

THE MASTER'S COLLEGE
GUEST INFORMATION

TABLE OF CONTENTS

WELCOME	3	POOL.....	6
INTRODUCTION	3	BROSS GYMNASIUM.....	6
THE MASTER'S COLLEGE MISSION.....	3	ATHLETIC FIELDS.....	7
BELIEFS AND CONDUCT.....	3	MAKING YOUR RESERVATION	7
EVENT PLANNING	3	PROPOSAL REQUEST FORM.....	7
GUEST GROUP LEADER.....	3	RESERVATION WORKSHEET.....	7
CONFERENCE SERVICES STAFF.....	3	EVENT POLICIES & RENTAL AGREEMENT.....	7
GROUP SUPERVISORS/COUNSELORS.....	4	DEPOSITS & PAYMENTS.....	7
AVAILABLE DATES/TIMES.....	4	EVENT INSURANCE.....	7
NUMBERS.....	4	CONTRACT ADDITIONS.....	7
MEDICAL STAFF.....	4	DEADLINES	8
ROOMS AND FACILITIES.....	4	PAYMENT DEADLINES.....	8
ROOM SET UP.....	4	RESERVATION DEADLINES.....	8
FACILITIES & FURNISHINGS	5	WHEN YOU ARRIVE	8
RESIDENCE HALLS.....	5	ARRIVAL TIME.....	8
ROOM FURNISHINGS.....	5	CHECK-IN.....	8
ROOM KEYS.....	5	FINAL PAYMENT.....	8
LINENS.....	5	VEHICLES/PARKING.....	8
RESTROOMS.....	5	WAKE UP CALLS.....	8
LAUNDRY FACILITIES.....	5	COPIES & FAXES.....	8
HOUSEKEEPING SERVICES.....	5	MAIL.....	9
RESIDENT DIRECTOR APARTMENTS.....	5	ADDRESSING MAIL FOR PARTICIPANTS.....	9
REFRIGERATOR/KITCHEN FACILITIES.....	5	SECURITY	9
MEALS.....	5	EMERGENCIES.....	9
FOOD ALLERGIES.....	6	QUIET HOURS.....	9
CATERING OPTIONS.....	6	DEPARTURE	9
PRICING	6	CHECK-OUT.....	9
LODGING.....	6	LOST AND FOUND.....	9
MEALS.....	6	LAST NOTES	10
MEETING SPACES.....	6	FAQ	11

WELCOME!

We are so excited that you are considering The Master's College for your next event! Our campus is located on over 95 tree-filled acres in the beautiful Placerita Canyon. The Master's College has called this property home for over 50 years. We made the move to this location in 1961, when "Happy Jack's Dude Ranch" became the new property for a growing vision of Christian higher education. Our campus has some of the most historic buildings and trees in Santa Clarita, making it the perfect place for your next event, whether it's a conference, summer camp, or retreat!

Introduction

The Master's College Mission

The mission of The Master's College is to empower students for a life of enduring commitment to Christ, Biblical fidelity, moral integrity, intellectual growth, and lasting contribution to the Kingdom of God. It is the desire of the College that all facilities be used to further this mission, both in the College community, and beyond into the local community.

Beliefs and Conduct

TMC is an agency of, and was established to serve the needs of the Christian community. As such, we ask that each group agrees to respect the beliefs and standards of the college, and to do nothing by word or deed that would detract or be contrary to them. The Code of Conduct is included in Appendix A of the Event Policies & Rental Agreement. TMC reserves the right to restrict or terminate the privileges of any group or individual that acts in an unlawful or detracting manner.

Event Planning

Guest Group Leader

Each group must have a single person designated as the Group Leader that will serve as the primary contact in the planning and duration of the event on campus. The Guest Group Leader is responsible to inform and oversee that all event attendees adhere to the policies of The Master's College as described in this Handbook and the Event Policies & Rental Agreement in addition to all local, state, and federal laws. Failure to comply with these regulations may result in removal of the offending persons, and termination of any Rental Agreements.

Conference Services Staff

Our staff will be assisting you with your event reservations throughout the planning process as well as provide logistical support upon your group's arrival. To best assist you in the planning

process we have provided you with key dates and deadlines outlined throughout this document. Please be sure to take note of these and contact us if you have any questions.

