



the
greenhouse
christian centre

Groups At The Greenhouse



Group bookings at a glance

About

Denominationally neutral Christian retreat, conference and holiday venue situated in a leafy residential area between Bournemouth and Poole, a mile away from beautiful Blue Flag beaches and within easy reach of the New Forest National Park as well as famous Dorset landmarks including Studland Bay, the Purbecks, Brownsea Island and Durdle Door. Approx. two hours from London, the home counties and large parts of the South East and South West.

Food

First-rate hospitality – we passionately believe that although fasting is an important spiritual discipline, being well-fed with delicious home-cooked food is a good route to meeting with God through shared fellowship! Buffet breakfast including cooked options, two-course lunch & dinner, packed lunch option. Dietary requirements can be catered for with advance notice.

Annual Opening

Open all year, short period of closure before and after Christmas.

History

Opened in 1955 in an 1850s villa as Green Pastures Christian Centre of Healing by founder Ruth Hainsworth following her own healing at several retreat centres in the UK. Over time, as people came and experienced healing for themselves, the ministry and the house grew. Following the appointment of new trustees in 2012, the focus and name of the house changed to support the Church in the great commission of 'making disciples' alongside its foundation of healing ministry. The Greenhouse reflects the ideal of transformation with guests transformed to then go on to transform their own communities.

Values

Restoring, equipping and connecting God's people. Committed to Christian discipleship, hospitable, evangelical, prayerful, professional & ethical, pastoral.

Facilities

- Dining room • Two lounges • Conservatory • Chapel
- Quiet room • Garden, summer house & prayer huts
- Seasonal heated outdoor pool • Pool house • Free Wi-Fi
- Free parking



Accommodation

22 single, twin, double & family standard or en-suite rooms over two floors, sleeping 37 total. Some ground floor rooms have direct garden access. One fully accessible room. 50 guests can be accommodated for a day event.

Group Booking Information

Groups of 8-21 guests will have use of a meeting room for the duration of their stay. Depending on group size, en-suite rooms will be allocated with additional standard rooms used if required.

Bookings of 22 or more guests will be allocated exclusive use of the whole house. A room list will be provided in order to allocate rooms. Minimum charge of 22 adults for all group weekend bookings between April and October. Rates per person per night including full board. Children's rates available on request. Minimum two-night stay at weekends during peak period

Check-in 4pm, check-out of bedrooms 10am with lunch included on departure day.

Activities

During summer we offer a holiday base for families, groups and individuals with optional Chapel services and prayer. Most of the year is a mix of conferences, individual personal retreats, leadership and Church retreats and fellowship groups. The Greenhouse also offers led retreats on specific themes, from healing to creative arts and theological topics.

Meeting Rooms and Equipment

Five pleasant meeting rooms can accommodate 6 to 45 guests. All rooms are accessible and on the ground floor with a flexible layout. We offer the following equipment free of charge for your group, please reserve in advance:

- Data projector & 4ft/7ft screen
- A1-sized flipchart with paper & markers (can be used as a whiteboard)
- Portable mini PA system with microphones
- CD/DVD player
- TV with Freeview channels (in the pool house)
- Stand
- Tables
- Keyboard
- Portable hearing loop
- Art materials
- Charcoal BBQ



Group Tariff 2024

Residential Groups

All prices are per person per night for full board accommodation. Minimum group size of 8 people applies. If requested, groups with 22+ people will be allocated exclusive use of the whole house (minimum charge for exclusive use is for 22 adults). There is a minimum charge of 22 adults for all weekend group bookings during April - October. Groups of 8-21 people will be allocated a suitable meeting room for the duration of their stay from 4pm on the day of arrival to 2pm on the day of departure. (Any room hire outside of these times is at the discretion of the leadership team and dependent on other events taking place in the house.)

