



TERMS, CONDITIONS & INFORMATION BOOKING SHEET
LE VALLA FACILITY FOR ADULTS

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 at the La Valla site:

BOOKING ENQUIRY FORM The Booking Enquiry form must be completed and returned to bookings@thehermitage.org.au prior to your booking being confirmed. Once confirmed, you will need to supply a room allocation list and outline any dietary requirements. This is required two weeks prior to your booking. A deposit will be required to confirm your booking

Please note: If your group is fewer than 20 people, The Hermitage reserves the right to book a second group on the site. The second group would be deemed compatible for this to occur. If the initial booking group would like exclusive use of the site then an additional payment would be required to ensure this is the case.

A non-refundable deposit is required prior to a confirmation of all bookings requests.

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 Your booking includes meals, linen and use of all facilities & AV equipment.

CATERING All catering is done on the property. The menu for each group will be determined by the Management and will reflect seasonal produce and simple country style cooking. The Hermitage only caters for the following special dietary requirements; lactose intolerant, gluten free and Vegetarian.

MEAL TIMES Meal times are as follows: Breakfast (8.00am), Morning tea (10.30am), Lunch (12.30pm), Dinner (6.00pm). The dining room always remains open for tea and coffee.

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 visit our website to download a map and directions to our site.

- PARKING** Guests may offload their bags near reception then park their vehicle in the main car park. There is no parking other than in the main car park.
- PETS** Please note that as this is a working farm, pets are not permitted on site. We apologise for any inconvenience.
- 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 9.00am on the day of departure.
- CANCELLATIONS** Final guest numbers must be provided two weeks prior to your booking. Changes to guest numbers in the week prior to your booking may be reflected in your final invoice. Cancellations in the four weeks prior to your booking will result in the forfeit of your deposit. Any variation to this will be at the discretion of the Director.
- SMOKING** The Hermitage is a non-smoking property.
- 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 may not use candles or incense in any of the buildings, with the 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 / LOST PROPERTY** All breakages and loss of property must be reported to your Hermitage contact person or Reception. If the damage was the fault of a guest the cost of replacement / repair may be added to your invoice. The cost required to clean rooms or facilities if not left in a suitable state will attract an additional charge. All lost property will be held for 14 days. Please contact reception within this period to arrange for the return of any item left behind.
- VISITING CLERGY** If you have a visiting priest with your group and who is from outside the Wollongong Diocese, you are required to have him register with the Bishop's office. It is the responsibility of the priest to ensure this requirement is completed well before arrival. The responsibility of the group organiser is to alert him to this requirement and inform him of the following link. <http://www.thehermitage.org.au/visiting-clergy/>
- VISITING SPIRITUAL DIRECTORS:**
- Groups using the La Valla or Le Rosey site at The Hermitage and who are offering the services of a Spiritual Director during their retreat or programme must ensure that the Spiritual Director, or person accompanying participants is;
- Appropriately qualified,
 - Fully covered by insurance,
 - A member of a professional Association of Spiritual Directors (eg: ANSD or CSD) and
 - Receives regular supervision.
- It is the responsibility of the group hiring our facility to ensure that this is the case.

GROUP BOOKINGS

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 and meeting places.

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.

For further information about your booking please email bookings@thehermitage.org.au or call the office Monday to Friday (8.30 – 4.30pm) on 02 4872 1911.