Group Supervisors/Counselors

The Master's College requires that all groups maintain an adult/student ratio of 1:10. This is required for all activities on campus including overnight housing accommodations and recreational activities.

Available Dates/Times

Campus-wide facilities are available for use from June 1st through August 15th. Certain facilities (excluding dorms) may be available during the active school year, but these are limited, and we will require sufficient notice to be able to reserve them.

Numbers

The Master's College requires a group minimum of 40 attendees for housing and catering services. The estimated number of attendees must be submitted no later than two (2) weeks prior to the start of your event and final guaranteed numbers must be confirmed (7) days prior to the start of your event. If your total number of attendees increases after you have submitted your guaranteed numbers, you will be charged a \$150 (total) change fee in addition to the cost of each individual. If your numbers are lower than you guaranteed we will charge according to the guaranteed number provided.

Medical Staff

At The Master's College, all of our security staff is trained in CPR and First Aid and a nurse is on campus to assist with mild medical

complaints. However, as these individuals may not be readily available in the event of a medical emergency it is highly recommended that each group secure the services of a doctor or registered nurse for the duration of your stay. All groups must oversee the medical needs of their attendees including, but not limited to, the distribution of prescription medications, oversight of food allergies, and the provision of a first aid kit.

Rooms & Facilities

The Master's College has a variety of rooms and facilities available for events including meeting rooms, banquet rooms, classrooms, gymnasium, athletic fields, residence halls, auditorium, swimming pool, and tennis courts. Most meeting spaces can be reserved in full or half day rentals while our athletic facilities typically are reserved at an hourly rate. Room rental rates include limited furnishings provided in the rooms such as tables and chairs, but does not include access or use of Audio/Visual or media equipment. Should your event require additional furnishings, the Group Leader may arrange for a local rental company to provide additional items. Please ask Conference Services for a copy of our preferred vendors.

Room Set Up

Conference Services will arrange to have your rooms set up at no additional fee. Final set up needs should be confirmed two weeks (14 days) prior to the function. A signed BEO with the guaranteed number and final requests for services is required one week (7 days) prior. In the event that the signed BEO is not received within seven days, the events office will assume the set up as noted on the BEO. Requests for changes made after this deadline must be submitted in writing and will incur

additional fees of \$150 per change. No requests can be guaranteed within seven (7) days of the scheduled event.

Facilities & Furnishings

A full list of available facilities, rates, and photographs of rooms can be found at www.masters.edu/conferenceservices. Air conditioning is available in all buildings.

Residence Halls

- **Room Furnishings:** Each dorm room on campus comes standard with two desks, two chairs, two twin (extra-long) mattresses, two dressers, and two closets. Please note that all furniture in our Residence Halls is built into each room and is not removable. Air conditioning is provided in all rooms.
- **Room Keys:** The Master's College operates on a master key system and group leaders will be provided with a limited number of master keys to lock and unlock all residence room doors. All keys must be returned at the conclusion of your stay. Lost or missing keys will be charged at a rate of \$150/key.
- **Linens:** Linens, pillows, bedding, and towels are not provided and guests are required to bring sleeping bags, pillows, sheets, and bath/swim towels for their stay.
- **Restrooms:** Each Residence Hall has two communal restrooms per floor. These contain both restrooms and showers with approximately 5-7 stalls per side. All guests must provide their own towels and toiletries.
- **Laundry Facilities:** Each Residence Hall is equipped with coin operated laundry facilities. Guests are welcome to utilize these during their stay.

- **Housekeeping Services:** The Master's College provides daily housekeeping services for all Residence Halls including cleaning of dorm rooms, restrooms, and common areas. Should additional housekeeping services be required, please contact the Conference Services department.
- **Resident Director Apartments:** Each Residence Hall has a Resident Director who is a permanent resident. Their apartments, located inside the Residence Halls, are private homes and are unavailable to be used or accessed. Guests are not to disturb them. Any question or need for assistance must be directed to Conference Services. Groups who disturb Resident Directors are subject to penalty or expulsion.
- **Refrigerator/Kitchen Facilities:** The Master's College does not provide refrigerators in the Residence Halls or have kitchen facilities available. However, groups are welcome to bring their own coolers or refrigerators. Occasionally we do have refrigerators left in sight inside our Residence Halls, please note that these are the private property of the permanent residents and students at The Master's College and are not for use.

