

# 2024 ECPW Retreat - Frequently Asked Questions

## Registration:

### **Q. I did not receive the link to the registration form.**

**A.** Sometimes the email ends up in your junk folder, so please check there first. It may also be that we might need to update your email address. Either way, let us know and we will be happy to update your information and resend the link. Email us at ECPWRetreat@ccob.org.

### **Q. This registration process looks different from previous years, what has changed?**

**A.** This new platform will offer you the option to register as a group or individually. Please see the important **Steps** below prior to registering.

### **New Steps Prior to Registering:**

- **Step 1:** Decide on roommates and room type (2-person room, 3-person room, 4 or more-person room). **Please note:** 2-Person Room must include a Pastors Wife.
- **Step 2:** Choose a Room Point Person. This is required when registering and will help in the room placement process. If you are coming in alone and would like us to place you in a room, no need for a Room Point Person's name.
- **Step 3:** Please make sure all the ladies in the room are aware of who the Room Point Person is.

### **Q. I have all the names of my roommates. Do I have to list them all during the registration?**

**A.** No, unless you are paying for everyone.

**Example:** Rooming and Paying for a group of 3, on the registration page. Select (3) for the 3-person room. Register all 3 women and submit payment. The name of the Room Point Person will be required.

**Example:** Rooming with a group of 3, paying individually. Select (1) for the 3-person room and pay for only you. Again, Room Point Person's name will be required. The other 2 roommates would register the same way.

**Q. I am registering a group and only one of the Ladies in my room is coming in on Sunday, how do I register her?**

**A.** You will be registering each woman individually during the group registration process, select "Add Sunday Night" for the woman who is coming in early, the additional cost will be added just for her.

**Q. I am registering 6 women and requesting (2) 3-person rooms, can I register and pay for all 6 women?**

**A.** Yes you can. The differentiating factor will be the Room Point Person's name, this way we will know which ladies are rooming together.

**Q. Why do we need a Room Point Person?**

**A.** The Room Point Person's name during registration will help us with placing the women together in their requested rooms more efficiently.

**Q. Will I receive a confirmation email of my registration?**

**A.** The person registering will get a confirmation email. The confirmation email will also allow you to make some minor changes like name, email, phone, and room type, add Sunday night to a processed registration and you will have an option to share the confirmation email with another woman. If you did not receive the confirmation email, please let us know and we will resend it.

**Q. I am a Pastors Wife arriving on Sunday, what if my confirmation email did not include my early arrival date?**

**A.** The system is set up with the actual retreat dates only and will not allow for the early arrival date. If you have paid the additional \$142, your room will be ready. Don't hesitate to reach out to confirm.

**Q. I am confused with this new registration process, who can help me?**

**A.** If you have any concerns or questions, please email them to Mimi Masters at [ECPWretreat@ccob.org](mailto:ECPWretreat@ccob.org). If you would like us to follow up with a phone call, please include the best time and best phone number. **Please note:** Mimi's phone number is 732.491.9897, this way you will know it is her calling. Might be a good idea to add her number to your phone contacts.

**Q. What if I have completed my registration and later decided to come in on Sunday, what do I do?**

**A.** Your confirmation email will allow you to add that extra night. Click on "Manage Attendees", select "edit/complete info", and add Sunday night on the registration page.

If someone else had registered for you, contact them and they will be able to make that change for you or, they can share the confirmation email with you.

**Q. What if I need to cancel, will I get a refund?**

**A.** We know that sometimes things come up and unexpected events happen that can keep you from attending the retreat. If you need to cancel, a processing and administration fee of \$45 will be deducted from the refunded amount. If cancelled on or **before March 31, 2024** a full refund minus the \$45 fee will be issued. If cancelled **on April 1, 2024, through April 5, 2024** 50% of the cost will be refunded minus the \$45 fee. After April 5, 2024 no refunds will be issued.

**Q. One of the ladies that registered must cancel, what do I do?**

**A.** If you are replacing her with another woman, you can make that change through the confirmation email, clicking on "manage", click edit and change the name. If you or someone in your group must cancel with no replacement, please email Mimi Masters at [ECPWRetreat@ccob.com](mailto:ECPWRetreat@ccob.com).

**Q. When will I receive my refund?**

**A.** All refunds will be processed after the retreat and a check will be mailed to the registrants' address that is listed on the registration form.

**Q. When will online registration be closed?**

**A.** The registration will close on Friday, March 29, 2024

**Q. Can I complete the registration by mail?**

**A.** We really want to encourage everyone to register online. If you need assistance, please email Mimi Masters at [ECPWRetreat@ccob.org](mailto:ECPWRetreat@ccob.org).

