

# MEETING PLANNERS GUIDE

(Revised 11/01/09)

**SPECIAL NOTE:** It is essential to confirm in advance if anyone in your group is disabled, in a wheelchair, or uses a walker. We have limited handicap parking areas, bathrooms, and bedrooms. Since the Ranch was constructed in the 1930's, and is located on a hillside, we have limited access, especially overnight accommodations.

## UPON RECEIPT OF CONTRACT

- Sign and return the original **Reservation & Payment Contract** as soon as possible, even before your deposit is due. Complete and return the **Statement of Responsibility** at this time as well.
- Request that your insurance company fax or mail us a **Certificate of Insurance** listing Westerbeke Ranch as the "Additional Insured."
- **Send deposit in by the deposit due date.** If we do not receive your deposit by the deposit due date, we will cancel your reservations and open up the date to other interested groups.
- Make and give copies of the Travel Directions, Policies for Ranch Use & Grounds Map and the Release & Waiver of Liability forms to your participants. Each person is required to read, sign and return the waivers to you, who will in turn, collect them and give them to us upon your arrival.

## TEN DAYS BEFORE ARRIVAL – VERY IMPORTANT!

- Fax, mail, or email us your completed Meeting Planners Checklist.
- Vegetarian, vegan, special diets and food allergies need to be reported to the Ranch. Remember, we serve our meals "buffet style" unlike a restaurant where menus are "made to order." Please convey this to your group and try to keep individual meal requests to a minimum. Any additional foods such as; continental breakfasts, snacks, appetizers, special desserts and special beverages need to be prearranged with the office. **No outside food or beverage is allowed without prior approval.**
- Please fax us your agenda as well as your break times. This information will allow our massage coordinator time to arrange the massage schedule.

## DAY OF ARRIVAL

- **Arrive at least one hour before your participants and check in with the Office.**
- Check your cabins and meeting room for final changes. Check your Room Assignment Sheet, on the table in front of the Adobe, and make any changes that might have occurred since you faxed it to us. Rooms are available at 4:00 P.M.
- Set a Ranch Orientation time with the office. This is usually done at the initial meeting or meal (whichever is first) and includes a brief introduction to the Ranch and review of our guidelines .

## DURING YOUR STAY

- Meet with office staff to discuss any changes in plans or group needs. The sooner we know of issues, the sooner we can attend to them.
- Confirm your arrangements with outside vendors for airport transportation.

## FINAL DAY

- **Reconfirm room check-out time, which is 10:00 A.M., with your participants at breakfast.** Even though most groups stay beyond 10:00 A.M., we need the rooms vacated by this time to allow housekeeping time to clean the rooms. Your participants can leave their bags on the porch of their cabins.
- **Remind your group to pay in the office for beverage tabs, massages and store items purchased during their stay.** Allow time in your agenda for check-out. Remember that we have to individually check-out each of your participants for their personal tabs.
- Meet with office staff regarding your final invoice and payment. This procedure usually takes 30 minutes. Final payment can be made with cash, check or credit card. This is also a good time to schedule subsequent reservations as we are usually booked well in advance.
- Pack up your supplies, remove all papers from the walls, doors and windows and close up the meeting room after all personal items are removed. **Please turn off the heater, or air conditioner, as well as the lights in the meeting room.**
- Check with the office staff regarding lost and found items before you leave.

*Thank you!*