

Refill: 2023 Area Personnel Conference

Know Before You Arrive

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We look forward to seeing you soon! Please read this entire document before you leave home. This document, and other conference resources, are posted at [Refill: 2023 Area Personnel \(AP\) Conference website](#).

Plan ahead

- We encourage you to **bring**
 - a **personal electronic device** (smart phone, tablet or laptop) or other note-taking device
 - a **personal battery pack** to charge your electronic devices
 - International travelers: a [Type A and Type B power plug adapter](#)
 - a jacket or sweater – mornings and evenings may be chilly
- You may want to bring a home COVID test kit if you have one. We will have a few on hand, if needed.

What to Expect

- Expect to connect with AP and Headquarters staff from around the globe! This is your opportunity to serve one another and love each other well by:
 - Asking first before hugging someone
 - Forgoing cologne or perfume as some attendees may have extreme allergies
- We are not distributing paper copies of the Program or other resources. Go to the [Refill: 2023 AP Conference website](#) to print or download any resources.
- Social distancing is not possible.
- Face masks are optional and are not required.
- Expect **flight cancellations and delays**. In the event you experience either:
 - Contact the travel agency, if applicable. BSF pays for agency fees incurred. Contact information is on your itinerary.
 - Contact the airline directly if a travel agency did not book the airline tickets.
 - Email or send a text or WhatsApp message to your Regional Director with your updated itinerary. Your RD will contact the Events Team.

- Plan to enjoy an afternoon and evening at the [Flying W Ranch](#). Afternoon activities will be outside. Please pack accordingly.
- **Be prepared for the weather** by clicking [here](#) for the local forecast. We encourage you to dress in layers.
- Colorado Springs' altitude of 6,000 feet or 1,800 meters causes you to burn calories faster than lower elevations. **Stay hydrated** by drinking lots of water throughout your stay.
- Photos or videos from this conference will be used on social media, in broadcast of the meeting or in promotion of Bible Study Fellowship events. Your attendance is your agreement that BSF may use your name, image, and likeness captured in the photos and videos.
- All AP are required annually to recertify their background screening using the CP311. Online AP are not required to certify. Look for an email sent May 15th to your bsf.areateam.org email address from Foxit eSign asking you to complete and sign the CP311 (AP from Australia and New Zealand are exempt from this due to local government requirements).

About Cheyenne Mountain Resort

[Cheyenne Mountain Resort](#) is in Colorado Springs, Colorado with beautiful views of the Rocky Mountains.

- **Check in** at the resort's front desk, located in the main lodge. Your room may not be ready if you arrive before 4:00 p.m. check-in time. **Luggage storage** is available if your room is not ready.
- Guest rooms are arranged in eight residential lodges across the resort. Each room includes a hair dryer, workstation, in-room safe, coffee maker, refrigerator, and more. Check the [hotel website](#) for additional information.
- Cheyenne Mountain Resort has a limited number of double rooms. Some roommates may be assigned a king room **at check in** with
 - a king bed and a roll-away bed or
 - a king bed and a sleeper sofa
- All sessions and meals are in the building where you check in.
- **Free standard Wi-Fi** is provided in guest rooms, lobby, and meeting rooms.
- Pick up your **name tag** on Tuesday between 10:00 a.m. and 5:30 p.m. in the White River Ballroom (conference level).
- **Please pay incidental charges** before check-out. Incidental charges include food and beverage, movies, gift shop, business center, resort amenities, etc.
- **Address**
 Cheyenne Mountain Resort (www.cheyennemountain.com)
 3225 Broadmoor Valley Road
 Colorado Springs, CO 80906
 +1-719-538-4000

Meals

- All meals are served in the Mountain View Restaurant and the connecting Remington Ballroom (lobby level). The Mountain View Restaurant and Remington Ballroom are located on the lobby level.
- The buffet line is in Mountain View Restaurant only.

- Headquarters Staff will host tables in the Remington Ballroom. Please leave a space at the table for the host.
- Food items will be labeled as gluten free, etc. Substitutes for those with **food allergies** (as noted on your registration form) are available. See Kirsten Weimer for assistance.

Lost and Found

- Look for lost items of little monetary value at the designated table outside of the Colorado Ballroom.
- Lost items of monetary value (i.e., jewelry, electronic device, etc.) will be taken to the hotel Front Desk.

Medical Assistance and Other Emergencies

- Call 911
- Then call the Hotel Front Desk to notify them that you have called 911.
- Then call your Regional Director and/or Julie Goodpasture at +1 210-284-3656.
- Hotel staff and management are trained in handling all emergency situations.

Gratuity

Tips for hotel bellmen, housekeeping, and shuttle drivers are not included and are at your discretion.

Ground Transportation

International Travelers Arriving on Sunday or Monday

Ground transportation from the Colorado Springs Airport to Cheyenne Mountain Resort is provided by Grayline Transportation **for international travelers arriving on Sunday or Monday** *if you provided us with your itinerary in advance*. Please follow the below instructions upon arrival in Colorado Springs:

- Retrieve your luggage at baggage claim.
- The driver from Grayline Transportation will greet you at the bottom of the escalator in baggage claim. BSF leaders from local classes are also serving as greeters in baggage claim and will assist you.
- Call or WhatsApp Julie Goodpasture at +1-210-284-3656 if are unable to locate Grayline.

All Travelers Arriving on Tuesday

Ground transportation from the Colorado Springs Airport to Cheyenne Mountain Resort is provided hourly by Grayline Transportation **for all travelers arriving on Tuesday**. The first shuttle is scheduled to depart at 10:00 a.m. and the last shuttle is scheduled to depart the airport at 6:00 p.m. Please follow the below instructions upon arrival in Colorado Springs:

- Retrieve your luggage at baggage claim.
- BSF leaders from local classes are serving as greeters in baggage claim. They will help connect you with Grayline Transportation.

All Travelers Departing on Friday

- **Ground transportation** from Cheyenne Mountain Resort to the Colorado Springs Airport for all travelers departing on Friday **is provided on Friday starting at 3:00 a.m. The last departure to the airport is at 12:00 p.m.**
- **All shuttles depart outside the main lobby doors.** Please arrive at this pick-up point, with your luggage, at least 10 minutes before the shuttle departure time.

After You Depart

At the conclusion of the AP Conference, please take a few minutes to respond to the [survey](#). Survey results are anonymous. Only summary results are shared with headquarters staff. The survey will be open after the conclusion of the AP Conference. **Please submit your response by June 2.**