Meals

Meals are available for groups in our campus cafeteria – The Mustang Grill. Groups will guarantee their numbers in advance and all group attendees will be counted upon entrance. The cafeteria serves a wide variety of entrée options and includes a fresh produce bar, homemade soups, multiple entrée options, pizza station, sandwich station, and dessert bar. We are happy to provide you with a sample menu during your stay. However, please note that due to our desire to meet the nutritional needs of large quantities of visitors using the cafeteria daily, we are not able to accommodate custom menus in the cafeteria.

Groups eating their meals in the cafeteria will need to provide their group name upon entry and will be charged based on the guaranteed number of attendees provided.

Food Allergies

Our cafeteria has a wide selection of entrees available at every meal including options without gluten, dairy, eggs, shellfish, nuts, and sugar. We also offer vegetarian and vegan options at every meal. However, please note that our kitchen is not a secured environment and there is always a chance of cross-contamination of ingredients. If you have severe allergies we recommend that you make provisions to bring your own food during your stay on campus.

Catering Options

Should your group require a pre-set menu for your stay on campus, we do have a variety of catering options available. Please contact Conference Services for a complete menu of catering options and pricing. Due to state health code standards, all food and beverage items must remain in the meeting/banquet area unless prior approval to remove items has been granted by Event Services.

PRICING

Lodging

Group lodging is available for \$20 per person per night with double occupancy or \$40 per person per night for single occupancy. We require a 40 person, 2-night stay or \$1500 minimum for all overnight accommodations.

Meals

Meals can be purchased for a discounted daily rate of \$27 per person. Child meals are available for those under the age of 9, and can be purchased for \$13.50. Individual meals are also available for purchase at the following rates per person:

Breakfast - \$10

Lunch - \$11

Dinner - \$12

Meeting Spaces

Meeting Spaces are priced according to size:

Small Meeting Space - \$200/day

Medium Meeting Space - \$220/day

Large Meeting Space - \$250/day

EHC100 - \$100/hour (*minimum 4 hrs*)

Music Recital Hall - \$150/hour (*minimum 2 hrs*)

Pool

The Master's College pool is available for rent but requires advance notice and includes a TMC provided lifeguard. Please note that pool use is only available if the TMC lifeguard is present. Individuals possessing a lifeguard certification, but not hired by The Master's College are not a permitted substitute.

Pool Rental - \$70/hour (*minimum 2 hrs*)

Bross Gymnasium

The Master's College gymnasium is available for individual and group rental. Gym rental includes a mandatory gym monitor.

Bross Gymnasium Rental Rate: \$100/hour, or \$500/day

Athletic Fields

The Master's College has three (3) outdoor athletic fields available for use. The pricing is as follows:

Pete Reese Field - \$100/hour, or \$500/day

Soccer Field - \$100/hour, or \$500/day

Intramural Field - \$40/hour, \$250/day

Making your Reservation

To reserve facilities at TMC, all of the following documents must be received by the Event Services Office:

- Proposal Request Form
- A signed copy of the Event Policies & Rental Agreement
- Proof of event insurance
- Deposit(s)
- Any additional items deemed necessary by TMC Event Services.

Proposal Request Form

For initial information regarding room availability, pricing, and size requirements, please submit a Proposal Request Form located on our Conference Services website www.masters.edu/conferenceservices. Once this is received we will respond to you shortly with customized information for your upcoming event.

Reservation Worksheet

If space is available for your event, we will send you a copy of your reservation worksheet outlining the costs for your event.

Event Policies & Rental Agreement

You will also receive a copy of the Event Policies & Rental Agreement. This document will provide you with an outline of our contractual requirements, deposit amount and date, and important information regarding your stay on campus. Please be sure to read the Rental Agreement in its entirety. A signed copy is required to reserve any space on campus.

Deposits & Payments

A deposit of 25% of the total amount of expected charges is required to confirm reservations for all event areas. Deposits are refundable up to 90 days prior to the scheduled event. No refunds will be given for cancellations made within 90 days of the event.

A pre-payment of 50% of the total amount of expected *catering* charges is due 30 days prior to the scheduled event. All deposits will be applied to the final balance of the master account.

Full payment is due within 30 days upon receipt of the invoice.

Event Insurance

Every group requesting the use of our facilities must obtain event insurance. This can typically be procured through any homeowner's insurance agency. Please see the Event Policies & Rental Agreement for additional rental insurance requirements.

