

Esperanza First

Mission Center Policies & Procedures

(Revised July 2019)

Welcome to Esperanza First Church, Del Rio, TX! We are pleased God has provided us the opportunity to offer our facilities to you in assisting your group to advance God's kingdom in the middle Rio Grande region. The following is a brief explanation of our building and some policies we have in place.

Upon arrival, we will meet your team for an orientation to cover the guidelines for staying with us and provide your team with a set of keys for the Mission Center.

Please be aware that other groups may be staying with us. Try to keep the noise level down as not all groups come and go at the same time.

VERY IMPORTANT CHANGES from previous stays: 1) We now need a Certificate of Insurance from your church or organization naming Esperanza First as Additional Insured. 2) The only places considered gender safe are the actual sleeping areas and the designated showers/restrooms. People of all ages and gender will be using the hallways. DO NOT enter the hallways in a towel or bedclothes. 3) Bedsheets are now available for rent at \$3/twin set.

Kitchen:

Pots, pans, utensils, and other such items are provided, but **you will need to furnish your own paper products such as towels, napkins, plates, plasticware, toiletries, dish soap, trash bags etc.** Please do not remove any equipment from church grounds without permission. With the availability of washers and dryers, we ask that you launder the towels used from the kitchen.

Sleeping Quarters:

We have designated the (left/north) side of our Mission Center for men, and the (right/south) side for women. There aren't any co-ed bunks. We have posted signs on the doors as a friendly reminder. There are bunk beds and pillows available for your use. **You will also need to provide your own sheets, pillowcases, & blankets.** If you would prefer to rent bedsheets, please indicate so on your form. In the event that you are sharing the facility with another team, please **be prepared to bring your own sleeping bag/air mattress.**

We have approximately 60 mattresses and some cots, but we will try to accommodate as many missionaries in need of lodging as possible- usually up to about 120. Missions teams should be mindful that our purpose is to facilitate ministry as much as possible and so there may be a need to be self-sacrificial; and come ready to share and love other missionary teams well under these circumstances.

Attire:

Appropriate attire must be worn at all times. Please remember to dress and maintain modesty. We ask that while you are here, including the common sleeping areas, that you are properly clothed. No swimwear should be worn on property. Shirts must always be worn. When in doubt, always err on the modest side, remembering that this is a church and not just a dormitory.

Shower rooms:

We have shower houses that have 8 showers & 8 toilets as well as a washer and dryer on each side of the Mission Center. The washer and dryer are available for your use. We ask that you please do not overload the washers or dryers. Be sure to clean the filters in the dryers after each load. We ask that you keep all bathrooms clean and tidy during the day as we have activities that members use these facilities during the day. Be sure to check both before departure to make sure that they are free of any personnel products as we are not responsible of any lost items.

Cleaning/lights/keys:

Each bathroom has been stocked with cleaning supplies. All other supplies that will be needed including brooms, mops and buckets will be available in the janitorial closets in hallway.

The security lights are on a master switch and set to remain on 24 hours a day. If this becomes a problem, please contact the church office or our Missions Coordinator. Do not attempt to unplug/turn them off yourself.

A set of keys will be furnished for you when you arrive if you stay longer than one night. We ask that the facilities be locked anytime the premises are left vacant. If you are sharing the facility with another team and your team is the last to leave the facility for the day, please make sure all the doors are locked. Please call the Missions Coordinator at least 30 min. prior to arrival to give enough time to get to the church to open the doors.

Should any accident occur, equipment malfunction, or damage occur during your stay, please contact the church office or the Missions Coordinator as soon as possible.

To prevent any conflicts and to ensure we are all on the same page, we have put together the following guidelines/checklist:

