



Global Hospitality

*A Way to Change the World,
One Welcome at a Time*

Based upon principals and guidelines from the
Global Hospitality Ministry
of Willow Creek Community Church
&
Willow Creek Association, U.S.A.



How it Began

The Willow Creek Association was founded in 1992 in response to a fresh movement of God's Spirit in the work of the local church. At that time, many churches—including Willow Creek Community Church—were sensing a renewed call to build biblically functioning communities that shared the Gospel with relevance, in ways that those still outside the church could understand.

Willow Creek Community Church soon became a gathering place for these pioneering church leaders to meet, network, and learn what God was doing. Willow Creek Association was created in order to serve this movement of churches and to find and disperse breakthroughs with widespread Kingdom potential—not just from Willow Creek Community Church, but from churches everywhere.

Over the past 15 years, God has continued to call Willow Creek Association to be a trans-denominational agency of church renewal. In every generation God calls the church to innovate, to better connect God's solutions to the needs of people. Because people are constantly changing and culture is constantly changing, the way that the church is going to connect to people is going to change. And so in every generation, there are church pioneers who lead the development of thriving, healthy, prevailing churches. And if *they* prevail, lead many other churches to prevail as well. – Jim Mellado, President, Willow Creek Association

The Global Hospitality Ministry of Willow Creek Community Church began in the mid-nineties out of a growing need, when church leaders from around the world starting coming to Willow for training and equipping. The people of Willow responded to this need by doing what they could to serve these guests coming from far away lands. They opened the doors to their homes. Today, the Global Hospitality Ministry comprises over 300 Willow Creek Host Families in the Chicagoland area who seek to serve the global church by receiving church leaders for the WCA's various conferences..

Literally, millions of dollars in Kingdom resources have been saved by having this ministry; dollars which could alternatively be used for extending the reach of churches to reach those far from God.



Why start a Hospitality Ministry?

“When we accept one another, we proclaim the message of human dignity. More of us need to take part in the mission of the Church” ~Karen Frisella

First, decide why this Ministry will benefit your church. Why will you have guests come to your events? How long will the events be? Some of the questions to consider:

1. Does our church regularly have visitors who come for short periods of time (i.e. church leaders, missionaries, interns, self-funded volunteers, etc.)
2. Does our church offer multi-day events, meetings or conferences?
3. How far will invited guests have to travel to visit our church or attend our event?
4. Are some of these invited guests visitors from foreign countries?
5. Will our church members benefit from having this Ministry?

Next...if answers to the previous questions indicate your church will benefit from a Hospitality (Host Home Stay) Ministry, here's "How to Start"... step by step...

It's easy
It's fun and
....the rewards are eternal!

Hospitality: What Is It?

People from all over the world define “Hospitality” in different ways.

Billeting	To assign quarters by a note or other directive
Hospitality	The art of receiving another in your home for an hour, a day or longer
Lodging/Home Stay	A room or rooms in the house of another used as a place of residence for a time
Ubuntu South African Term	“A traveler through our country would stop at a village, and he didn’t have to ask for food or for water. Once he stops, the people give him food, entertain him. That is one aspect of Ubuntu, but Ubuntu has various aspects. Ubuntu does not mean that people should not enrich themselves. The question therefore is: Are you going to do so in order to enable the community around you to improve?” — Nelson Mandela

Whatever you call it, should your church desire to start a "**Global Hospitality Ministry**", all one needs is the willingness of people in the congregation to open their homes, their hearts and their lives for a brief period of time to serve a growing need, that being, to offer hospitality (host home stay) to a visiting church leader in need of training, equipping and envisioning through events held at your church.



Six Reasons Why Hospitality is Important

Hospitality reflects the hospitable heart of God. We have a God who is hospitable. He is, at this very moment, preparing a place for us in Heaven. Why wouldn't we, if we have the ability to do so, continually be of the mindset to offer and extend hospitality to brothers and sisters in Christ?

"In my Father's house are many rooms; if it were not so, I would have told you. I am going there to prepare a place for you." John 14:2

Hospitality is one of the most practical ways to express the love of Christ here on earth. People know we love them and each other as believers through hospitality.

