



# THE CHALICE WELL TRUST

## LITTLE ST MICHAEL'S RETREAT HOUSE

### Terms and Conditions of Hire for Group Retreats

We hold all our spaces at the Chalice Well in a manner that preserves the special atmosphere of this sacred site for the benefit of every visitor. We want you to enjoy your stay at Little St Michael's ("LSM") and ask that you take time to familiarise yourself with these "*Terms and Conditions of Hire for Group Retreats*", the "*Information for Group Leaders*" document and the "*Application Form for Group Leaders*". This will help us work together in holding the special energies of this unique and precious place.

**By submitting an application to the Chalice Well Trust, you are confirming your agreement to these Terms and Conditions.**

### General Conditions of use for residents and guests of The Chalice Well Trust

- All electronic devices are to be switched off or kept in flight mode only.
- The site is to be kept free from smoking (including vaping), alcohol and recreational drugs.
- No ceremonies or group activities are to be conducted in the garden during public opening hours.
- Candles are only to be lit in the specific areas provided and extinguished when you leave the area.
- No incense or sage is to be burned on site.
- No fire ceremonies to be held on site.
- To respect the staff, volunteers and other visitors and guests.
- The Trust reserves the right to ask you and/or your group to leave the site if we feel at any time that your retreat/group is disturbing or disruptive to other visitors.
- In the event that you or a member of your group causes loss or damage to Chalice Well property, you will be charged for repair/replacement.

### Use of the Retreat House

- The house will only be used in a meditative or contemplative nature not for workshop activities.
- All electronic devices should be kept off or in-flight mode.
- All meetings, training and exercises, will be in the Meeting Room which is adjacent to Little St Michael's and can be additionally pre-booked by you for your stay.
- The retreat house is to be kept free from smoking (including vaping), alcohol and recreational drugs.
- Only vegetarian food to be kept and consumed in the retreat house.

- Shoes need to be removed upon entering the retreat house and can be kept on the shelving provided at the front and back doors.
- Incense will not be burnt anywhere in the house – including the meditation space and Meeting Room as our smoke alarms are very sensitive.
- All guests and visitors need to be over the age of 18.
- All downstairs windows and doors must be locked if the house or your rooms are empty and always close the front/back doors properly. Please do not leave external doors on latch for quicker access.
- Chalice Well Trust accepts no responsibility for personal belongings within the house or any area of the site at any time.

#### **The Upper Room – silent meditation space**

- The Upper Room will only be used for silent meditation, contemplation and prayer.
- The upper room is accessible 24 hours daily to residential guest except for
  - Thursday between 5:30pm and 6pm which is Companions meditation and residential guests are welcome to join
  - Daily non-residential Companion meditations between 1 to 2pm and 4 to 5pm in summer and between 3 to 4pm in winter.
- There may be additional bookings during your stay, we will update the notice on the kitchen noticeboard should this be the case.
- Candles must only be placed in the holders provided in the Upper Room and extinguished when leaving the room. We provide tealight candles, holders, matches and a snuffer.

#### **Meeting Room**

- All electronic devices should be kept off or in-flight mode.
- Smoking (including vaping) will take place off Chalice Well grounds.
- Shoes will not be worn inside, as with the Retreat House.
- All food brought must be vegetarian dishes only.

#### **Private Access and Exclusivity of Garden Use**

- During your stay there may be group bookings in the garden outside of public opening hours, which we call Private Access. You will be advised in advance of these so that you can plan accordingly.
- If you require exclusive access to the garden, before or after public opening hours, then you will need to make an application. A fee will apply.
- Outside of Private Access bookings and public opening hours, your group will have exclusive access to the garden.
- For security reasons, staff visit the gardens at irregular hours, outside of public opening hours. They will only approach your group if they have concerns about site safety.

