



## WCA Global Hospitality Ministry - **GUEST** Guidelines

(Revised 5/09)

**Welcome:** It is our privilege to serve you while you attend a conference at Willow Creek. We hope your host home stay will enhance and enrich your conference experience. Please familiarize yourself with the following Guest Guidelines.

**Accommodations:** Your host will provide a bed in a “private” bedroom. The room will not be used by the host family during your stay. One guest per bedroom is the ideal, but the room may be shared by more than one guest. Each guest will have a separate bed (unless married). You will have clean linen and access to a bathroom. Bathroom may be shared with host family.

**Meals:** Hosts are expected to offer a light breakfast. You are responsible for all your other meals. If the host invites you to share additional meals, you are free to do so. There are many local restaurants around Willow.

**Transportation:** Hosts do not provide transportation. You need to provide your own transportation. There is no public transportation between host homes and WCCC. You need to rent a car, or be part of a privately arranged carpool. Willow does not arrange carpools.

**Duration of Stay:** The “Official Hosting Dates” are the Saturday before the conference till Sunday after the conference. 8 nights maximum. This time is officially made available to allow guests to recover from jet lag, do some sightseeing, and experience a weekend service at Willow. The 8 nights is more appropriate for International guests. Domestic guests typically stay for shorter periods.

**Carpools:** Your carpool, and its driver, must be clearly identified on your housing request form. Every effort is made to place a carpool in the same geographic area, as long as the request is received by the deadline. Some homes may be as much 40 minutes drive from Willow, plus time to pick up carpool.

**Specific Host Request:** If you would like to stay with a specific host family, such as one you stayed with in the past, please clearly request this on the housing request form. If the host is available and willing, you will be placed in that home. We value these kinds of relationships. Please do not make arrangements directly with the host, without still submitting a formal housing request form. Going around the established process hampers our ability to serve all guests and hosts effectively.

**Roommate Request:** Every effort will be made to honor roommate requests. Our ability to do this may be limited by home availability, gender, and allergy considerations. We do not mix genders in the same home, unless married. Married couples are always placed in the same home.

**Housing Availability:** A Host home stay is based on the generosity and availability of Willow families. It is important you submit a completed housing request form by the deadline. You will receive confirmation of host home placement approximately 2 weeks before the start of the conference. It is very important you communicate with your host family before you arrive. Host families are eager to meet you, serve you, and learn about your church and ministry.

### **Computer / Internet / Telephone:**

While computer and internet access is not provided at your host home, there is free wireless access in the atrium at WCCC. During conferences there is also a computer bank available to access the internet. If you intend to make long distance phone calls, please purchase a prepaid phone card.

**Administrative Fee:** The WCA charges all guests a nominal, non-refundable administrative fee, primarily to show commitment to the process. Hosts do not receive any remuneration for serving.