



## SELF-CATERING QUIET RETREAT BOOKING TERMS AND CONDITIONS

1. Full payment is required at the time of booking, if payment is not received then your dates will be released. A copy of these terms and conditions will need to be signed by you upon check-in.
2. Payments are non-refundable and may only be transferred if the change is requested no less than two weeks prior to your original arrival date. No refund will be made for failing to turn up on the day booked.
3. We regret we are unable to accommodate on retreat children under 12 or babies due to the nature of us being a quiet retreat. Children between the ages of 12 and 17 must always be accompanied by an adult. The building is over 200 years old and is not suitable for people with mobility issues.
4. The retreat room you have booked is only to be used by the person(s) named on the booking form. You may not have visitors in the room.
5. You must not cause any disturbance to other guests or tenants. We are a quiet retreat so we cannot accommodate loud praying/singing in the rooms or around the premises. We reserve the right to ask you to leave if you do not observe this condition.
6. You may not smoke or vape anywhere on our premises. You may not bring any potentially hazardous substance or items on the premises.
7. Please look round the room when you first arrive and report any damage or problems immediately to the duty team member. If you should damage or break any item, please report the matter to the duty team member immediately so that it can be logged. We will assess the cost of its replacement/repair, and we may submit a bill to you for payment at the end of your stay. This includes linen, towels, curtains, carpets and furniture.

If, after you have left the premises, we find that damages/breakages have occurred as listed above, and you have not reported them, we reserve the right to submit a bill to you for immediate payment.

\*\* If you cause significant damage, such that it may be necessary for Pilgrims Hall to make an insurance claim, we reserve the right to defer settlement of your payment until the full costs to the Hall are known. At the very least, this would be the cost of the excess in the event of a claim.

### **I/we agree to the above terms and conditions.**

Please sign and return to us with your payment.

Guest 1 Signed: .....

Print your name: .....

Date: .....

Guest 2 Signed: .....

Print your name: .....

Date: .....

\*\* We politely suggest that you consult your insurance policy with regard to this clause