



TERMS, CONDITIONS & INFORMATION BOOKING SHEET
LE ROSEY FACILITY FOR YOUTH and STUDENTS

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 booking at the Le Rosey site:

- BOOKING ENQUIRY FORM** The Booking Enquiry form needs to be completed and returned to bookings@thehermitage.org.au 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, including special dietary needs. This is required **two weeks prior** to your 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** Bookings include meals and use of A/V presentation. Each person is required to bring a sleeping bag.
- 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 fixed as follows: breakfast (8.00am), lunch (12.30pm) and dinner (6.00pm). Morning and afternoon teas are negotiable. Tea and coffee are always available.
- ACCESSIBILITY** There is no lift at Le Rosey so there is restricted access to the retreat room upstairs. All downstairs retreat rooms are accessible.
- 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.
- CHECK-IN / CHECK-OUT TIMES** Check-in is at the time negotiated with your Hermitage contact person. On the day you are leaving we ask that beds be stripped of linen and placed in the foyer. Blankets should be folded and placed in the cupboard alongside the respective bed. Students should have all their belongings out of dorms by 9am. Staff linen can be left on the stripped bed in their respective rooms.

CANCELLATIONS All cancellations may incur an administration fee of \$500. Final guest numbers must be provided two weeks prior to your booking. Changes to guest numbers made in the week prior to your arrival may be reflected in your final invoice.

SMOKING The Hermitage is a non-smoking property.

PETS Please note that as this is a working farm, pets are not permitted on site.

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 OR LOSS 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.

LOST PROPERTY 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.

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.

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.
- For those in the Annex, the stripped linen is to be left in one pile in the middle of the room.
- Ensure that an Incident Report Form is completed in case of any injury or illness among group members.