Contract Additions

Should your event require items, support, or staff that are not available through our Event & Conference Services Department,

additional fees may apply. All such items/services must be confirmed no later than two weeks (14 days) prior to the event.

Deadlines

Payment Deadlines

Final payment is due within 30 days upon receipt of the invoice, or upon arrival for your event (whichever comes first).

Reservation Deadlines

Anticipated numbers for catering, media, room set up and a final agenda or program should be confirmed two weeks (14 days) prior to the function. A signed BEO with the guaranteed number and final requests for services is required one week (7 days) prior. Requests for changes made after this deadline must be submitted in writing and will incur additional fees. No requests can be guaranteed within seven days of the scheduled event.

When you Arrive

Arrival Time

Please plan to arrive during normal business hours (Mon.-Fri. 8:00am-5:00pm). Should your group be arriving on a weekend, we ask that you send a representative during these hours on the Friday preceding your event. We will provide complimentary lodging for that individual until the group arrives.

Check-in

When you arrive, you will receive a Welcome Packet which will include your BEO, Invoice, Map of the Campus, Wifi Instructions,

Dorm Layouts, Dorm Keys, Parking Passes, Campus Safety Rules, a List of Contacts, and a Group Survey Form.

Final Payment

Final payment is due upon arrival. During normal business hours, please submit this payment to our office located in the Rutherford Administration Building; if after hours, please give it to the security officer on duty.

Vehicles/Parking

All vehicles parking on campus will need parking passes. These are provided through TMC Event Services. If your group is arriving by bus, we recommend that your buses drop your group off in the main parking lot in front of the Campus Safety Office, and then proceed to the side of Pete Reese Field to be parked. It will be a short walk uphill for your group to the dorms from this lot. Unfortunately, this hill is often too steep for the buses to navigate safely, but Campus Safety officers will be available to help direct your group and provide any assistance for your drivers.

Wakeup Calls

We do not provide individual wakeup calls and due to our close proximity to private neighborhoods, we do ask that you refrain from using public wakeup calls.

Copies & Faxes

If your group wishes to make copies or use a fax machine, our on-campus library offers these services for a per-page fee. Please visit <http://www.masters.edu/campuslinks/library/about/hours.aspx> for library hours during your event.

Mail

Incoming mail can be picked up at the TMC Mail Center, located in the back of the Student Center near the bookstore. Their summer hours are as follows:

Monday-Friday – 11:00am-4:00pm

Saturday – CLOSED

Addressing Mail for Participants

Please notify anyone sending mail to your group to put attention to the name of the individual/group. This will make it easier for our Mail Center personnel to locate your package. Please address packages as follows:

Group Name-Attn: Individual's Name
The Master's College
21726 Placerita Canyon Rd
Santa Clarita, CA 91321

We encourage you to designate a single representative from your group to pick up any received packages or mail daily during your stay on campus.

Security

The Master's College utilizes 24-hour security on campus. Should any problem or concern arise after hours please contact the security officer on duty (661-713-7561).

Emergencies

In case of emergency, please call 911. If additional time permits, we ask that you also contact Campus Security who will be able to aid in directing emergency personnel to your location.

Quiet Hours

Please be aware that our campus is located in close proximity to private neighborhoods, so we do ask that your group observe quiet hours from 10:00pm-6:00am every night.

Departure

Check-out

Your group's check-out time will be noted on the BEO (Booking Summary). Upon your departure, please be sure to return all Dorm Keys and the Group Survey form to the security officer on duty.

Lost and Found

In the event that any member of your group leaves something on our campus, and a TMC staff member finds it, they will turn it in to the Security Office. If you are missing something, please contact either the Security Office directly at 661-713-7561, or TMC Event Services at 661-362-2602. TMC is not responsible for lost items. Please make sure you have all of your belongings prior to leaving.

Last Notes

Thank you for considering The Master's College for your next event! Please check out the Frequently Asked Questions section at the end of this handbook for additional information. If you have any questions not answered here, please feel free to contact TMC Event & Conference Services at:

Phone: 661.362.2602

Email: conferenceservices@masters.edu

Frequently Asked Questions

Deadlines

When do I need to turn in my anticipated numbers?

Anticipated numbers for catering, media, room setup and a final agenda or program should be confirmed two weeks (14 days) prior to the function.