- The person who has signed the application will be the PERSON IN CHARGE and is responsible for returning the fellowship hall; mission centers boys and girls, the kitchen and any other rooms used back to order.
- If any items have been moved from one area to another, they MUST be returned to the original location.
- It is your responsibility to make sure that all bathrooms are clean on a daily basis. Our facilities are used by church members as well as the community daily.
- The **left** refrigerator is for the use of mission groups. However, if you need extra storage spaces please contact the church office or the Mission Coordinator.
- There will be NO ALCOHOLIC BEVERAGES, SMOKING, OR GAMBLING in any of our buildings.
- Please make sure that all blow dryers, curling irons, hair straightener, irons and any other electrical item are unplugged when not in use.
- Because Del Rio is a naturally hot area, our a/c units may not be set at the same temperature as you are accustomed to at your home. This keeps them from freezing up and needing constant repair. Typically, we set them to 76. Be aware this may be slightly warmer than you are accustomed. We have placed lock boxes on the a/c controls to remind you that you are not permitted to tamper with or change the temperature. **Doing so may result in being charged with the repairs if there is damage to a unit.** If you are experiencing a/c problems, please contact us so that we can help you.
- We will make sure that hot water heaters are turned on prior to your arrival. And upon your departure we ensure the hot water heater is put in idle position when we do the final walk thru.

Due to the fact that some groups leave during the early hours of the morning, we will do the departure walk thru the first morning following departure and a copy of the form will be mailed or e-mailed to you for your records. If any damages are noticed, we will take pictures and you will be billed for the damages to be repaired. Keys to the mission center must be turned in to the office or left on the counter in the fellowship hall.

We truly appreciate you keeping our Mission Center clean!

Esperanza First reserves the right to ask any group to leave for the failure to comply. And failure to comply with these Policies and Procedures may result in the denial of future stays.

Group Rental Fee:

A \$75.00 NONREFUNDABLE DEPOSIT/CLEANING FEE WILL BE CHARGED WITH YOUR RESERVATION. THIS AMOUNT MUST BE PAID AT TIME OF RESERVATION.

<i>Number of people in group</i>	<i>AMOUNT PER DAY</i>
<i>1-4</i>	<i>\$40.00</i>
<i>5-25</i>	<i>\$10.00 per person with a max daily group fee of \$200.00</i>
<i>26-50</i>	<i>daily group fee of \$250.00</i>
<i>51-75</i>	<i>daily group fee of \$300.00</i>
<i>76-100</i>	<i>daily group fee of \$350.00</i>

TOTAL BALANCE MUST BE PAID BEFORE OR ON ARRIVAL DATE.

Contact Information:

Church Office: 301 Avenue G, Del Rio, Texas 78840 (830)775-7463

Web: www.esperanzafirst.org

E-mail: missionsesperanza@gmail.com

James Murray, Missions Coordinator (830) 422-1816

Bethany Rodriguez, Volunteer Secretary (830) 734-8087

Facility Reservation Form

Today's Date:

Name of Church and/or Ministry:

Address:

City, State, Zip:

Phone:

Contact Person/group leader:

Contact Phone:

Contact Email:

Approx. Size of Group: _____ # of Men: _____ # of Women: _____

Sheets needed: Yes/No (Rental cost per set of sheets is \$3.)

Arrival Date:

Approx. arrival time:

Departure date:

Departure time:

Please describe what your group will be doing, and how you plan to use our Facilities (worship services, workshops, overnight housing, etc.):

Directions: Please print off Policies and Procedures for your own reference. Submit both pages of the Reservation Form along with your Certificate of Occupancy and \$75 cleaning fee/deposit to finalize your reservation.

Payments can be made by check or via PayPal by going to the Donate Button on our website. (Please make a note of the mission reservation and date on your payment.)

After receiving all required parts of your reservation application, it will be reviewed for final approval and we will contact you with necessary information and an invoice for the remainder amount due. Please note that our facilities are used often, so it is important to reserve them in advance.

Note: We respectfully ask you to understand that we are not a hotel, we are a church. Therefore, sometimes circumstances may arise where we need to use the facilities for ministerial purposes, even at last-minute notice. And while we will try our best to facilitate mission teams, we reserve the right to refuse, cancel, or reschedule facility usage to anyone at any time, even if prior reservations have been made.

You may return this form in person, via email: missionsesperanza@gmail.com or mail: 301 Ave. G, Del Rio, TX 78840

I have received a copy of these Polices and Guidelines and will receive a walk thru of the mission center upon arrival with someone from Esperanza First. A copy of this form will be mailed or e-mailed to me following the Final Walk Thru by Esperanza First. I also understand that this will be filed with my Reservation Form that is kept on file.

Date: _____

Contact Person/group leader name: _____

Signed: _____

Final Walk-thru Report:

Date: _____ **Time:** _____