Group Prices	Per Person Per Night
Peak April - October	£94*
Off Peak November - March	£84

*Minimum 2 night stay on weekends

Where possible, en-suite rooms will be provided. However, depending on the group size, some standard rooms may be used. Groups of 22 or more people will be provided with a room list to allocate suitable bedrooms. Children's tariff available on request. Day guests joining a residential group will be charged the food and drink costs shown below.

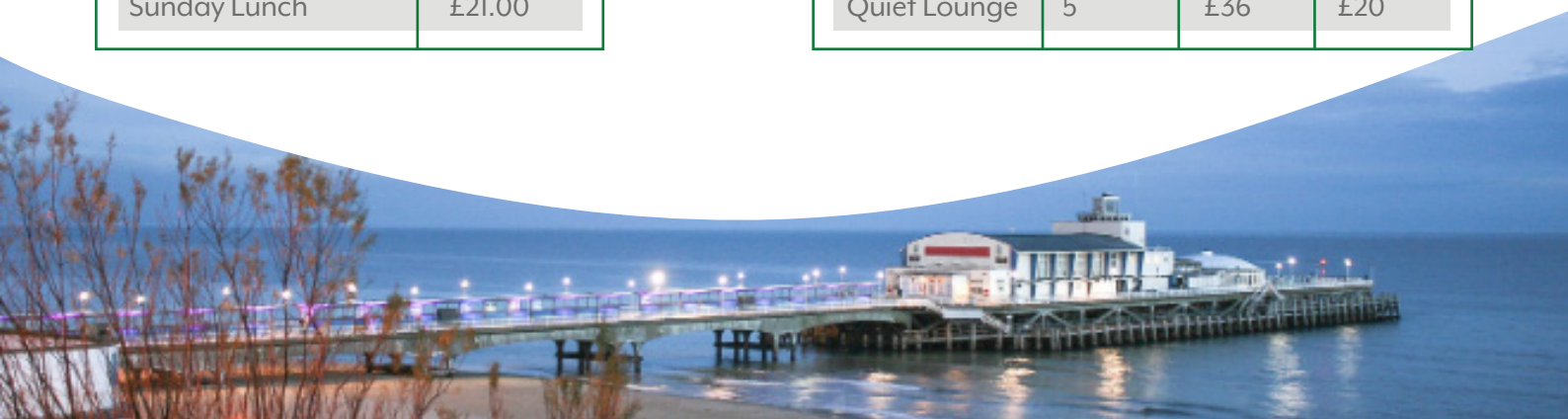
Day Groups

Day group bookings for Saturdays and Sundays can only be taken if visiting within 8 weeks from the time of booking. Exceptions to this may be possible depending on events taking place in the house and are at the discretion of the leadership team. The chapel can be used free of charge by arrangement and subject to availability.

The food and drink costs below include a cooked option for breakfast and a two course lunch and dinner followed by tea and coffee. Morning and afternoon refreshments include a range of English and speciality teas as well as fresh filtered coffee. Decaffeinated options are also available. The room hire costs are based on part day room hire of up to 4 hours and whole day room hire of 4 or more hours.

Food and Drink Costs for Day Guests	
Breakfast	£9.50
Lunch	£12.50
Dinner	£21.00
Tea, Coffee and Cake	£3.50
Sunday Lunch	£21.00

Room	Max. Seating	Full Day	Part Day
Half Lounge	18	£70	£45
Whole Lounge	40	£130	£86
Conservatory	12	£46	£29
Pool Lounge	10	£59	£39
Quiet Lounge	5	£36	£20



Terms & Conditions 2024

Equipment Hire

The following equipment can all be booked to hire free of charge subject to availability. Limited art materials can also be made available for a small charge.

Data Projector	DVD Player	CD Player
Projector Screens (7ft / 4ft)	Portable Hearing Loop	Television
Portable PA	Flip chart with paper & pens	Art Materials
Keyboard	Extra Tables	Charcoal BBQ

Deposit

For residential groups a deposit of £200 per night per group is required in order to confirm a booking. For day groups the deposit is the amount of the room hire charge. Deposits are non-refundable and will be deducted from the final balance.

