

Individual Reservation FAQ



Lodging

Can we come by public transportation?

The closest bus transportation is the Martz Trailways terminal in Mt. Pocono. The closest airport is the Wilkes-Barre/Scranton International Airport. You will need to arrange your own taxi service to Spruce Lake from either of those locations.

What is the check in time?

Check in is at 5 p.m. on Sunday - 4 p.m. on all other days.

What is the checkout time?

Checkout time is 12 noon on weekends and 10 a.m. on other days. Please drop off keys at the office. All personal items should be removed and use of the room discontinued by that time.

What should I do in my room before checking out?

Just make sure you take all your personal belongings with you and put all the trash in the trash cans. Leave the linens on the beds and place used towels on the bathroom floor.

What clean-up is required in kitchenettes and lodges?

Please wash all dishes, utensils, pots and pans that you used and return them to their proper location. Appliances, counters and tables should be wiped clean. It is helpful if you take the garbage from the lodges and place it in the garbage cans in the trash corral or on the deck. If you moved something from within a building, or from one building to another, please return it to its original location.

How much is the cost per person?

Please contact our reservations office for information on rates for program events or individual stays.

Do you provide linens and towels?

Linens and towels are provided in the accommodations at the Retreat Center Area and Mountainside Lodge Area. However, you will need to make the beds on the upper bunks. Please bring your own towels for use at the swimming pool.

How often are the towels changed?

Guests staying more than 3 nights will receive towel changes that take place on Mondays, Wednesdays and Saturdays. We try to provide the adequate number of towels for stays of 3 nights or less. If you need additional towels, please request them at the front desk.

Lounges & Meeting Rooms

Can we use a lounge or meeting room?

The lobby in Spruce Lodge is available for all guests. Newspapers, magazines, games and complimentary coffee and tea are available. You are also welcome to use the lobby in Founders Lodge where you will find a number of games. Other lounges and meeting rooms are scheduled by groups and should not be used unless it has been scheduled for you. Often vacant meeting rooms have already been cleaned and prepared for an arriving group.

Food

What are the meals like?

We serve buffet-style. There are two main entrees along with side dishes, salad, beverages and dessert. A sample menu can be provided upon request.

What are the meal times?

The buffet line generally opens at 8 a.m. for Breakfast; 12 noon for lunch & Sunday noon dinner; and at 5 p.m. for dinner. (Friday dinner is served at 6 p.m.) From time to time, we will stagger meal times to reduce the wait time when we are serving a lot of guests. In general, the buffet line will be open for a minimum of 30 minutes after the time we ask you to come.

What if I (or a participant) have allergies or other dietary needs?

If you report allergies or other dietary needs in advance, we will do our best to accommodate those needs. However, if you have extensive needs, we suggest that you reserve a kitchenette so you can prepare your own food.

For persons giving us advance notice, identify yourself to the food service staff when you come through the buffet line. They will indicate the items on the buffet line that are suitable for you to eat, and will provide a substitute entrée when necessary.

Can we do our own cooking?

The kitchenettes are the only accommodations equipped for an individual or family to prepare their own meals. Please do not try to prepare any meals in rooms without kitchens.

Are snacks available?

There are vending machines in the lower level of Spruce Lodge and Founders Lodge. The Wagon Wheel Snack Shop has regular hours during the spring, summer and fall. During the winter, the snack shop is open as requested by guest groups.

Phones, TV, Wi-Fi & Miscellaneous

Are there televisions and phones?

To promote a beneficial retreat experience, we encourage guests to take a break from the technology that crowds our lives and to focus on building relationships with Christ and others. For that reason, we do not have televisions available.

Emergency phones are located at the lobby desk and in each lodging facility. They can be used to contact the office or to reach a staff person for emergencies when the office is closed.

Is there cell phone reception?

Most people with Verizon Wireless get good reception. Other carriers have mixed results.

Can I bring electronic devices (radio, mp3, electronic toys, etc.)?

To promote a beneficial retreat experience, we ask that you do not use electronics outdoors or in any of the public areas. If you do use them, the volume must be confined to your room or camper.

Do you have Wi-Fi?

Free Wi-Fi is available throughout the Retreat Center Area, as well as the lodging accommodations in the Mountainside Lodge and Wilderness Camp areas.

Do you allow pets?

Sorry, pets are not permitted. Service animals are welcome.

Do you have restrictions on what I can wear?

Spruce Lake serves guests of all ages from a variety of cultural and denominational backgrounds. Out of respect for one another, we ask that guests wear clothing that is modest and not distracting to our Christian retreat environment. Casual clothes are appropriate. Females: two-piece swim suits are not permitted unless the fabric of the tankini fully overlays. Coverups should be worn over swim suits except at the swimming pool. Males: shirts are to be worn at all public and recreation areas, except at the swimming pool.

What is your policy on alcohol and tobacco?

Alcohol is not permitted. Smoking is only permitted at the designated smoking area on the north side of the Lakeview Program Center.

Can I bring fireworks or firearms?

The use of fireworks or firearms of any kind – including pellet guns, paintball guns, slingshots and BB guns – are not permitted anywhere on the grounds.

What if there is an injury?

A first aid kit is available at the front desk for minor cuts and scrapes. Please report serious injuries to the front desk staff and complete an accident report. Directions to Pocono Medical Center are available on the front desk when the office is closed.

Why are you taking pictures?

Our staff may take photos and/or video footage for promotional purposes, including web and print publication. Names will only be used with permission.

Are there quiet hours?

Quiet hours are to be observed between 11 p.m. and 7 a.m. Recreation areas are closed during this time. Pianos or PA systems should not be used. In general, show respect by not disturbing guests who are trying to sleep.

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