



# Chelmsford Diocesan House of Retreat Pleshey

## Booking Terms and Conditions

In order to avoid any misunderstanding we ask you to read our terms and conditions before signing your booking form.

### Bookings

- Reservations are only secured on receipt of a completed Booking Form and the appropriate deposit payment.
- For group bookings the anticipated number of attendees and expected arrival and departure times must be given on the initial booking form.
- Final numbers and any medically essential dietary requirements must be confirmed to us at least 2 weeks before the event. For instance, if vegetarian...can they eat fish?
- **Increases or decreases** to the number of guests or meals can be considered up to 48 hours before the event only but acceptance of these cannot be guaranteed.
- The Retreat House reserves the right to change room allocation for a suitable alternative at their discretion.
- All prices shown exclude VAT. This will be added where applicable at the current rate.

### Deposits

Amounts for deposits are:

£5 per person for House Quiet Days

£50 per person for individual residential bookings

£50 for day group bookings

£300 for group residential bookings

*These deposits are non-refundable and non-transferable.*

Receipt of your deposit and booking form will be acknowledged by email where possible. If you prefer a receipt of your deposit and booking by post, please send a stamped addressed envelope.

### Settlement of Account

- For individual or Parish retreats and quiet days, full payment of balances due should be paid on arrival. Payment can of course be made in advance.
- For larger organisations where settlement on the day is not possible, invoices must be settled in full within **14 days** of the date of invoice. This will normally be issued prior to the event.

### Methods of Payment

Cheques should be made payable to **"The House of Retreat, Pleshey"**.

Payment can also be made by bank transfer to:

Account Name: Diocesan Retreat House Pleshey

Sort Code: 08-90-04

Account Number: 50017726

Please use the Booking Form number (if applicable, otherwise your surname) and the date of the retreat as a reference. This will help us match the payment to your booking.

**We are unable to accept payment by debit or credit cards.**

### Cancellation

In the event of a cancelled stay, our cancellation charges are as follows:

Between 1 <sup>st</sup> booking and 3 months prior to arrival	Initial deposit per person
Between 3 months and 1 month prior to arrival	50% per person
Within 1 month prior to arrival	100% per person

We advise guests to take out appropriate insurance to cover their stay in the event of cancellation.

## Useful Things to Know!

### Checking in and out

- For Health & Safety purposes, all guests and leaders **must** report to the General Office/Reception on arrival.
- All residential guests should park in the Retreat House car park being respectful to the neighbours of the House.
- Prior to leaving, all rooms used should be left as found on arrival with any chairs and/or tables returned to their original position. A Room Plan is in the relevant places.
- Towels, soap and all bedding is provided in all rooms.
- Residential guests are requested, where physically able, to strip beds of duvet covers, bed sheets and outer pillow cases, placing these in the linen bins provided on the landings to each floor.
- Unless agreed in advance, bedrooms should be vacated by 9:00am on the day of departure.

### Meal Times

Breakfast	8.30 am*
Lunch	12.30 pm
Supper	6.30 pm (Fridays only - 7:00pm)

\* Please note new time.

Coffee and tea is available throughout the day from the Buttery on the ground floor.

### House Prayers & Chaplains

Each weekday and the occasional Saturday, the chaplain for the day will lead prayers, usually in the Chapel, at;

9:00am – Morning Prayers

12:15pm – Midday Prayers

All guests are welcome to attend either or both of these.

The chaplain is then available during the morning for personal prayer and /or spiritual direction. It is preferred that this is arranged in advance but on occasions may be possible at the time.

### Access

We will always try to accommodate those living with a disability or limited mobility.

We are able to provide;

- One bedroom on the ground floor with a wet room suitable for wheelchair users.
- Access to the first floor is possible by using the platform lift. (This is not suitable for wheelchair users).
- All of the ground floor is on one level with an access ramp at the back of the House.
- All meeting rooms have a hearing loop system installed.

### General

- The Retreat House accepts no responsibility or liability (other than as a direct result of its own negligence) for any injury, personal loss or damage to personal property belonging to Hirers or their attendees, or for their motor vehicles and contents.
- The Hirer will be liable for any damages caused by themselves or their attendees or anyone for whom they are responsible.
- The Retreat House's decision will be final over determining any questions arising in relation to the interpretation of these Terms and Conditions.
- The Retreat House, associated buildings and gardens are all non-smoking areas. The designated smoking area is by Monks Cloister adjacent to the car park.
- All guests are required to observe the Health & Safety and Fire regulations and evacuation instructions.
- The group organiser is expected to communicate the information on this form to all of the attendees.

*We thank you for your assistance and co-operation.*