"Thy kingdom come, Thy will be done, on earth as it is in Heaven." Matthew 6:10

Hospitality is a great way to build unity and community with other believers. Connecting with each other doesn't have to happen just within the walls of the church. Of course, the church is a place where we can meet each other. But when we extend an invitation and welcome church leaders from different churches into our homes, particularly for a short period of time, and share a **common** meal together, we begin to share our **common** values. Barriers are broken. Prejudices are shattered. Understanding and cross-cultural learning's occur. In so doing we create a climate where true fellowship and **community** can be experienced.

"Do not forget to entertain strangers, for by doing so some have entertained angels without knowing it." Hebrews 13:2

Offering Hospitality helps us combat selfishness and materialism by sharing with others out of the resources God has, by His Grace, given us. If He is the maker of all, He obviously owns all we have. Offering hospitality simply is a way of saying "thanks be to God" for all He has done for us.

"Be devoted to one another in brotherly love. Share with God's people who are in need. Practice hospitality." -Romans 12:10, 13

If you have children, hospitality is a great way to cultivate in your children a heart for ministry and a heart for serving other people.

"Dear friend, you are faithful in what you are doing for the brothers, even though they are strangers to you." 3 John 5

Finally, and, if there were no other reason, this one would be sufficient. God commands us to be hospitable. Hospitality is not an option.

"Your love has given me great joy and encouragement, because you, brother, have refreshed the hearts of the saints." Philemon 1:7



To begin

- **Pray.** Pray and ask God for wisdom.
- **Define your purpose:**
- Will you open your doors to guests whenever the need arises?
- Will you open your doors to just guests from foreign lands?
- Will you open your doors to guests for only your large events held at your church?
- **Prepare your Mission Statement:** The WCA's Global Hospitality Ministry's mission statement is:

"To connect Willow Creek members with international guests in need of accommodation during conference times, thus helping to minimize guests international travel costs and greater impact their conference experience."

Be assured, our purpose might look different than yours. The WCA grew out of Willow Creek Community Church's ever growing need to train church leaders from all over the world. Today the Willow Creek Association has over 13,000 member churches worldwide. We offer 6 to 7 conferences on our main campus each year. We have over 330 member host families who serve 600-800 international guests each year.

The WCA decided to build a staff position behind the need to engage church members who had the desire to host an international guest or guests in their home while attending a conference. We kept our intention pure in that our volunteers expect the Global Hospitality Ministry is first and foremost only available to international guests. Occasionally, we accept a domestic guest request for housing, but it is a rare and unusual occurrence; special exceptions are considered. Our priority, though, is the "international guest" who will have to "cross an ocean to get here". It's a win for our Hosts in that they learn about the church in another culture. It's a win for our Guests who derive rest and replenishment in the comfort of a home while on their journey. Additionally, when the guest walks into our church service on the arm of his/her host, the guest feels a vicarious sense of belonging.

- **Ask.** Ask your church "members" to get on board. This can be done in a number of ways, from the pulpit, in a weekly publication or on your website. **Why?**
 1. To serve a visiting church leader from a foreign country by having your church members open up their home during a conference or other Ministry related event. (Note: the definition of home can vary. We have hosts who have apartments, condominiums, townhouses, row-houses, or single-family homes.) The brick and mortar doesn't matter; it's the heart within the home that matters. We require that host homes be able to provide a private bedroom to their guest. (See Host Guidelines for more information.)
 2. To allow your church members an opportunity to join God in His work in the local church even though they cannot be at the event themselves.
 3. To enlarge their view of the church ~ this kind of ministry builds bridges across racial **and** denominational lines.
 4. To allow church members and their families an opportunity to serve God in a unique way.

