others staying on site and because of guidelines from the health department and American Camping Association, pets are not allowed in any Lutheridge facility. We will be happy to provide you with a list of local kennels used by our staff.

### **What is the alcohol policy at Lutheridge?**

Lutheridge does not provide or serve alcohol. You are permitted to bring your own. We ask that you drink in moderation and keep yourselves isolated from other groups on the property during and after consuming alcoholic beverages. Alcohol may not be consumed in the presence of youth under the age of 21 (the legal drinking age in North Carolina).

### **What nearby activities are convenient to Lutheridge?**

Our guest services staff has prepared a list of area attractions and local restaurants that is available upon request. Another source to check would be [www.exploreasheville.com](http://www.exploreasheville.com). Discounted tickets for Biltmore Estate can be purchased at the gift store or the Efir Office.