How late can I make changes to my reservations?

A signed BEO with the guaranteed number and final requests for services is required one week (7 days) prior to your event. Requests for changes made after this deadline must be submitted in writing and will incur additional fees. No requests can be guaranteed within seven days of the scheduled event.

When do I need to submit pool/gym times?

Use of the swimming pool, outdoor field, and gym areas are available only if specifically included in your contract. A final agenda or program should be submitted a minimum of two weeks (14 days) prior to the function.

When should I make the final payment?

Full payment is due within 30 days upon receipt of the invoice, or upon arrival (whichever comes first).

Age Meal Pricing/Pay Bon Appetit or Master's?

Do I make a separate check out to Bon Appetit, or is it included in my check to Master's?

All billing and payments will be handled through, and all Catering must be coordinated with, TMC Event Services. A pre-payment of 50% of the total amount of expected catering charges is due 30 days prior to the scheduled event. All deposits will be applied to the final balance of the master account.

Classroom set-up – A/V

What are the classrooms equipped with?

Each classroom is equipped with desks and chairs. Additional items can be rented.

Can we bring our own equipment?

Yes. The Renter may bring their own equipment into the Facility for their use at their own cost.

Can someone help us with running our A/V?

Yes. The Chapel Media Department can, at times, provide Audio/Visual support at an additional fee.

Can we do a hybrid of your equipment and our own?

No.

Can we have our team use your equipment, and not hire TMC personnel?

No. A TMC technician is required to operate TMC equipment unless Event Services has granted prior approval in writing.

Payment Options

What types of payment options do you have (check, cash, card)?

TMC currently only accepts checks.

Where do I send my initial deposit?

Deposits will be mailed to The Master's College C/O Conference Services.

How/where/when do I make my final payment?

Final payment will be submitted by check to The Master's College C/O Conference Services. Full payment is due within 30 days upon receipt of the invoice, or upon arrival (whichever comes first).

Check-In Time

What time should we plan to check in?

Please arrange to have a representative check your group in during normal business hours (Mon.-Fri. 8:00am-5:00pm). Should your group be arriving on a weekend, we ask that you send a representative during these hours on the Friday preceding your event. We will provide complimentary lodging for that individual until the group arrives.

Parking

Is there parking near the dorms?

Yes.

Is there room for buses?

Yes. However, we recommend that your buses drop your group off in the main parking lot in front of the Campus Safety Office, and then proceed to the side of Pete Reese Field to be parked. It will be a short walk uphill for your group up to the dorms from this lot. Campus Safety officers will be available to help direct your group and provide any assistance for your drivers.

Do I need a parking pass?

Yes. All vehicles parking on campus will need parking passes. These are provided through TMC Event Services.

Do you rent parking lots?

No.

Discounts

Do you offer discounts to alumni?

No.

Do you offer discounts to current staff and faculty?

No.

Airport Locations/Shuttle Services

Where are the nearest airports?

Bob Hope Airport is approximately 19 miles from TMC.

LAX Airport is approximately 35 miles from TMC.

Are there shuttle services from the airport to the college?

No.

Internet

Is there internet service available on campus?

Yes. Complimentary internet access is available for all groups on campus. If desired, please read and fill out the appropriate form in Appendix B of the Event Policies & Rental Agreement. Login instructions will be provided to group leader.

Is printing available on campus?

Yes. During regular business hours TMC library offers printing services for a per page fee.

Schedule a Tour before Event

Is it possible to schedule a tour of the campus before our event?

Yes. Please contact TMC Event Services to schedule your tour.

Outdoor Spaces

Is Swixon Lawn available for use?

Yes. It is available for rent – please refer to the worksheet for pricing.

Can we use the Tennis/Basketball courts?

Yes. They are available for rent – please refer to the worksheet for pricing.

Can we use the Intramural field behind the dorms?

Yes. It is available for rent – please refer to the worksheet for pricing.

Pay for Actual Numbers or Agreed upon Numbers

What if we have fewer numbers than anticipated, can we pay for actual numbers?

No. You are contractually obligated to pay per your guaranteed numbers.

Insurance

Do I have to have insurance for my event?

Yes. The Master's College requires all events to secure event insurance as part of the reservation process.

Where can I get this insurance?

Any homeowner's insurance agency should be able to provide this.