



**The Shrine of Our Lady of Walsingham
Hospitality Department**

Terms and Conditions for Groups 2017

1. Terms of Booking

1.1 Group bookings for any year can only be made after 1 March in the previous year.

1.2 A booking enquiry can be made by telephone, email, fax, letter or in person, and must be confirmed within two weeks by payment of a £10.00 booking deposit per person. **This is non-returnable in the event of cancellation.**

1.3 Organisers who fail to confirm the booking with the payment of deposits within the agreed time cannot be guaranteed their places, and the department reserves the right to offer the places to others waiting to come on pilgrimage.

1.4 Twelve weeks before the date of the pilgrimage, a further non refundable deposit of £20.00 per person must be paid and the bed list and booking forms should be returned for allocating of rooms.

1.5 The Shrine can give no guarantee that single rooms will always be available, especially in busy times during the pilgrimage season. There is currently no single room supplement.

1.6 The Organiser must pay the remainder of the outstanding amount in full during their stay (including any extra costs incurred for additional goods or services). Payments can generally be made in Reception between 09:30 hours to 17:00 hours, seven days per week. At busy times organisers may be asked to return when a staff member is available to settle your account.

1.7 The Shrine reserves the right to alter tariffs.

2) Variations in Booking

2.1 Any bookings (if space available) received after the twelve week booking deadline must be accompanied by a £30.00 deposit (stage 1 and 2) prior to arrival.

2.2 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.

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- 2.3 The Organiser may pre-arrange packed lunches as a substitute for meals providing the Hospitality Department is notified ten days prior to the request. In the event of Organisers opting to order a packed lunch after this time, they shall be charged the full meal price.
- 2.3 Whilst every reasonable effort will be made to ensure that the Hospitality package is in accordance with the details as set out on the Pilgrim Booking Confirmation, the Hospitality Department reserves the right to make any changes which does not in their opinion affect the quality of the Hospitality package. In this instance the Hospitality Department shall endeavour to offer the Organiser a suitable alternative.
- 2.4 The Shrine without prejudice reserves the right not to accept any booking or to 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 The Organiser shall be responsible for the completion of the Bed List. This document shall indicate to the Hospitality Department the final number of pilgrim bookings and the type of room required. Whilst the Shrine will endeavour to accommodate all special requirements we cannot guarantee specific buildings or rooms. The Shrine reserves the right to make changes to your room allocation at the last minute in the event of circumstances beyond our control.

3.2 At busy times when we cannot meet the demands for single rooms the Shrine will contact Organisers to ask pilgrims to share rooms wherever possible.

3.3 Pilgrims may only use the rooms which have been allocated to them.

3.4 Rooms are not available until 15:00 hours on the day of arrival. Pilgrims must vacate their rooms by 10:00 hours on the day of departure unless specific arrangements have been made with the Hospitality Department.

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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 and key fobs will be distributed to Groups at the Welcome and Induction meeting. All keys shall be returned to Reception on the day of departure. There will be a charge of £10.00 in the event of a key not being returned/or lost.
- 4.3 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 Organisers shall refer to the Organisers' Guides Part One & Two when arranging their pilgrimage. This document explains what is required in order to ensure the highest quality of service is given by the Hospitality Department.
- 5.2 Organisers shall report to Reception on arriving at the Shrine. The Hospitality Department shall inform the Organisers of any changes to their original room allocation list.
- 5.3 Dogs are not permitted within the Shrine grounds or within the buildings, with the exception of registered Guide Dogs or Assistant Dogs.
- 5.4 Pilgrims will not display signage, promotional material or other such items anywhere within the Shrine grounds or buildings without the consent of the Shrine.
- 5.5 The Shrine operates a 'No Smoking Policy'. Smoking is **not** permitted in any of the buildings whatsoever. The burning of candles or incense is not permitted in any building other than the Shrine Church.
- 5.6 All pilgrims shall acknowledge that some people come for a quiet retreat and noise shall be kept to a minimum from 23:00 hours to 07:00 hours. Organisers shall be responsible for ensuring the good and orderly behaviour of their pilgrims whilst staying at the Shrine. Groups wishing to hold a party should contact the Hospitality Department in advance to book specific venues. Parties in residential buildings should end by 23:00hrs.

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- 5.7 The Shrine grounds and accommodation buildings are unlocked at 06:00 hours each morning and 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 and gates are locked up at night.
- 5.8 Refectory meals shall be served at the following times, breakfast 08:00-9.15hours, lunch 12:30-13.15hours and supper at 18:30-19:15hours. On occasions when these times may vary, pilgrims will be notified during the Welcome and Induction talk.
- 5.9 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 Head of Finance and Services in writing, as soon as it is reasonably practicable.
- 5.10 The Shrine does not employ qualified nurses or carers and consequently, Organisers and Pilgrims must be responsible for making their own medical arrangements. It is the responsibility of the Organiser to ensure that pilgrims requiring special care or those who suffer from dementia or mental illnesses are accompanied by a carer.

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, bye-laws, prohibitions or measures of any kind on the part of any governmental or local authority.