



TERMS, CONDITIONS & INFORMATION BOOKING SHEET

The Hermitage is first and foremost a **Retreat and Spirituality Centre**, and as such, is not available for corporate conferences, weddings and/or tourist accommodation. Detailed information on the mission and facilities of The Hermitage can be found on our website www.thehermitage.org.au

The following is specific information that you need to know if you are intending to make a group or personal booking:

- BOOKING ENQUIRY FORM** - The Booking Enquiry form needs to be completed and returned to reception before any booking can be confirmed. Once confirmed all 'group bookings' will be required to complete a room allocation list and detail any special requests 10 days prior to the booking.
- TARIFF** - We will contact you regarding the tariff on receipt of the Booking Enquiry Form.
- PAYMENT** - All bookings will be invoiced at the end of the stay. Please note that all weekend bookings will be invoiced for a minimum of two days.
- Payment can be made by cheque, cash or EFT
 - Payment is due within seven days of the stay
- INCLUSIONS** - Group bookings include all linen, meals and full use of AV presentation equipment. Please note that while a pillow, bed sheet and extra blanket are provided for student/youth groups at Le Rosey, they are required to bring sleeping bags. Staff and group supervisor rooms at Le Rosey include all linen.
- CATERING** - All catering is done on the property. The menu for each group will be determined by the Catering Manager and will reflect seasonal produce and simple country style cooking. The only special diets that can be catered for groups are lactose intolerant, gluten free and vegetarian. We are unable to cater for medical diets.
- MEAL TIMES** - The 3 meals times are fixed as follows: breakfast (8.00am), lunch (12.30pm) and dinner (6.00pm). Morning and afternoon teas are negotiable. Tea & coffee are always available.
- ACCESSIBILITY** - La Valla has a lift to the first floor, and has two accessible bedroom suites. The meeting hall, dining room and chapel area are all on the ground floor and are accessible By wheel chair.
- TRAVEL** - Please refer to our website to download map and directions for site location.
- PARKING** - Once in the property, proceed to Reception to offload your luggage before parking in the designated parking area. Group Presenters may wish to offload closer to the hall.
- WINE TASTING** - Should you like to participate in a wine tasting you will need to contact directly our Cellar Master, Br Anthony, to arrange a time. Br Anthony can be contacted at brotheranthony@maristwines.com
- CHECK-IN / CHECK OUT TIMES** - Unless arranged otherwise, rooms will be available for checking in from 5.00pm on the day of arrival and should be vacated by 10.00am on the day of departure.
- CANCELLATIONS** - Should you need to cancel your booking, this will incur an office administration fee. All cancellations should be communicated to Reception as soon as possible.
- SMOKING** - Smoking: Smoking is not permitted in or near the buildings. Please note the activation of the smoke alarms as a result of smoking will incur a substantial cost to the smoker, to be paid to the NSW Fire Brigade.

- SAFETY** - Emergency Procedure Notices are posted throughout The Hermitage facilities and guests should make themselves familiar with the arrangements in case of an emergency. As all rooms are fitted with smoke alarms, guests are requested not to light candles or incense in any of the buildings, with exception of the Chapel.
- PUBLIC LIABILITY INSURANCE** - On request, legal entities using the facilities of The Hermitage are to provide evidence of Public Liability Insurance.
- PROPERTY DAMAGE OR LOSS** - All breakages and losses of property and/or equipment are to be reported immediately to your Hermitage contact person or Reception. If the damage was the fault of a group member then the cost of repair/replacement will be added to the invoice. Also, any extra time and expense that is required for cleaning due to the state of the facilities will attract an additional charge.
- LOST PROPERTY** - All lost property will be held for 14 days after which it will be given to St Vincent De Paul. Should you wish to claim any lost property you will need to contact Reception within this time period to arrange for its return.

For further information about booking at The Hermitage please email bookings@thehermitage.org.au or call us on (02) 4872 1911. Office hours are between 8:30am and 4:30pm Monday to Friday.

GROUP BOOKINGS (LA VALLA & LE ROSEY)

Group bookings can be made for the facilities at either La Valla or Le Rosey. The La Valla facility is an adult facility and therefore is not available for children (under 18 years). The Le Rosey facility is a student/youth facility and is available for children/youth (13-17 years). It is the responsibility of the group organiser to:

ON ARRIVAL

- Make contact with The Hermitage contact person at Reception one hour prior to the arrival of your group
- Liaise with The Hermitage contact person regarding details of the stay
- Familiarise group members with the location of their bedroom, dining room, meeting places, etc.

ON DEPARTURE

- Ensure that the bedrooms are left as requested on the 'Room Information' sheet
- Return all keys and the information folder to your Hermitage contact person or Reception before departure
- Ensure that an Incident Report Form is completed in case of any injury or illness among group members

PERSONAL BOOKINGS (GUEST COTTAGES)

Personal and/or family bookings can be made in the Guest Cottages available at The Hermitage. Please note the number of guests staying in each cottage is strictly limited to the number of beds available in the cottage. Guest cottage bookings include all linen, but **do not include catering**. Each cottage is provided with a basic selection of utensils and cooking facilities. Where a booking is for more than one cottage you may choose to book our 'self catering kitchen' at Le Rosey. It is the responsibility of the person making the booking to:

ON ARRIVAL

- Liaise with your Hermitage contact person about details of the stay
- Make contact with The Hermitage contact person at Reception on arrival

ON DEPARTURE

- Ensure that all used linen is removed and stored in the linen baskets provided
- Ensure that all foodstuffs are removed from the refrigerator
- Ensure that the cottage is clean and all items used are washed and stored in original location
- Make payment and return all keys to The Hermitage contact person or Reception before departure