When Shocco Springs provides individual registration services for a sponsoring organization, the following policies apply. Exceptions to these policies may be directed by the sponsoring organization per their contract with Shocco Springs. Please refer to the event specific registration page for details on exceptions.

Cancellation Policy

In the event that Shocco Springs Baptist Conference Center (SSBCC) must cancel an event, a full refund of the reservation, transfer of the reservation to another day, or the issuance of a gift certificate will occur. In the event that SSBCC must cancel an event for which a guest has purchased an airline ticket or arranged other such travel arrangements, SSBCC will not reimburse related expenses.

Refund Policy

Lodging and meal cost is refundable if a cancellation notice is received 30 days prior to check-in date. Fees collected for registration and for sponsoring organizations are event specific and may not be refundable. Please check with sponsoring organization for details on availability of refunds.

- Cash payments will be refunded via check.
- Check payments will be refunded via check, payable to the person or organization named on the original check presented for payment.
- Credit Card payments will be refunded to the original credit card presented for payment.
- A donation to Shocco Springs' mission fund may be requested in lieu of refunds.

Media Consent

Media will be used to capture comments, interviews, pictures, and video of SSBCC activities in which you may participate. By attending events at SSBCC, attendees give consent and permission to be featured in, but not limited to the following: photographs, recordings, statements, and/or video of oneself (and/or persons of whom I am considered a legal guardian) during and regarding SSBCC activities and hereby grant to SSBCC the right to edit, use, and reuse these materials for its purposes in print, on the internet, and all other forms of media and assign any and all rights in such materials and hereby release SSBCC and its agents and employees from all claims, demands, and liabilities whatsoever in connection with the above.

Privacy Policy

What Personal Information We Collect

We collect personal information that you choose to provide voluntarily when using our web sites, by filling out waiver and release forms, or through the registration process. We may also ask for personal information when you contact our offices. This will allow us to protect your confidentiality by verifying your identity. Following your stay, your lodging information is collected and stored locally in a centralized database. In addition, your business with us is valued and we may use the record of your stay to communicate with you.

Where Do We Collect Your Personal Information?

When you place a reservation, we may request personal information such as but not limited to your name, email address, mailing address, phone number, credit card number and expiration date. We use this information to process and fulfill your reservation. Your personal data is stored in databases protected from intrusion and unauthorized viewing by commercially available software products we purchase in good faith from third party suppliers. Your credit card information is never stored in any of our databases. We utilize off site merchant services to process all credit card transactions.

How We Use Your Personal Information

Information we collect may be used to enhance your experience in the following ways:

- Confirm your reservations
- Request your evaluation of our facilities through a satisfaction survey
- Send you electronic communications that relate to your visit to SSBCC
- Bill your credit card for Advance Purchase Reservations and Advance Deposits
- Respond to your customer service inquiries or requests
- Communicate special offers and featured items to you

When and With Whom We Share Your Personal Information

We will share personal customer information with program leaders, representatives, trusted service providers, and contractors for limited purposes, including fulfilling customer reservations, offering certain products and services in connection with SSBCC, communicating to customers, providing customer service, and completing credit card transactions.
Aside from the purposes described above, we do not share your personal information with any other third parties unless we have your permission or under special circumstances, such as when we believe, in good faith, that the disclosure is required by law or to protect the safety of SSBCC guests, employees, or the public. We may share aggregated demographic and statistical information in the course of our business with certain third parties. This sharing does not include any personal information that can identify any individual person.

Sending Us Electronic Communications

You also may decide to send us personally identifying information through an electronic communication containing a question or comment that provides us this information. We use personally identifying information from these sources primarily to respond to your requests. We may forward your communication to other SSBCC staff who are more adequately suited to answer your questions. We may also use this information to contact you in the future about our programs that may be of interest to you.

More About Your Privacy

We value your trust, and pledge to you that we will work to protect the security and privacy of any personal information you provide to us and that your personal information will only be used as set forth in this policy. For more information or to update your information, please contact us at (256)-761-1100.

Terms of Use

OFFICE HOURS – SSBCC regular office hours are Monday through Friday 8:00 a.m. until 5:00 p.m. (CST). A Hospitality Desk is open in Bagley Center as needed to assist with guest requests/needs.

HOUSEKEEPING SERVICES - Housekeeping services begin at 8:00 a.m. each morning. Basic services include restocking towels and supplies. Standard check-in time is 4 p.m. and standard check-out time is 11 a.m.

All guests are requested to obey the following guidelines:

- Observe 12 a.m. until 6 a.m. (CST) as quiet time
- Observe appropriate dress standards at all times
- Walk to and from events
- Observe a 15 mile per hour speed limit while driving on campus
- Assist in conserving energy and water whenever possible
- Vacate rooms and depart by the stated check-out time

RECREATION FACILITIES (Subject to season and availability) –

- Use of recreation facilities for the some items must be requested in advance and may incur additional charges: ex. swimming pool, pedal boats, aqua-park, field space, pedal cars, bazooka ball, paintball course, ropes course, and personalized recreation options.
- Free recreation options that do not require advanced booking: ex. volleyball, basketball, tennis courts (guest provides own equipment), horseshoes, putt-putt, disc golf course, trails, and fishing (guest provides own equipment).

Possession and use of all-terrain vehicles, golf carts, fireworks, firearms, and similar equipment are not permitted.

All recreation equipment with wheels (bicycles, skateboards…) must be operated in a safe and respectful manner. Protective gear is strongly encouraged.

Profanity and alcoholic beverages are not permitted on campus. Smoking inside buildings is not permitted and is discouraged on campus. Use or possession of alcoholic beverages or illicit drugs will result in the guest(s) removal.

All youth groups (18 and under) are required to have adult counselors (21 or older) within a ratio of 1 female counselor for every 10 girls and 1 male counselor for every 10 boys.

Outside vendors are allowed only when arrangements are made through SSBCC Sales or Guest Relations Departments.

Guests are financially responsible for damages to property and excessive cleaning costs.

Due to limited housing for persons with restricted mobility, guests should make such requests during the reservation process. Assistance dogs accompanying their masters are welcome. Guests are not allowed to bring pets.

Guests are personally responsible for securing and protecting valuables while on the SSBCC campus.