Payment

If booking more than 4 weeks in advance then a non-refundable deposit is due to secure the booking. The remainder of the payment will be due 4 weeks before arrival. If the booking is made with less than 4 weeks to the arrival date then we will require full payment at the time of booking. We accept payment by BACS, cheque, cash and all major credit and debit cards except American Express.

Cancellation

Payment and acceptance of a deposit constitutes a legally binding contract. Cancelled bookings cause financial loss to The Greenhouse Christian Centre if they cannot be refilled. 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 applied as a proportion of the total cost of the booking. All cancellations must be given in writing and acknowledged by us in writing. Cancellation charges apply to the following notice periods in advance:

More than 6 months	Deposit only
12 weeks - 6 months	50% of the total cost
12 - 2 weeks	75% of the total cost
Less than 2 weeks	100% of the total cost

If the centre is unable to fulfil your booking for any reason and has to cancel you will be entitled to a refund or to carry over payments to future dates, whichever is your preference.

If final payment has not been made at the time of cancellation, the customer will be liable for any outstanding cancellation charges. We advise customers to take out appropriate insurance to cover their stay in the event of cancellation.



Terms & Conditions 2024

Insurance

Groups are advised to have appropriate insurance to cover activities they are undertaking during their stay at The Greenhouse. The centre's public liability insurance covers voluntary groups, churches and charities who do not have their own public liability insurance (see hirers liability insurance information). It does not cover off-site activities or provide public liability insurance for commercial organisations. If you have any queries on insurance please contact us.

Arrival and Departure Times

Rooms will be ready from 4pm on your day of arrival and we ask that rooms are vacated by 10am on the day of departure. Please note that lunch is included on the day of departure for full board stays so guests are welcome to use the lounge and other facilities after checking out of their room. We request that guests arriving after 6pm call in advance to make arrangements for checking in.

Dietary Requirements

Confirmation of final numbers, rooming list, programme and dietary requirements must be provided no later than two weeks prior to arrival. Our kitchen team will do their best to cater for dietary needs of which we are notified in advance. Meals are prepared in a kitchen where nuts are used.

Towels

Towels are provided in all bedrooms, however, we request you use your own towels for the swimming pool and beach.

Smoking

Smoking is not permitted in the house or grounds. There is a designated smoking area to the rear of the car park. We kindly ask all guests to adhere to this policy. Failure to adhere to this policy may result in guests being asked to leave and a charge for cleaning being applied.

Pets

No pets are allowed on the premises except assistance dogs. Please let us know in advance if you are bringing a dog with you as we will need to allocate appropriate rooms to accommodate your dog.

Swimming Pool Safety

There are no lifeguards at the pool and therefore guests are responsible for their own safety. Under 18s must be supervised by an adult at all times. The maximum pool depth is 6 feet (2 metres). We operate a no lone swimming policy and all guests are required to read our Pool Policy & sign a declaration form before using the swimming pool regardless of ability. Those making group bookings are responsible for ensuring all members of their group comply with the no lone swimming policy & pool policy. We reserve the right to close the pool or amend the conditions of use as required.

Your Responsibility

The Greenhouse Christian Centre is a peaceful and relaxing place to stay. We ask that you show consideration to our team, our guests, our house and surroundings. Our leadership team have the right to ask any person who is disruptive or demonstrating inappropriate behaviour, attitude or language that causes distress to another guest, staff member or volunteer to leave the location. We also reserve the right not to accept future bookings where serious disruption has occurred. We ask that you leave your room tidy and report any damage or breakages to a member of the team. We thank you for your cooperation in this respect.

Supervision of Children & Young People

Parents/guardians/carers are responsible for age appropriate supervision of children and young people in their care. The Greenhouse Christian Centre is not liable for accident, injury or loss to any party resulting from a lack of supervision.

