

Encounter Christian Guest House

Information & Guidelines

Welcome to Encounter Christian Guest House. We are so glad to have you stay with us! We pray during your time here you will find refreshment and renewal for your mind, body, and soul.

Whether you are a follower of Jesus, are part of another faith tradition, or have no faith background at all you are welcome. Please take a few minutes to acquaint yourself with the following information and guidelines.

EXPECTATIONS

Who We Are

Encounter is a non-profit organization created to support families engaged in Christian ministry work. All proceeds from Encounter Christian Guest House directly support Encounter Academy Christian International School. The costs listed are suggested donations used to further the work of the ministry. If finances are a barrier to being able to stay at the guest house, please let us know the situation.

Alcohol, Smoking, & Parties

While alcoholic beverages may be consumed on the property in moderation, drunkenness is not permitted. There is no smoking allowed anywhere on the premises. Smoking can be done on the street away from the property doorways.

Behavior

Please refrain from coarse or vulgar language while on the property. Please be respectful of other guests. This property is a special place for us, a safe place of learning, worship, and prayer.

FACILITIES

Rooms & Common Spaces

There are a variety of rooms available to rent. Sheets, blankets, and towels are provided as well as fans, portable heaters, and hair dryers. The kitchen, dining room, living rooms, back patios, and spacious gardens are open for the use of all guests. The classroom can be used by request as well. A hot breakfast is provided for all guests as well served 7-9 AM.

ROOM #1

1 queen bed + 1 twin bunk bed + 1 double bed + 1 full bathroom.

Max. Occupancy: 6 people

Room Cost: \$48

ROOM #2

1 queen bed + 1 twin bunk bed + 1 double bed + 1 full bathroom.

Max. Occupancy: 6 people

Room Cost: \$48

ROOM #3

1 queen bed + 1 twin bunk bed + 1 full bathroom

Max. Occupancy: 4 people

Room Cost: \$38

ROOM #4

2 twin beds + 1 full bathroom

Max. Occupancy: 2 people

Room Cost: \$28

ROOM #5

1 twin bunk bed + 1 full bathroom

Max. Occupancy: 2 people

Room Cost: \$28 for up to two people

ROOM #6

1 king bed + 2 twin bunk beds + 1 full bathroom.

Max. Occupancy: 6 people

Room Cost: \$48

ROOM #7

1 queen bed + 2 twin bunk beds + 1 full bathroom.

Max. Occupancy: 6 people

Room Cost: \$48

Rental of Complete Facilities

A group is welcome to rent the entire facilities including all seven rooms and nine bathrooms with exclusive use of the communal areas of the property for their group at a cost of \$600 per night. Three meals a day for everyone in the group is included.

Reservation, Payment, and Cancellation Policy

Half of the total due is required to make a reservation. The balance is due at check-in. If cancelation is made at least **five days** before check-in, all but a \$10 processing fee will be returned.

Discount for Ministry Workers

Full time pastors, missionaries, and those serving in full-time ministry positions along with their immediate family members (spouse & children 18 and under), receive a 50% discount on the room prices for reservations made within 30 days of arrival. This applies only to individual room rentals not the complete rental of the facilities for a group. The discount can be used for up to 14 nights in a 3-month period.

Housekeeping

If staying for multiple nights, housekeeping is not included, but fresh towels and trash removal can be requested as needed. Basic cleaning supplies are available for guest use.

House Kitchen

The kitchen is available for guest use. Please clearly label any items stored in the refrigerator. We often get ants inside here in Guatemala, so we advise putting any open food items into the refrigerator. Please clean up after yourself when using the kitchen. Wash all dishes and put them away. The microwaves, stove and items in the cupboards and drawers are all available for guest use. Please wash personal dishes by hand as the dishwasher is for staff use only. Please place any dirty kitchen linens into the laundry bin.

Hot Water

The house is equipped with very warm water. Let the hot tap run for about three minutes before showering or until you feel the water turn warm. Then add cold water until it is at the desired temperature. If there is no hot water, most likely the hot water tank is empty. Try again in 30 minutes. Please be considerate of other guests to make sure everyone gets a hot shower.

Trash

If the trash in the kitchen or your room becomes full, bagged trash can be placed in the large trash bin on the side of the house in the far corner of the property.

Laundry

Laundry Service is available for \$5 per bag (see laundry bags in room). All laundry is washed in cold water and dried on medium heat in an electric dryer unless specific treatment is requested.

Guest House Items

The house is filled with books, toys, sports equipment, and other supplies to make your stay more enjoyable. Please make use of these items but leave them at the house for future guests to enjoy. Library books can be placed in the Reshelving box after use. Please clean up after yourself and your children. Please place all borrowed items back where they belong when finished. There is a supply of travel toiletries in the hallway closet that you are welcome to use as needed.

Damaged Items

Please report any damage to the room, facilities, or guest house equipment. The host will assess the damage and provide a plan for the responsible guest to make repayment to the guest house.

Toilet Paper

Toilet paper may be flushed. Please do not flush any other items such as baby wipes or feminine products. And please do not attempt to flush excessive amounts of toilet paper.

Keys & Visitors

A room key and front door key are issued upon arrival. Lost keys will incur a \$20 fee. Please do not let anyone in the Guest House that is not a registered guest. All visitors will need to ask permission to enter the guest house from the host and register with the host.

Pets

Generally, pets are not allowed. If you would like us to consider a special request, please email the details and we can let you know if we can accommodate the pet and any additional fees.

SCHEDULE

Check-In / Check-Out

Check-In time is 4 PM and Check-Out time is 12 PM. Early Check-In or late Check-Out may be requested.

Preparing for Check Out

Before checking out please make sure to bag any trash and strip the sheets and pillowcases from any beds in the room that were used. Put used bed linens on the bed. Please put used towels in the laundry bin. Inform the host that you are ready to leave. The host will receive your keys and make sure your account is settled.

Quiet Hours

Quiet hours are from 9 PM to 8 AM. Please keep noise levels down during this time to ensure everyone gets plenty of rest.

Breakfast

A hot breakfast is included in the cost of your stay for all guests each morning from 7 AM to 9 AM. Please place dirty breakfast dishes directly in the dishwasher when finished or in the bins provided and wipe your table. Please do not take breakfast foods to your room or outside of the guest house property.