

# CROSS ROADS

## CAMP AND RETREAT CENTER

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[www.CrossRoadsRetreat.com](http://www.CrossRoadsRetreat.com)

*Cross Roads Camp and Retreat Center is a welcoming and inclusive community providing life changing and sacred adventures for renewal, growth, and joy.*

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### **Coronavirus (COVID-19) Info**

Cross Roads is closely monitoring the international outbreak of a respiratory illness caused by the coronavirus COVID-19. The Centers for Disease Control and Prevention (CDC) and the New Jersey Department of Health consider this a very serious public health threat. Because of this, the Cross Roads team is working closely with the American Camping Association and Hunterdon County Health Department to implement precautionary measures, training, and communication throughout our campus and facility. Such measures include enhancing onsite communications and signage in restrooms regarding preventative actions (outlined below), increasing the frequency of cleaning and disinfecting of commonly touched objects, and providing ongoing training for Cross Roads staff regarding best practices for providing a safe and healthy environment.

#### **Frequently Asked Questions**

##### **Where can I learn more about COVID-19?**

- See the CDC website and (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) World Health Organization for (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>) information about symptoms, transmission, and recent cases.
- For New Jersey-specific updates, see the NJDH website. (<https://www.nj.gov/health/cd/topics/ncov.shtml>)
- For an informative guide for communication with travelers, see U.S. Travel. (<https://www.ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19>)

##### **What preventative and protective measures are in place at Cross Roads?**

We are in direct dialogue with public health experts to ensure we follow best practices in cleaning, food service, public safety and other relevant areas of operations. Staff receive ongoing training and updates about public health concerns. Cross Roads has increased its precautionary measures, including increasing the frequency of cleaning and disinfecting commonly touched objects such as door handles and light switches. Cross Roads has also posted signage to remind attendees of effective handwashing.

##### **What are our individual responsibilities to prevent transmission of COVID-19?**

Practice everyday precautions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

**What other groups will be at Cross Roads before or during my stay? Are any Cross Roads guests coming from affected areas?**

With respect to the privacy of all guests, Cross Roads does not share information about individuals. With the situation evolving rapidly, we encourage traveling guests to follow any guidance offered by the CDC and local and state public health authorities. It is important to remember that while this virus was first identified in China, it is not linked to any ethnic or racial group.

**How do I recognize COVID-19?**

People with confirmed COVID-19 have had mild to severe respiratory illness with symptoms of:

- Fever
- Cough
- Shortness of breath

The incubation period, or the time between when people are infected and start showing symptoms, appears to be 2-14 days. Because COVID-19 symptoms are like other illnesses like influenza, having these symptoms does not mean you have COVID-19.

**What should I do if I have flu-like symptoms and have recently traveled to a highly affected area, or have had contact with one who has traveled to a highly affected area?**

You should first contact your local Emergency Department, Primary Care Doctor, or local health department to discuss your contact history, condition and next steps. The severity of the symptoms determines the appropriate mode of transportation.

If at Cross Roads, the recommended Hospital is Hunterdon Medical Center, 2100 Wescott Dr, Flemington, NJ 08822, 908-788-6100.

If the hospital determines that you have the virus, the Hunterdon County Department of Health will begin an investigative process in collaboration with Cross Roads. Together we will determine appropriate next steps

**If COVID-19 becomes a problem at Cross Roads or in Hunterdon, Warren, or Morris Counties, how will staff, event organizers, and attendees be alerted?**

Relevant updates will be posted to our website and social media pages:

- [www.crossroadsretreat.com](http://www.crossroadsretreat.com)
- [www.facebook.com/CrossRoadsRetreat/](https://www.facebook.com/CrossRoadsRetreat/)

Cross Roads will communicate with event organizers, partners, and other key contacts to relay updates.

**What is Cross Roads' cancellation policy?**

Cross Roads' standard cancellation and contract minimum policies are as follows:

*1. ...Deposits within three months of the retreat are not refundable and only transferable if Cross Roads or an Act of God cancels a retreat, or State Patrol Travel Advisories deem it unsafe to travel between a group's location and Cross Roads. If you decrease your number of participants within three months of your contracted retreat, you forfeit the deposits for those participants who do not attend. If you decrease your number of participants within two weeks of your contracted retreat you will still minimally owe the total contracted amount, even though your actual number of attendees is lower.*

*2. Confirmation: Please contact us with exact numbers two weeks prior to your arrival. This will be your guaranteed number for which your minimum payment will be determined. Please provide any special dietary needs of participants as well. The final balance of the Retreat Fee will be calculated based on the number of participants given at this time. This will*

*be the minimum Retreat Fee even if the participant numbers decline. The Retreat Fee balance will be billed at this point and is payable upon arrival at Cross Roads. If the actual number of participants increases, the actual participant number will be used to calculate a revised Retreat Fee and the difference will be billed to the group.*

Cross Roads' fees and cancellation policy support and sustain the year-round ministries of Cross Roads.

In light of COVID-19 and how this may impact Cross Roads guests, we are extending the following temporary adjustments to our cancellation policy and group minimum provisions:

- Mid-Week Reservations: Groups booked mid-week may transfer the non-refundable deposit to a similar size mid-week reservation within the next 12 months.
- Weekend Reservations: The standard cancellation policy applies, unless the group is able to transfer their reservation in the next 12 months. In the event of a transfer, the non-refundable deposit must apply to a similar size reservation.
- Contract Minimums: Groups will be responsible for 90% of the value of their guaranteed contract. (This provision applies for groups whose attendance numbers are lower than they originally planned.)
- Closure: In the event a closure of Cross Roads is required by state or local health authorities, the cancellation provisions of the standard policy shall not apply and the group may transfer the non-refundable deposit to a similar size reservation within the next twelve months.
- Availability: All reservation transfers are subject to availability. If a reservation transfer is not possible because of lack of availability, the standard cancellation policy will apply.