**Q. When can I ensure that my registration is complete?**

**A.** Registration is not considered final until all roommates have registered and submitted payment. It would be best practice for the Room Point Person to follow-up with the women in their room, prior to registration deadline on March 29th.

**Q. Can I invite my assistant pastors' wives and support staff?**

**A.** Yes. Forward the email to them and they can register. There is a drop-down box requesting their role in the church, this is where they would select "Assistant Pastor Wife" or "Support".

**Q. Are we limited to the number of ladies we can invite?**

**A.** No, there is no limit, but as an ECPW Group we are limited to 400 guests. We would like to make sure that all Pastors' Wives have an opportunity to attend. We recommend the Pastors' Wives register ASAP to reserve their spot.

**Q. Can I arrive Sunday Night?**

**A.** Yes, however, early arrivals are open to Pastors Wives only. Retreat sessions do not start until late afternoon on Monday. There is also an additional charge of \$142.00 for Sunday arrivals. If you are a Pastors Wife, please request Sunday Night when registering and that additional charge will be added to your registration.

**Health & Safety:**

**Q. Do we need to complete the COVID form 24 hours prior to retreat?**

**A.** Currently the COVID screening form is no longer required. If there are any changes, the ECPW Board will send an email and it will also be posted on the Sandy Cove website.

**Roommates:**

**Q. Can I change roommates once I have submitted the registration?**

**A.** Yes you can. You can change the name(s) of the women right from the Registration Confirmation Email. Contact the person who registered you, they can make that change for you very easily.

**Q. I would like to add another person to my room, but I already registered for a 2-person room, what do I do?**

**A.** The 3<sup>rd</sup> person can register for a 3-person room and list the ladies that will also be in that room. Please make sure she includes the name of the Room Point Person. Please send Mimi Masters an email at [ECPWRetreat@ccob.org](mailto:ECPWRetreat@ccob.org) to ensure adjustments have been made correctly.

**Meals:**

**Q. I have dietary restrictions, what do I do?**

**A.** Sandy Cove is happy to accommodate **special diets** including gluten-free, low-sodium, low-sugar, and basic vegetarian. You are welcome to bring your own food if you have more restrictive needs. If you have special dietary restrictions, please click on

this link <https://www.sandycove.org/food-for-thought/> and complete the "Food-for-Thought" Form.

**Q. What meals will be provided?**

**A.** If registering for 2 nights, you will get 5 Meals: Monday Night Dinner, Tuesday Breakfast, Lunch, and Dinner. On Wednesday you will get Breakfast.

If registering for 3 nights, the extra meals would include Dinner on Sunday at 5:00, Monday Breakfast from 7:30-9:30, Monday Lunch 11:30-1:30. Please confirm meals times upon arrival.

**Q. Will breakfast be continental?**

**A.** Breakfast includes a wide variety of items. Bagels, bread, pastries, personal oatmeal, yogurt, fruit, cereal, and breakfast sandwiches. They continue to add hot breakfast items to the buffet.

**Q. What type of snacks and drinks will be available?**

**A.** As always, our Front Desk has a variety of candy and snacks available, and our drink vending machines will be stocked. Complimentary coffee will continue to be available 24 hours each day near the Front Desk.

**Q. Will the famous salad bar be open?**

**A.** Yes! The famous salad bar will once again be available!

**Q. Can we omit meals to reduce our costs?**

**A.** No, they cannot offer this, as all meals are included in the registration fee.

**Q. Can I order Door Dash?**

**A.** Door Dash is permitted on a guest-by-guest basis, not for a large group. In the Door Dash delivery instructions please have the guest put "Please bring to the front desk and call me".

**Directions:**

**Q. What is Sandy Cove's address?**

**A.** 60 Sandy Cove Road North East MD 21901

**Q. How do I get to Sandy Cove?**

**A.** From I-95 (a toll road), take Maryland Exit 100 (northbound) or 100A (southbound), onto Route 272 South, to the town of North East. About three miles past the quaint downtown district, you'll see Sandy Cove's large sign on the right. As you enter the property, stay to your left and continue down the road to the end. You will see the main entrance on your right.

**Check-In & Check-Out:**

**Q. What time is check-in?**

**A.** For the 2-night guest, Check-In is at 4:00pm on Monday, Check-Out Wednesday 10:00am, prior to last session.

For the 3-night guest, Sunday check-in time is also 4:00pm. Dinner at 5:00pm. Check-out Wednesday 10am, prior to last session.

All rooms Key must be returned to the front desk by 10am on Wednesday, prior to the last session.