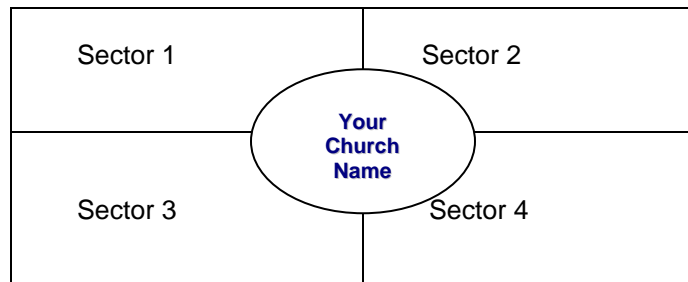
Roles & Descriptions

Director of Hospitality Ministry (Staff)

1. Request church members to consider using their homes for purposes of hospitality, perhaps through a verbal announcement by your senior pastor
2. Have potential Hosts fill out a Host Application (see Sample A)
3. Have potential Hosts read Host Guidelines (See Sample C)
4. Identify potential Placement Coordinator volunteer(s)
5. Obtain Host Applications back from interested people
6. Send Hosts a "Welcome Letter" or email (see Sample B)
7. Create a Master Host Family Database (see example below) We use Excel®

Master Host Family Database											
Sector	Last	First	Spouse	Member	Street	City	State/Prov	Email	Tele	Pets	Avail Beds
1	Wallace	Marc	Marianne	Y	123 Main	Anytown	Illinois	marc@aol.com	1.847.555.1212	Cat	Q,S
3	Rodgers	Tom	Sheridyn	Y	80 North	Anytown	Illinois	Tom@hotmail.com	1.847.224.6536	None	Twin

8. Set up Sectors or Regions and number them 1, 2, 3, 4 (see below). Assign Placement Coordinator(s)
9. Create a map and pinpoint the location of each host (see below)



Four Months prior to Event or Conference:

10. Send out Conference Registration Forms which include a place to request a host home option. (see Sample D)
11. Accept Host Home requests until a date six weeks prior to the start of your event.

At Willow we do charge a nominal \$20 per person, per visit, administration charge. This fee serves two purposes.

1. It offsets the costs of the Ministry in time and expenses. It must be understood that Hosts receive no money for hosting.
2. It assigns a value to the Guest, and prompts the guest to fulfill his/her obligation to stay in a host home. Sometimes, people assume when there is no cost associated with something; it infers "a lesser value" to the experience. In our experience, our hosts go to extra measures to prepare their home, buy extra food, etc. Having a non-refundable administrative fee in place lessens the likelihood of guests canceling out at the last minute.

Six weeks before the Event or Conference start date:

12. Staff (or volunteer) - Transfer the Guest information (Name, Church Name, address, flight times & allergy info) into a Guest/Host Housing Spreadsheet (see Sample below)

Guest #	Reason for Visit	Host Family	Guest Info	Other Details of Guest
1	Church Conference April 9-11, 2008	Mr. & Mrs. Wallace 123 Main Street Anytown, IL 60004 marc@aol.com 1-847.555.1212	Pastor Erik Klemetz Elborgschurch, EFK Myntgatan 13 Gothenburg, Sweden 011-46-223-`1593 erik.klemetz@ericson.com Arrival Sat 24 Mar 8:28pm Depart Sat 01 Mar 1:00pm	Primary Driver No allergies

13. Staff (or volunteer) - Matches **Hosts** and **Guest(s)** (refer to Do's and Don'ts for quality placements)

Three weeks prior to Event or Conference

14. Staff (or volunteer) - Send Guests their Guest Confirmation (email document) encouraging guests to make contact with their host prior to arrival. (see Sample G); include a copy of the Guest Guidelines (Sample E)
15. Staff (or volunteer) - Send hosts information about their Guest(s) (see Sample F); include a copy of the Host Guidelines (Sample F)

Volunteer Placement Coordinator (Responsibilities)

At first the staff person can be responsible for what we call the "Placement Coordinator" role, but as your ministry grows, your staff person will want to enlist the help of a volunteer or volunteers to be in charge of a specific Sector or Region. Willow currently has five (5) Placement Coordinators in charge of 8 Sectors for a total of 330 Host Homes. Some Placement Coordinators handle more than one Sector.

