

**The Shrine of Our Lady of Walsingham**  
**Hospitality Terms and Conditions for Visitors**

**1. Terms of Payment**

- 1.1 A provisional booking received by telephone, email, fax, and letter or in person is valid for up to a year in advance.
- 1.2 Confirmation of a booking along with a £20 deposit per person (non-refundable in the event of a cancellation) shall be paid within seven working days from the provisional booking. After which the booking shall be automatically released, unless the Hospitality Team have been notified in writing.
- 1.3 Pilgrims shall settle payments in full prior to departure (including any extra costs incurred for additional goods or services). Payments can generally be made in Reception between 09:00 hours to 17:00 hours, seven days per week. However, on occasions when large groups are arriving and Reception is busy, pilgrims may be asked to return when a staff member is available to settle accounts. An invoice detailing the amount of the payment if still outstanding, shall be issued on the day of departure.
- 1.4 Full/Half board bookings shall be charged the full amount irrespective of pilgrims opting out of pre-booked meals unless the Hospitality Department is notified ten days in advance.
- 1.5 The Shrine reserves the right to alter tariffs.

**2) Variations in Booking**

- 2.1 Deposits for additional extra bookings (if available) shall be required up to ten days prior to arrival. Thereafter, Pilgrims may settle the full amount on the day of departure.
- 2.2 Pilgrims may pre-arrange packed lunches as a substitute for meals providing the Hospitality Department are notified ten days prior to the request. In the event of a Pilgrim opting to order a packed lunch at short notice, they shall be charged the full meal price.
- 2.3 The Hospitality Department reserves the right to make any changes which does not in the opinion affect the quality of the hospitality package. In this instance the Hospitality Department shall use reasonable endeavours to offer Pilgrims the option of an alternative.
- 2.4 The Shrine without prejudice reserves the right not to accept any booking or cancel a booking without reason. In the event of a cancellation by the Shrine, any deposits paid shall be fully refunded without any additional payments for costs, interest or damages. The confirmation of booking shall be deemed cancelled and there shall be no further claim against the Shrine.

**3) Room Allocation**

- 3.1 Pilgrims shall be responsible for indicating to the Hospitality Department the final number of pilgrims and the types of rooms required seven days from making the provisional booking. The Hospitality Department may at times be required to use their discretion when allocating rooms and cannot guarantee specific rooms will be available.
- 3.2 During the peak season single rooms maybe limited. There is no single room supplement.
- 3.3 Pilgrims may only use the rooms which have been allocated to them.

**4) Risk and Property**

- 4.1 The Shrine cannot be held liable for the loss or damage to any person's property whilst on the premises.
- 4.2 Keys to rooms are available on request from Reception. All keys shall be returned to Reception on the day of departure. There will be a charge of £5.00 in the event of a key not being returned/or lost.
- 4.3 Rooms are normally available from 15:00 hours on the day of arrival. Pilgrims shall need to vacate their rooms by 10:00 hours on the day of departure unless specific arrangements have been made with the Hospitality Department.
- 4.4 Pilgrims shall be liable to pay for any damage caused to the Shrine's property and/or equipment caused by members of the group whether directly or indirectly. All costs shall be settled within thirty days of notification.

**5) General**

- 5.1 Visitors shall report to Reception on arriving at the Shrine. The Hospitality Department shall inform Pilgrims of their room allocation.
- 5.2 Dogs/pets are not permitted within the Shrine grounds or within the buildings, with the exception of registered Guide Dogs or Assistant Dogs.
- 5.3 Pilgrims will not display signage, promotional material or other such items anywhere within the Shrine grounds or buildings without the consent of the Shrine.
- 5.4 The Shrine operates a 'No-Smoking Policy'. Smoking is **not** permitted in any of the buildings whatsoever. The burning of candles is not permitted in any building other than the Shrine Church.
- 5.5 All pilgrims shall acknowledge that some people come for a quiet retreat and noise shall be kept to a minimum during 23:00 hours and 07:00 hours.
- 5.6 In view that the Shrine is a place of pilgrimage, the Shrine grounds and accommodation buildings are unlocked at 06:00 hours each morning. All gates will be locked at 23:00 hours save for the Brandie Gate which will be locked at midnight. Pilgrims are expected to acknowledge this restriction and ensure they are back within their buildings before the buildings are locked up at night.
- 5.7 Refectory meals shall be served at the normal times of breakfast 08:00 hours, lunch 12:30 hours and supper at 18:30 hours. On occasions when these times may vary, pilgrims will be notified during the welcome induction talk.
- 5.8 The Hospitality Department has a complaints policy and procedure. Any complaints concerning the hospitality package and service provided by the Hospitality Department must be notified to the Domestic Bursar in writing, as soon as it is reasonably practicable.
- 5.9 The Shrine does not employ qualified nurses or carers and consequently Organisers and Pilgrims are responsible for making their own appropriate arrangements. It shall be the responsibility of the Organiser to ensure elderly and frail individuals are accompanied by carers.

**6) Force Majeure**

- 6.1 The Shrine shall not be liable or be deemed to be in breach of the hospitality package if the booking is cancelled due to any act beyond the Shrine's reasonable control, including but not limited to: any Act of God, explosion, flood, power failure, fire or accident, war or threat of war, terrorist activity or threat of terrorism, sabotage, insurrection, civil disturbance or requisition, regulations, by-laws, prohibitions or measures of any kind on the part of any governmental or local authority.