Damage and liability

Guests will be liable for the cost of repair or replacements as a result of any damage caused to the buildings, grounds or property of The Greenhouse Christian Centre. There will be a charge of £10 for lost keys to cover the cost of replacement. The Greenhouse Christian Centre is not liable for personal injury caused by the action of any other guest or for the loss of personal property.

Terms & Conditions 2024

Complaints Policy

We aim to meet the high standards that our guests have the right to expect. In the unlikely event that we fail to meet these standards please contact a member of the Leadership Team on (01202) 764776, by e-mail at info@the-greenhouse.org or by writing to The Greenhouse Christian Centre, 17 Burton Road, Poole, Dorset BH13 6DT. We aim to respond to any complaint within 5 working days.

Privacy Notice

When you make a booking or ask for information about what we offer The Greenhouse Christian Centre, will hold the information you give us so that we can process your request or booking. The information is held on the grounds of the 'legitimate interests' of The Greenhouse Christian Centre. This privacy notice sets out how we will use this information.

We may disclose your personal data to our insurers and/or professional advisors insofar as reasonably necessary for the purposes of obtaining and maintaining insurance coverage, managing risks, obtaining professional advice and managing legal disputes. We may share limited personal donor data (profile and/or service) to the relevant fundraiser where donations are made insofar as reasonably necessary to inform that a donation has been made. We may share your information with companies responsible for distributing marketing or publicity materials on our behalf. Little Hotelier is our booking reservations system and your information will be held on this system to enable us to facilitate your booking. Beyond this The Greenhouse Christian Centre will not share your information with any other companies. If you have agreed to receive information or brochures from us you may opt out at any time by contacting info@the-greenhouse.org or by telephoning the bookings office on (01202) 764776. Your information will be removed from our database if you have not stayed with us for more than seven years and during these seven years have not requested to continue to receive information from us. You have the right to request a copy of the information that we hold about you (see subject access requests).

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. In the unfortunate event that you wish to make a complaint about how we have handled your personal information you should contact the Information Commissioners Office at www.ico.org.uk or Tel (0303) 1231113. We keep our privacy policy under regular review and we will place any updates on our website: www.the-greenhouse.org. This privacy policy was last updated on 23 January 2022. Please contact us if you have any questions about our privacy policy or information we hold about you: info@the-greenhouse.org. A more detailed privacy policy that includes use of our website can be found at www.the-greenhouse.org.

Procedure for SAR (data requests)