### Use of Chalice Well gardens

- All ceremonies and group activities to be held in the garden must be outside of the Gardens' opening hours.
- During opening hours, you will stay in small groups and be sensitive to other visitors.
- All electronic devices should be kept off or in-flight mode.
- You will only have lit candles on the purpose-built shelf in the Sanctuary area and will take them with you or extinguish them when you leave the area.
- You will not hold any fire ceremonies on site.
- During Private Access Garden bookings by other parties (non-residential groups), residential guests are to refrain from using the public garden during the period allocated. The private garden for the retreat house can be used instead and is accessed via the back door. Private Access bookings during your visit are displayed on the kitchen notice board.
- The retreat house's private garden, accessed via the back door of Little St Michael's, is only for the use of residential guests and can be accessed at all times.

### Non-residential visitors

Non-residential visitors are not allowed access to Little St Michael's Retreat house, the Meeting Room or into the gardens unless by pre-arranged agreement in writing with Chalice Well Office Staff. If, as part of your retreat, you will be employing a chef, caterer or other ceremonial practitioners, please make a request to us in advance.

### Booking Terms and Conditions

- Once your application has been accepted
  - Your Companionship must be current to proceed with the booking
  - Payment Terms:
    - 10% deposit is required to confirm your booking
    - 40% (second instalment) of the balance is required 9 months prior to your arrival
    - 50% (final instalment) required 3 months prior to your arrival
  - Your Companionship must also be current on the day of check-in
- Should payment not be received by the due dates, the Trust reserves the right to cancel your booking and any deposit paid will be forfeited.

### Cancellation by Chalice Well Trust

- The Chalice Well Trust reserves the right to cancel a booking forthwith and without liability on its part in the event of damage or destruction to the Retreat House by fire or other causes, any shortage of labour, or any other cause beyond the control of the Trust which shall prevent it from performing its obligations in connection with any booking.
- In such an event the Trust will refund any payments already made but will have no further liability to the Group Leader or their guests.

### **Cancellation by the Group Lead/Customer**

- Deposits & payments once paid are non-refundable and non-transferable.
- Cancellations made will not require any remaining payment instalment that would have been due to be paid. i.e.
  - if cancellation occurs before payment of the second instalment, then the 10% deposit already paid will not be refunded but the 90% payment remaining will be cancelled
  - if cancellation occurs before the final instalment, then monies already paid will not be refunded but the 50% payment remaining will be cancelled
  - if cancellation occurs after 100% payment has been made, then no refund is due
- Should the Group Lead/customer have paid a higher deposit in advance of the required minimum amounts, then the value in excess of this requirement will be refunded less 10% to cover costs.
- In the event that at least 9 months' notice is given for a request of a change of date, this will be investigated. If this alternative date is within 1 year of the original booking arrival date and is found to be possible, then monies paid will be transferred to that date and no rescheduling fee will be charged. Should we be able to accommodate a change of date there may also be additional costs due to price fluctuations.
- If during your stay, you are asked to leave the facilities due to inappropriate behaviour or misconduct of any sort by any member of your group, you will not be refunded.

### **Check-in and departure**

- Group Leaders must arrive between 2.00pm and 5.00pm ahead of the group so that we can complete the check-in process with you on your own.
- Once the group leader has checked in, group participants can go straight to the retreat house when they arrive and do not need to come to the office.
- Checkout is by 10am from the house. This includes if you have the Meeting Room booked for the final day. Luggage can be taken to the Meeting Room if it is booked as part of your retreat.

### **Late arrival**

We do not offer late arrival but try to accommodate last minute travel emergencies. If you are unable to arrange travel to arrive before 5pm on the first night of your stay, please arrange alternative accommodation. In the event of unavoidable delay, resulting in arrival after 5pm, please contact us immediately by email [info@chalicewell.org.uk](mailto:info@chalicewell.org.uk) or by office phone 01458 831 154 or on our emergency number after 5pm 07442 041 714

### **Changes to Terms and Conditions**

The Chalice Well Trust reserves the right to change the Terms and Conditions to maintain compliance with applicable laws and regulations. We further reserve the right to change the Terms and Conditions in accordance with a changing business model. If the changes to the Terms and Conditions negatively impact the retreat booking, we will refund all monies paid and cancel the booking. Please see section "Cancellation by Chalice Well Trust"