

Walsingham House – Terms and Conditions (Outreach Bookings)

Walsingham House exists to serve the young people of the Diocese of Brentwood, helping them to explore and deepen their faith in Jesus. We will do all that we can to ensure that young people have an inspirational, safe, and enjoyable retreat. To do this we need the help and support of the group leaders, as detailed below. If you have any concerns or questions, please do not hesitate to contact Walsingham House, on the number given below. Thank you for your interest in booking a retreat at Walsingham House.



Provisional Bookings

Please contact our secretary Kylie Burns at Walsingham House, 01268 515970, Tuesday, to Friday 10am-2pm. Once dates are provisionally agreed a booking form will be posted, and the booking will be held for 21 days. After this point the dates will be free to be booked by other groups unless a booking form and deposit have been returned to us.

Confirmed Bookings

A booking will be regarded as confirmed once a completed booking form and deposit cheque have been received. The deposit cheque should be made payable to **Walsingham House**. A deposit of £200 is required for multiple day retreats and £100 for single day retreats. The deposit is non-refundable.

Retreat Costs

Please note there is now a minimum charge for groups attending Walsingham House for an outreach day retreat of £300 per group. This includes all the retreat activities, and travel to the venue. Lunch should be provided for the retreat team which will usually be five to ten people depending on numbers of young people, otherwise a further charge of £4 per head will be added to your invoice. For groups of more than 30 young people a charge of £10.00 per person is incurred up to a maximum of £600. This is a change to previous terms and conditions. We cannot cover the costs of running Walsingham House without this minimum fee, but please do let us know if it would cause great hardship for your parish/school and we will do all that we can to help.

Final Numbers

To enable us to plan and staff the retreat, the final numbers for your group are required **14 days** prior to the retreat. You will be contacted by a member of Walsingham House to confirm your numbers. Any substantial last minute changes should be notified directly to Walsingham House (01268 515970). As food and other resources will have been ordered based on the numbers given, any such changes are likely to incur a charge based on a proportion of the overall costs to Walsingham House.

Medical and Dietary needs

It is the responsibility of the group leaders to provide Walsingham House with information about particular medical and dietary needs within the group. Dietary needs should be notified with the final numbers and medical information as soon as possible upon arrival at Walsingham House.

Supervision & Damages

All groups are required to bring a minimum of two leaders for the first thirty young people, and an additional leader if the group size is between thirty and forty. There should be at least one male and one female leader. Group leaders are responsible for ensuring the high standard of conduct within their groups, for ensuring they are aware of the policies of Walsingham House, and for making good any damage caused by wilful misconduct of any member of the group. The leaders can be involved as much or as little as they wish in the large group retreat sessions.

At meal times and during breaks, the supervision of the group is the particular responsibility of the group leaders.

Parental consent

It is a requirement of Walsingham House that group leaders have obtained parental consent for young people aged under 18 to attend the retreat. Leaders should bring these forms to the retreat. A sample consent form is sent out with the booking confirmation letter.

Parking

The parking of motor vehicles within the grounds of Walsingham House is subject to the availability of space and is entirely at the risk of the owner of the motor vehicle.

Smoking and alcohol

Walsingham House is non-smoking in all parts of the building. There is a designated outdoor smoking area. Alcohol is prohibited within the building and grounds.

Waiver

Walsingham House accepts no liability for accident, loss or consequential damage arising from the behaviour of any third party, including other users of Walsingham House. Walsingham House accepts no liability for loss of personal property due to theft. Safe facilities are available for items of high value.

Walsingham House Cancellation

In extreme circumstances it may be necessary for Walsingham House to cancel a retreat at short notice. In this case a deposit and any other monies paid would be refunded in full.

General

All users of Walsingham House are bound by the policies set out here, and the policies in effect at the house including equal opportunities, fire procedure, and health and safety policies. Walsingham House reserves the right to update and amend these terms and conditions at any time.