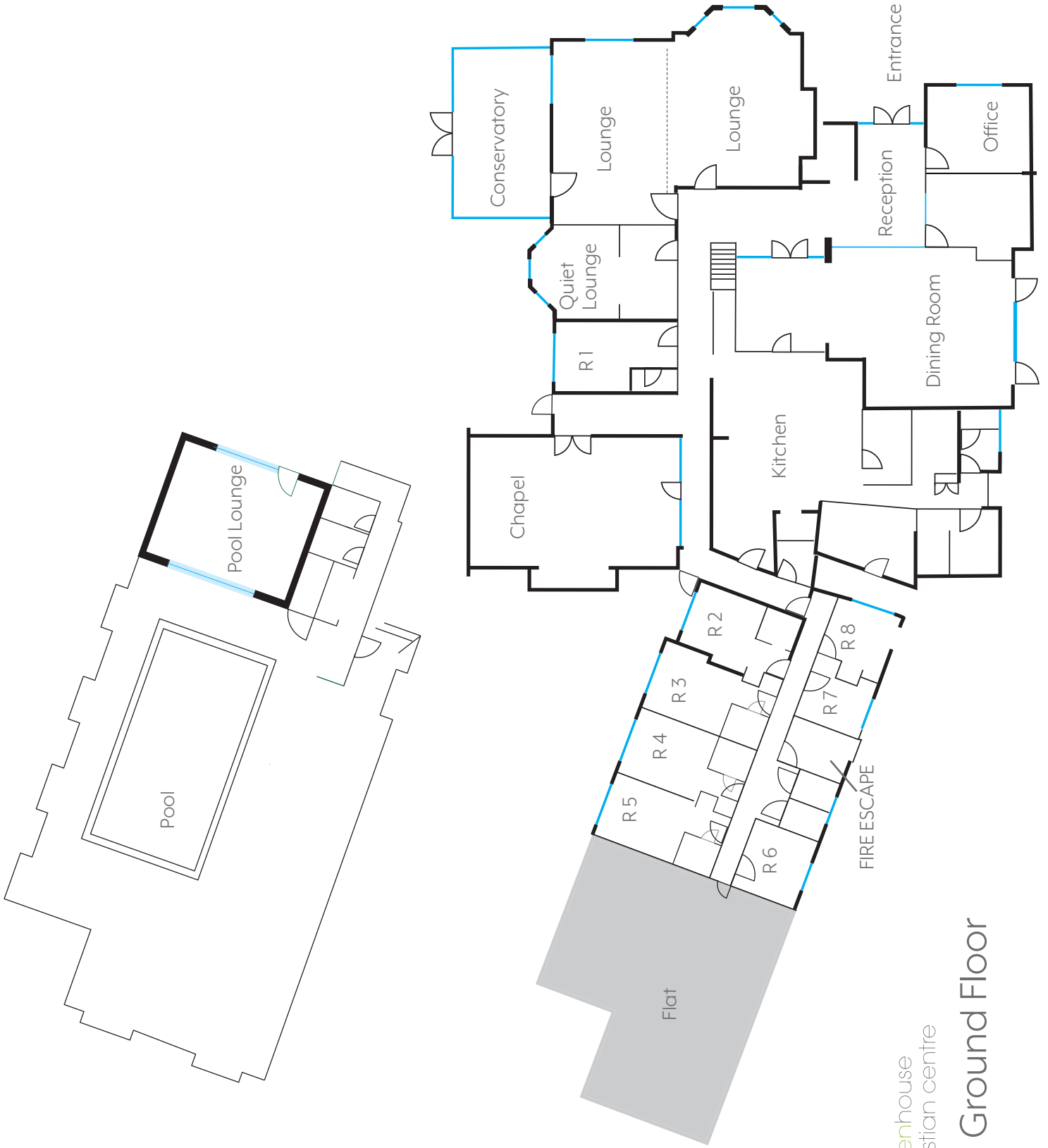
If you would like a copy of some or all of your personal information held by us a subject access request must be made in writing to info@the-greenhouse.org or by writing to The Greenhouse Christian Centre, 17 Burton Road, Poole, Dorset BH13 6DT. This request will then be passed to the Centre Director. The request will be dealt within one month of receiving the request unless the complexity of the request warrants extension. There will be no charge for handling the request except in circumstances provided for by the ICO. If you are not satisfied by the way your request is handled you can contact the ICO on Tel (0303) 1231113 or www.ico.org.uk.

Group Activities

The Greenhouse Christian Centre is part of The Greenhouse Trust UK. The trust is a charity—it's charitable aim being "To advance the Christian faith by whatever means are charitable". All your group's activities therefore need to be in line with our charitable aims.

The Greenhouse Christian Centre, 17 Burton Road, Poole, Dorset BH13 6DT
01202 764776 info@the-greenhouse.org
www.the-greenhouse.org

Registered Charity Number 1090568
Company Registration Number 4291153



Floor Plan - Ground Floor

NOT TO SCALE



Floor Plan - First Floor

NOT TO SCALE



the
greenhouse
christian centre

17 Burton Road, Poole, Dorset BH13 6DT



www.the-greenhouse.org



info@the-greenhouse.org



01202 764776

Bank Details – Co-op Trading Account

Account Name: The Greenhouse Christian Centre

Bank: Co-operative Bank

Sort Code: 08-92-99 Account Number: 67225129

For International Payments:

BIC: CPBK GB22 IBAN: GB67 CPBK 0892 9967 2251 29

Payment can be made via debit or credit card, cash, cheque or via BACS

If paying via BACS please quote the booking reference

(RG Date of stay)