Responsibilities of the Volunteer Placement Coordinator:

1. Placement coordinator e-mails "Global Hospitality Ministry Hosts" to let them know of an upcoming Hosting opportunity, outline the conference dates, and request an RSVP. (Hosts who have registered to be a part of the Ministry should always feel they can say "no" to hosting if their family schedules conflict.)
2. Placement coordinator notifies via e-mail the Church Staff person of their Host/Guest of placements so Staff person can send the Guest his/her Housing Confirmation (Sample G).
3. Two weeks prior to event send Hosts their Host Confirmations along with Host Guidelines (Sample C)
4. Release unused hosts (if any) via email, "thanking them for being available but we're unable to place a guest with you at this time."
5. Send thank you notes or email to Hosts after the event



Global Hospitality Ministry

Volunteer Placement Coordinator

"Do's & Don'ts for Quality Placements"

Carpooling (Very Important)

- ✚ The driver of a carpool should be identified on the Guest Request Form. Place him/her in a home such that the home is the last stop/starting point.
- ✚ Place members of a carpool in the same general area or along a logical driven route in order to keep the drive time for the driver of the carpool to a minimum.

The following are general guidelines that we adhere to when considering guest placements into available host homes:

- ✚ Men will typically not share a bed but will share a bedroom.
- ✚ Don't mix single men and women in the same Host Home.
- ✚ Married couples can share a double bed or larger.
- ✚ Some Hosts have additional kinds of bedding arrangements in public areas (i.e. a hide-a-bed in the family room or a pull out sofa). It is recommended you **do not** place a guest in that kind of bed.



Forms and their Definitions

It should be noted that all of the Samples are Samples and may be used and modified at your discretion to fit your need.

<p>Host Application – Sample A</p>	<p>When Host Applications are returned, this information provides a “snapshot” of the host family. Where they live, how many bedrooms, pets, member status, etc. We generally require at least one member of a two person household (husband/wife) be a member of the church.</p> <p>This typically ensures that the home in which we are sending a guest knows and understands our ministry philosophy (5G’s) defined as Grace, Gifts, Growth, Giving & Groups.</p> <p>Your member definition would be different, but the goal is to insure you are placing a guest into the home of a good representative of the church and the values it comprises.</p>
<p>Host “Welcome” Letter or email – Sample B</p>	<p>Sent to the Host after they have been accepted and entered into the database</p>
<p>Host Guidelines – Sample C</p>	<p>Sent to the Host along with the Welcome Letter</p>
<p>Conference Registration Form – Sample D</p>	<p>Sent to the Guest (be sure to include due date)</p>
<p>Guest Guidelines – Sample E</p>	<p>Sent to the Guest along with the Request Form & again with the Guest Confirmation email</p>
<p>Host Confirmation Email – Sample F</p>	<p>To be sent to Host encouraging hosts to make contact with their guest prior to their arrival</p>
<p>Guest Confirmation Email – Sample G</p>	<p>To be sent to Guest encouraging guests to make contact with their host prior to arrival.</p>

Note:

The Global Hospitality Ministry of the Willow Creek Association comprises over 330 host homes from Membership of Willow Creek Community Church. The Ministry operates with 5 Placement Coordinator Volunteers, one WCA Staff and 12 Affiliate Country contacts. Please know you will want **(and need)** to simplify letters, guidelines, and forms to match your Host Home Ministry need.

Sample A

INSERT YOUR LOGO HERE

Global Hospitality Ministry Host Registration

A ministry of _____

Fill out and mail to: P.O. Box 3188, Barrington, IL 60011-3188

Phone: 224.512.1201 fax: 847.765.7010 e-mail: walshs@willowcreek.org

Date: ____/____/____

Name, Last: _____ First: _____

Married Single

Spouse: _____

Participating Membership or actively pursuing is a requirement.

Participating Member? Yes / No

If no, actively pursuing? Yes / No

Spouse Participating Member? Yes / No

If no, actively pursuing? Yes / No

If not "actively pursuing" please include a short paragraph letting us know your reason.

Address: _____

Nearest cross street: _____

City: _____ Zip Code: _____

Telephone (Home): (_____) _____ E-mail: _____

Fax (Home): (_____) _____

We strongly encourage the use of email as the most efficient and effective way to communicate with our hosts.

Pets: No Yes If yes, type: _____

Guest bedroom(s) (guests must have private sleeping areas)

Room 1: Number of beds _____ Style: single / twin / double / queen / king / _____

Room 2: Number of beds _____ Style: single / twin / double / queen / king / _____

Room 3: Number of beds _____ Style: single / twin / double / queen / king / _____

Room 4: Number of beds _____ Style: single / twin / double / queen / king / _____

Do you speak another language?

