

# Shepherds Dene Retreat House

## General Terms and Conditions

### Preamble

Shepherds Dene is the Retreat House of the Church of England Dioceses of Durham and Newcastle. Its vision is to be a Retreat House in the Christian tradition offering guests from all denominations, faiths and none, a place for reflection and rest.

Shepherds Dene is a charity registered with the Charity Commission, and as such it operates within the legal framework set by them for its governance and management.

We value greatly your custom and support. The terms and conditions set out below, and approved by the trustees, are required to ensure that all of our guests are treated fairly and equitably and that the financial and wellbeing of Shepherds Dene is secured for the future.

### Bookings:

#### How to Book

Please confirm availability by telephone or email - 01434 682212 or [info@shepherdsdene.co.uk](mailto:info@shepherdsdene.co.uk).

The trustees reserve the right to accept or refuse any booking at their discretion.

#### Children and Young Adults

Please note that children and young adults under 18 on site must be supervised by adults.

### Payments:

#### Deposits

All bookings must be confirmed with a deposit of 20% of the total cost at the time of booking and by returning a booking form. Deposits are non-refundable and cannot be transferred to another booking. If a booking is made within 28 days of your visit, the full amount will be payable at the time of booking.

#### Final Payment

Payments must be made by the due date whether or not a reminder has been sent.

#### Final payments are due as follows:

- Shepherds Dene Programme events: full payment 2 weeks before start of retreat/event.

- Private Guest: balance to be paid before departure
- Groups: balance to be paid before departure (or on invoice to be paid within 30 days of invoice issue)
- Coach House Cottage self-catering groups: balance due 4 weeks prior to arrival

### Group bookings and payments

New bookings requiring exclusive use of Shepherds Dene will be required to pay for a minimum of 18 guests in order to have guaranteed exclusivity. The group leader should complete a booking form for the group which should be returned with the deposit payment. The booking will be based on the estimated number you give at the time of booking and any less will be counted as cancellations. Please see cancellation charges below. Confirmation of final numbers, rooming list, programme and dietary requirements must be provided no later than two weeks prior to arrival. We advise that *guests have insurance in place to cover the cost of cancellation*. The final balance for the whole group should be made either before departure or within 30 days of the invoice date (see above).

### Methods of Payment

Payment can be made by credit or debit card (except American Express). Alternatively, you can send a cheque made payable to 'Shepherds Dene' or pay electronically through BACS (groups: please use invoice number as a reference, individual bookings: use invoice number or your name and date of stay as a reference).

### Day Conferences

Groups booking day conference facilities should complete a booking form and return with a 20% deposit. All other conditions apply as per 'Groups' above.

### Cancellation

Payment and acceptance of a deposit constitutes a legally binding contract. Cancelled bookings cause financial loss to Shepherds Dene. For this reason, charges apply to all cancelled bookings, both partial and full. For group bookings, any decrease in the number of rooms or persons will be treated as a cancellation and charges will be applied (see details below). All cancellations must be given in writing and acknowledged by us in writing or by email.

**Cancellation charges** apply to the following notice periods in advance:

- Less than 12 weeks: 50% of total booking value
- Less than 6 weeks: 75% of total booking value
- Less than 4 weeks: 100% of total booking value

If another booking of the same value can be secured, the cancellation charge may be reduced, at the discretion of the Director.

## General:

### Refunds

No refunds or reductions can be made for meals or accommodation booked but not taken.

### Arrival and Departure

Accommodation will be available from 4pm on the day of arrival and bedrooms must be vacated by 9.30am on the day of departure (unless alternative times are agreed in writing in advance).

### Liability

Neither the company nor employees can accept any liability for loss or damage to any vehicle or other property belonging to any person or organisation sustained by them whilst on any part of the site.

### Insurance

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

### Damages

Guests will be liable for the cost of repair or replacement for any damage caused to the House, estate or property or effects therein.

### Behaviour and Noise

Please be respectful to property, to other people using the site and to our immediate neighbours. We have a quiet site policy between 10pm and 7.30am; please keep noise to a minimum at all other times. Any persons engaged in drunken, offensive, or excessively rowdy or loud behaviour will not be admitted and may be asked to leave.

### Rubbish and Recycling – self-catering groups

In order to maintain the cleanliness and quality of the house, cottage and grounds, we ask that you place rubbish in the bins provided. *If self-catering, please take all recycling away with you*, as we do not have facilities for recycling on site.

### Bar

The bar is operated on an honesty policy with guests keeping a note of the drinks they have had on a bar slip. All bar bills should be settled before departure. Corkage is charged at £5 per bottle.

### Pets

No pets are allowed in the house and cottage (with the exception of hearing and guide dogs). Non-resident guests may walk their dog in the grounds but are requested to keep them away from the immediate vicinity of the buildings. Any mess should be cleaned up and disposed of away from Shepherds Dene.

## Garden

Guests are encouraged to use the gardens and grounds, but are asked politely, not to remove any flowers or greenery without consulting the Estate Manager or Duty Manager.

## Campfires and Barbeques

Open fires are permitted in specific locations on site by prior arrangement with the Director. In order to conserve the supply of wood for the main house, guests are asked to collect wood from the grounds if you wish to have an open fire, not to use the house supply.