

Time and Space

	Peak (Apr - Oct)			Off-Peak (Nov - Mar)		
	Single		Double/Twin	Single		Double/Twin
	Standard	En-Suite	En-Suite	Standard	En-Suite	En-Suite
Full Board	£86	£98	£173	£79	£89	£150
Half Board	£74	£86	£149	£67	£77	£126
Bed & Breakfast	£53	£65	£107	£46	£56	£84

All prices are per room. The double / twin rate is based on two people sharing. Pricing for children is available on request. Stays during led retreats, even if not participating, are sometimes charged at led retreat prices. Please call us for confirmation of which retreats this includes. Sunday night accommodation is bed & breakfast only. A packed tea can be provided if booked in advance for a charge of £12.50. **We do not offer self-catering facilities and guests are not able to consume their own food and drink on the premises. With the exception of those in full-time church leadership, all stays must be for a minimum of two nights.**

Bed & Breakfast

For those staying on a bed and breakfast basis, it is possible to book in for lunch or dinner at an additional cost of £12.50 or £21 respectively, subject to availability and provided we have at least 24 hours' notice. If choosing to book in for lunch and/or dinner, then the half board or full board rate will apply. We regret no refunds can be made for meals paid for and not eaten.

Half Board

Half board accommodation includes breakfast and dinner. It is possible to book in for lunch at an additional cost of £12.50, subject to availability and provided we have at least 24 hours' notice. The full board rate would then apply. We regret no refunds can be made for meals paid for and not eaten.

PLEASE NOTE THAT DUE TO OCCASIONAL STAFF SHORTAGES WE MAY BE PROVIDING PACKED LUNCHES INSTEAD OF OUR NORMAL LUNCH. PLEASE ENQUIRE AT THE TIME OF BOOKING

Led Retreats

All prices are per person. The double / twin rate is based on two people sharing. All led retreats include full board accommodation and any materials required for the retreat. A small number of retreats have prices different from those given below (e.g. to cover art materials, at Christmas etc). Please see our website, brochure or enquire for details.

No. of nights	Single		Double/Twin
	Standard	En-Suite	En-Suite
2	£196	£227	£385
4	£371	£448	£721

Day Guests

Guests are welcome to come for the day to relax and have some quiet time away depending on our programme. Please call us to book in advance. There is no formal charge for a day visit for a personal retreat, but donations are appreciated. Any meals booked would be chargeable. Guests are not able to consume their own food and drink on the premises, except by prior arrangements should we be unable to provide meals.

Please enquire if you would like to attend a led retreat as a day guest. Day guests joining a led retreat will be charged £47 per day to include lunch and dinner and the cost of the retreat. If attending the retreat for half a day to include only one meal the cost is £29 (usually charged on the first and last day of the retreat). No further discounts are given and guests are requested to arrive at the beginning of each day's programme.

Terms & Conditions 2024



Reflective Days

Reflective Days cost £25, include lunch and refreshments and will run from 10am-4pm. Guests staying overnight on a full board basis will be charged a reduced cost of £10, or £20 if staying half board or bed & breakfast.

Deposit

A minimum deposit of £50 per room is required in order to confirm a booking providing booking is made more than 4 weeks in advance. This will be deducted from the final balance. Deposits are non-refundable and non-transferable. If booking is made less than 4 weeks in advance, full payment will be required.

Payment

If booking more than 4 weeks in advance then a deposit is due to secure the booking as described above. 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.

Cancellation charges apply to the following notice periods in advance:

More than 4 weeks	Deposit only
2-4 weeks	50% of the total cost
Less than 2 weeks	100% of the total cost

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 travel insurance to cover their stay in the event of cancellation, including cover for cancellation related to Covid. An administration charge of £20 may be made at the discretion of the management for changes made to bookings. 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 carryover payments to future dates, whichever is your preference.

Financial Assistance & Discount for Ministers

There is a bursary fund available to help support those who require financial assistance. If you wish to apply for a bursary, please email your request to info@the-greenhouse.org or call us on 01202 764776.

A discount of 20% is available to those engaged in full time Christian ministry. All discounts are at the management's discretion.

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 or packed 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 for the rest of the morning. Similarly, we welcome early arrivals from 2pm when you are welcome to use the lounge and other facilities whilst you wait for the final preparations to be made to your room. We request that guests arriving after 6pm call in advance to make arrangements for checking in.

During your stay

We will endeavour to always make known at the time of booking any events taking place in the house during your stay which may impact you. However, events may be scheduled after you have booked, including group bookings. Therefore, we encourage all guests to call or email in advance if they would like to be updated on events taking place in the house during their stay.

Towels

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

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Swimming Pool Safety

There are no lifeguards at the pool and therefore guests are responsible for their own safety. We operate a no lone swimming policy and all guests are required to read our Pool Policy before using the swimming pool regardless of ability and sign a Swimmer Consent Form at reception at the beginning of every stay. 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.

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.

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.

Food Allergies

Any Food Allergies or similar must be provided no later than two weeks prior to arrival. Our kitchen team will do their best to cater for medical dietary needs of which we are notified in advance. Meals are prepared in a kitchen where nuts are used.

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.

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 £20 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.

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.

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 processed within one month of receipt 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.

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

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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 is 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 been in contact 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.

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