No Yes, language(s) _____

Involvement in a Small Group?

No Yes, ministry _____ LEADER NAME & PHONE #: _____

No Yes, ministry _____ LEADER NAME & PHONE #: _____

Sector: ____ Welcome Letter sent ____/____ by _____ Add to DB ____/____ by _____

SAMPLE B

HOST WELCOME LETTER INSERT YOUR LOGO HERE

March 1, 2008

Dear John & Laura,

On behalf of the Global Hospitality Ministry, we welcome you as a new Host Home! One of our goals is for you to find this a very rewarding experience. We know how busy our host families' schedules can be and want you to know we are here to serve YOU!

Beside the cultural education you will gain with the visitors you will host, you will also find many new opportunities for developing relationships all over the world. There is a lot to learn about the diversity of the guests who arrive from all corners of the world to attend our many conferences. Last year we began a newsletter to keep you up-to-date on vital information as well as useful tidbits from fellow host homes.

Another goal is for our guests to find an atmosphere that enables them to learn, grow and be refreshed. We realize there are occasional exceptions, but specifically, Global Hospitality provides the following through our host homes:

- ◆ Housing specific for the conferences dates and with a maximum stay of the Saturday prior and the Sunday after the conference concludes. You are free to extend the invitation for your guest to arrive *earlier* at your home should you choose to do so.
- ◆ A bed with access to a bathroom, and linens for such. Bathrooms may be shared with family.
- ◆ No transportation (to and from the church, airport or otherwise) unless a prearranged agreement has been made.
- ◆ We suggest providing a light breakfast to your guest(s). Sometimes it is nice to share a continental breakfast with coffee or tea in the morning or evening and fellowship with your guest(s). Beyond that, you may provide additional meals to the level you are comfortable.

Each conference event draws international guests of different numbers, having stays of a different duration. Because of this, it is impossible to always plan exact days of stay for our guests. As each conference approaches, we will provide you with as much information as possible. Minimally, you will be provided with the number of guests we are requesting you to house, their names and gender and dates of arrival and departure. Please know if it is necessary for you to deny our request to house for a particular conference, *we understand!* We recognize the magnitude of your commitment to volunteer and appreciate your hospitality immensely.

Your Volunteer Placement Coordinator, **Joy Smith**, will be contacting you soon to welcome you. We hope you share with us the excitement of touching churches worldwide by impacting church leaders in your very own homes. And we look forward to walking alongside you as we seek to serve Him!

Yours in Christ,

Karen Frisella
Director, Global Hospitality Ministry

Cc: Joy Smith, Volunteer Placement Coordinator, (Sector 4)

SAMPLE C

INSERT LOGO HERE

WCA Global Hospitality Ministry - **Host** Home Guidelines

(Revised 5/09)

Purpose:

Host home stays are intended to enhance and enrich a guest's conference experience, by connecting a guest in need of accommodation with a Willow member family, and to help defray the cost of international (and domestic) travel.

Accommodations:

- A "private bedroom", one not used by host family during guest stay. One guest per room is ideal, but bedroom may be shared by more than one guest, if needed.
- A separate bed for each guest (only married guests to share beds).
- No sofa beds or air mattresses please.
- No beds in common areas which are used by family. Ie. Family room, rec room.
- Access to bathroom (may be shared with family).
- Clean linens.
- Home should be reasonably clean and tidy.

Meals:

- A light breakfast is the only meal a host is expected to offer.
- Guests are responsible for all remaining meals on their own.
- Hosts may provide additional meals / food at their discretion. It may be a good opportunity to experience Christian community.

Transportation:

- Guests are responsible for all their own transportation.
- Guests should rent a car, or be part of a carpool.
- Hosts are not expected to provide transportation.

Safety / Discretion:

- All guests are required to be registered for the conference.
- While we hope guests will be of strong Christian character, GH cannot guarantee the character or intentions of guests.
- Guests are given a list of Guest Guidelines.
- Hosts should use their discretion regarding guest's access to home, or leaving guests unattended in home, etc.
- Hosts are not expected to provide access to phone or computer / internet. Free wireless internet access is available in the atrium at WCCC, for use with guest's own computer.