**Q. What time will the retreat conclude on Wednesday?**

**A.** 12:00 noon

**Amenities & Misc.:**

**Q. What are the amenities?**

**A.** Amenities include bed and bath linens, soap and shampoo, an iron and ironing board, independent temperature control, and a telephone. **Hair dryers are not supplied but are available at the Front Desk.**

**Q. Will the rooms be cleaned daily?**

**A.** Although Sandy Cove is doing what they can to keep your room as germ-free as possible, **they will not be performing daily tidies during your stay.** You should have enough toilet paper and other amenities for the number of days you are registered. Trash and soiled linens you would like removed from your room may be placed outside your door after breakfast each morning. Our floating housekeepers will

take care of removing those items. Should you need any extra items during your stay, please contact the front desk by dialing "0".

**Q. Will there be luggage carts available?**

**A.** Yes, they will be available in the front lobby. There will be greeters there to assist you.

**Q. Is there a refrigerator in the room?**

**A.** Yes, there is a small refrigerator in each room.

**Q. Will the pool be open?**

**A.** Yes, the pool will be open. Last year, the pool was opened the following hours.

Sunday 8:00pm - 10:00pm

Monday 1:00pm - 5:00pm & 9:00pm - 11:00pm

Tuesday 3:00pm - 5:00pm & 9:00pm - 11:00pm

Please confirm pool hours upon arrival, times may have changed.

Towel service at the pool is currently unavailable. Bringing your own towels will be ideal. The pools are a "water-only-zone" because state regulations require there to be no food or drinks (which includes gum, candy, soda, etc.) in the pool area. Modest swimsuits are required. Don't forget your flip-flops and beach towels!

**Q. Is there a fitness center?**

**A.** Yes, the fitness center features weight machines, a treadmill, an elliptical machine, and a bike. There is a television with DIRECTV and a DVD player, so bring your own exercise DVDs! The fitness room is accessible 24 hours a day with the use of your room key.

**Q. Is there a walking path?**

**A.** There is a small **walking path** along the driveway. Don't forget to pack your walking shoes.

**Q. Will I be charged a fee for a cot or pack-n-play?**

**A.** There will be no extra charge. However, these items are limited. Please be sure to include that request during the online registration.

**Q. If I should need something, are there stores close by?**

**A.** There is a **Walmart** in North East as well as a Walgreens if items are needed.

**Q. Will the little shops and restaurants in the town be open this time of year?**

**A.** The **town of North East** will be open. Here is a link to the town's website: <https://northeastmd.org/>

**Q. Will the Sandy Cove Bookstore be open?**

**A.** Yes. The bookstore is now called The Nook and is located by the front desk.

**Q. Will the ECPW Board be bringing books for purchase?**

**A.** Yes, there will be some materials available outside the Main Room.

**Q. Does Sandy Cove have a lost and found?**

**A.** Yes, they do. Please email [ECPWRetreat@ccob.org](mailto:ECPWRetreat@ccob.org) if you leave something behind, and we will follow up with them. They only hold items for 30 days.

**Q. I am bringing my baby and I have already requested a pack-n-play; do I need to bring a crib sheet?**

**A.** If you requested a pack-n-play, the bedding will be included.

**Q. Are there recycle bins for plastic available?**

**A.** There are recycle bins available outside the dining area and on the second floor near the soda machine.

**Q. Will I be able to bring my service dog?**

**A.** Yes, a waiver will have to be completed along with the service dog's vaccination records. Please email us to request the form.

**Q. Is there an ATM there?**

**A.** Yes, it is located on the main floor.

### **Retreat Messages:**

**Q. Will the Main Sessions be live-streamed?**

**A.** Yes, visit the East Coast Pastors Wives Retreat webpage. The schedule and speakers will also be posted there prior to the retreat.

**Q. When will the recorded messages be available?**



**A.** Visit the ECPW Retreat webpage for that information. Usually a few weeks after the retreat.

**Q. Will the workshops be recorded?**

**A.** Yes, they will, and posted a few weeks after the retreat.

**Q. What is the schedule?**

**A.** The schedule will be posted on the website prior to the retreat.

**Q. Who are the speakers?**

**A.** Please refer to the website for the list of speakers and schedule.

**Q. Can we get a list of the names of the worship songs?**

**A.** Please email Mimi Masters after the retreat, she will get you a list of the songs.

[ECPWRetreat@ccob.org](mailto:ECPWRetreat@ccob.org)

**All Other Questions and Inquires:**

Email [ECPWRetreat@ccob.org](mailto:ECPWRetreat@ccob.org) regarding only ECPW Retreat questions or concerns.