Have Fun:

- A Host Home stay is intended to benefit both guest and host.
- It is an opportunity to experience, and to learn from each other about different churches, and countries / cultures if International guests.
- Hosts represent Willow, and provide the guest with an inside peak into the heart and soul of WCCC.

Private Placements (PP):

- A PP is where a returning guest requests to stay with a specific host. Global Hospitality values these types of relationships. It is important the guest still submit a formal housing request form thru proper channels. Guests and hosts making their own arrangements, during conference times, without honoring the established process, hampers Global Hospitality's ability to serve all guests and hosts effectively.

Placement Process:

- All hosts will be connected with a Placement Coordinator (PC) based on the geographic location of the host home. (GH is organized into 8 geographic sectors surrounding WCCC). Your PC is you primary point of contact for all Global Hospitality issues.
- An email canvas is sent approx. 7 weeks before each conference, with a RSVP period of about one week. Hosts may choose to be available (or not available) for each individual conference.
- Many variables are considered when making placements. Including location & distribution of available homes, carpool configuration, roommate requests, gender and allergies.
- Guest / Host placements are confirmed approx 2 weeks prior to start of the conference. Contact info will be provided and hosts & guest should communicate before arrival
- Guests may be International or Domestic. (cannot be guaranteed ahead of time)
- "Official Hosting Dates" are: the Saturday before a conference till Sunday after a conference **(8 nights)**. Host agrees to be available for the entire time. The entire 8 nights is officially made available to all guests. This allows guests (especially Internationals) to recover from jet lag, do some sightseeing, socialize with family, and experience a Willow weekend service. Many guests do not stay the entire 8 nights, and domestic guests are likely to stay fewer nights than Internationals.
- The WCA charges all guests a nominal administrative fee, primarily to show their commitment to the process. Hosts do not receive financial remuneration for serving.

Emergencies:

- Hosts should contact their Placement Coordinator (PC) if any unexpected situation arises.
- If PC is not available, contact WCA Manager of Global Hospitality (staff person).
- The WCA has a physician serving as a medical liaison, to help address medical emergencies.

<u>Sector (Suburbs)</u>	<u>Placement Coordinator (PC)</u>	<u>Phone Number</u>	<u>Email</u>
1 Immed. area	Insert Name		
2 Northeast	Insert Name		
3 Far East	Insert Name		
4 Southeast	Insert Name		
5 Southwest	Insert Name		
6 Western	Insert Name		
7 Northwest	Insert Name		
8 Far West	Insert Name		
GH Coordinator	Insert Name		

SAMPLE D

[INSERT YOUR LOGO HERE]

Feel free to insert your own TEXT noted in GREEN

CONFERENCE REGISTRATION FORM

REGISTRATION INFORMATION

Male or Female?	
Title, First name, Last name	
Church/Organization Name	
Church Street Address, City, Country	
Phone	
Your Email	
Language Preference: (Check with Registrar to inquire about interpretation services at this location)	

	Reason for your Visit	Register BY	Fees
<input type="checkbox"/>	[INSERT CONFERENCE OR EVENT NAME & DATE HERE]	[DATE]	Conference Fee
<input type="checkbox"/>	Global Housing (Host Home Stay) Requested? Yes <input type="checkbox"/> No <input type="checkbox"/>	Processing Fee Applies	Processing Fee
TOTAL Payment Owed:			Total Fees
Enter Credit Card Number:			
Expiration Date:			
Name on the Card:			

ADDITIONAL GLOBAL HOSPITALITY INFORMATION REQUIRED:

-- complete section below --

To insure the best Host Home Placement for you and your team, please fill out completely!

Travel Info – Do not submit if left blank

We need EXACT flight & date information

Date of Arrival		Time		Airline:		Flight No.:	
Depart Date		Time		Airline:		Flight No.:	

Are you renting a car? (Do not leave blank.)

If yes, are you the Primary Driver?

Are you traveling with a group?

If yes, who else will be in your car?

(The answer to this question will help us keep you close together ~ geographically)

[To be modified by organizing body depending on ease of public transportation in your area] Our statement is:

PLEASE NOTE: Public transportation is **NOT** available in our area and it **IS** NECESSARY to rent a car during your stay or be in a carpool that you arrange. Car rental agencies require an International Driver's License, a MAJOR CREDIT CARD and you must be 25 years old or older to rent a car. For more travel information, contact your local travel agent. For further information, please refer to the Global Hospitality Guidelines.

About You

Is this your **first visit** to our [Church]?

Is this your **first visit** to the [COUNTRY]?

Do you have any **allergies** to household pets? If yes please give details

Dear Guest...By submitting this section of the Form you are stating your intention to stay in the host home of a [CHURCH MEMBER]. Our Hosts welcome the opportunity to Host you. You will receive your Guest Confirmation with Host Family details two weeks prior to the conference. ~The Global Hospitality Ministry

Global Hospitality Hosts are **not** expected to provide transportation.

All people utilizing Global Hospitality **must** be registered for the conference. **No children please.**

✉ E-mail [YOUR EMAIL HERE]

Please use one form per person. Incomplete forms will not be processed

Host Home Stay is limited and will be provided only on an availability basis.

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SAMPLE E

INSERT YOUR LOGO HERE

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.

SAMPLE F
INSERT YOUR LOGO HERE

Global Hospitality Ministry
***** HOST CONFIRMATION E-MAIL *****

Dear Host Family,

*****Please e-mail me a reply message indicating that you've received this important information*****

Thank you for opening your home for the Leadership Summit Conference. The Conference will challenge its audience to build a church that is united in its efforts to equip and train church leaders to be better leaders.

Your hospitality makes a difference! Listed at the end of this e-mail is your guest information. I've also included any pertinent travel and carpool information. Sometimes travel details may change without our knowledge. **It is very important when you make contact with your guest you confirm their travel plans. It may also be helpful to ask their intentions upon arrival (are they coming straight to your house, stopping at church, sightseeing, etc).** Keep in mind if your guest is listed as a carpool driver, it will take a little longer to reach your home as other guests will need to be dropped off first.

Guest Info.

I am providing all the guest contact and travel info that the guest provided to the Global Hospitality Ministry. Sometimes travel info is incomplete, or changes without Global Hospitality being informed. **It is very important you confirm travel plans directly with your guests, and provide them with directions to your home from the airport.**

Your Global Hospitality GUEST:

Pastor Erik Klemetz
Elborgschurch, EFK
Myntgatan 13
Gothenburg, Sweden
011-46-223-1593
erik.klemetz@ericson.com
Arrival Sat 24 Mar 8:28pm
Depart Sat 01 Mar 1:00pm
Renting a car: Yes (Group of 1)
Allergies: None

The following information has been forwarded to your Guest:

Your Church Host Family:

Mr. & Mrs. Wallace
123 Main Street
Anytown, IL 60004
marc@aol.com
1-847.555.1212

Thank you for your willingness to open your home and your hearts to a visiting church leader!

In Christ,

Church Staff

SAMPLE G

INSERT YOUR LOGO HERE

Global Hospitality Ministry
*****GUEST CONFIRMATION E-MAIL*****

EMAIL To: Pastor Erik Klemetz
Elborgschurch, EFK
Myntgatan 13
Gothenburg, Sweden
011-46-223-1593
erik.klemetz@erricson.com

We are pleased to be able to provide you with Global Hospitality (host home stay) during your upcoming visit. Included are Guest Guidelines. Please make sure all of the individuals receive a copy of this document. Also attached are an Area Map and a Conference Schedule. The following represents your Housing Confirmation. **You are encouraged to contact your Host Family to introduce yourself and obtain travel directions to the host home.**

Your Church Host Family:

Mr. & Mrs. Wallace
123 Main Street
Anytown, IL 60004
marc@aol.com
1-847.555.1212

The following information, which you provided to us, has been forwarded to your Host Family:

Global Hospitality GUEST:

Pastor Erik Klemetz
Elborgschurch, EFK
Myntgatan 13
Gothenburg, Sweden
011-46-223-1593
erik.klemetz@erricson.com
Arrival Sat 24 Mar 8:28pm
Depart Sat 01 Mar 1:00pm
Renting a car: Yes (Group of 1)
Allergies: None

For driving directions from airport, please contact your host family.

It is our pleasure to serve you!

In Christ,

Church Staff