

Mount Schoenstatt Spirituality Centre (MSSC)

Terms and Conditions

General:

1. To ensure a **peaceful and harmonious environment** we ask that guests are respectful and considerate of visitors, other guests, residents and staff at all times. Please abide by "private" signs posted around the property and in buildings.
2. **Wildlife:** Do not approach the wildlife or try and feed them. Please ensure that children do not chase the Kangaroos or other animals on the property. By all means take photographs and enjoy the nature of the property. Please keep doors to unattended buildings closed at all times.
3. **Domestic Animals:** Are not encouraged on the MSSC premises as they can clash with the native animals that live on the property.
4. **Children must be supervised** and in the company of an adult (over 18) at all times whilst on the property. Please note that any special seating or bedding requirements are to be provided by the parents. MSSC does not have these items available.
5. **Parking:** Park only in designated marked parking areas. Do not park on the grass.
6. **Tentative Bookings:** A Tentative booking will be held for a period of 14 days only, pending receipt of a signed booking form and payment of deposit.
7. **Rates:** Rates quoted are gross and do not include GST, as we are a not-for-profit organisation. This may alter at any time due to changes to, or imposition of, government charges, taxes and levies.
8. **Payment Conditions:** Deposits are non-refundable or transferable for cancellations made less than six weeks before check-in date.
9. **Prices:** Every endeavor is made to maintain prices as printed, but these may be subject to change due to availability.
10. **Other Guests:** Be mindful that some guests staying at Mount Schoenstatt Spirituality Centre are on silent retreat, please be quiet if you see signs alerting you to this.
11. **Safety:** Please report any safety issues, including building or equipment in need of repair to reception as a matter of urgency or note the details on the guest evaluation form.
12. **Emergency:** you are requested to make yourself familiar with the exits in any building you are occupying during your visit. There are alarm warnings on the property, please ensure you respond to any alarms by exiting the building in a safe and orderly manner and proceed to the Driveway Entrance of the Property.
13. **Smoking:** No smoking permitted within 20 meters of any building.
14. **Outdoor Fires:** No open fires are permitted on the property without written permission. Applications are to be made in writing outlining intentions and showing that Rural Fire Service guidelines will be adhered to and a copy of a Fire Permit. Any remains of an approved fire must be cleared and removed before leaving the property. **NO PERMISSION WILL BE GIVEN TO LIGHT ANY FIRES BETWEEN 1ST SEPTEMBER AND 31ST MAY EVERY YEAR.**
15. **Rubbish:** All day visitors, guests and picnickers are requested to please take your rubbish with you.
16. **Signs:** Signs may be placed on unpainted surfaces only after gaining permission from the Bookings Administrator or Business Manager.
17. **Use of Candles:** Are not to be moved or left unattended on any of the premises at MSSC. They must be in holder's that will adequately catch any wax and not held by individuals. The cost of cleaning up spilt wax is significant and will be charged accordingly.
18. **No ball games** around any building, particularly the shrine. Any repair costs for damage will be billed to the group or individual responsible. There is plenty of room East of the Family hall and in the valley for games.
19. **Keys** not returned at the time of departure will incur a \$50 fee.
20. **Damage:** Any damage incurred to property beyond normal wear & tear, will incur charges for the full cost of repair and inconvenience.
21. **Dress Code:** As Mount Schoenstatt is primarily a place of pilgrimage and worship, guests and visitors are requested to dress in the appropriate manner.
22. **Alcohol consumption:** is not encouraged and any person found consuming excess alcohol or other substances may be requested to leave the premises. In the case of paying guests, no refund will be offered.

Terms and Special Conditions for Specific locations throughout the Centre:

To be read in conjunction with the General Terms and Conditions above.

Mass Times and Locations:

7am - Monday, Tuesday, Wednesday, Friday and Saturday – Joseph Kentenich House Chapel/Conference Hall

11am - Thursday & Sunday – Family Hall

Visitors and Guests are most welcome to attend Mass. If your group is attending one of the Masses in the House Chapel please notify the Sisters to ensure there are enough hosts for communion.

Outdoor and Picnic Areas, and Self Catering functions:

1. All rubbish must be taken from the property by visitors and day guests.
2. Day visitors are requested to leave the grounds before sunset, except for visitors to the Shrine.
3. Please ensure that any private caterer's coming onto the property show evidence of Public Liability & Workers Compensation Insurance in the form of Certificate of Currency, please email a copy to the bookings clerk before check-in.
4. Whilst there is no charge for picnicking on the property, you will appreciate that upkeep is expensive and therefore we welcome donations in this regard.

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Shrine:

Open 7 days from 7am to 8pm, except on Mondays when it is closed for cleaning between 8am to 10am

Exposition of the Blessed Sacrament is daily from 2pm to 6pm

The Shrine is a place of pilgrimage and as such visitors and guests are requested to maintain respect, reverence and silence, within the building and surrounding areas.

Terms and Special Conditions for Specific locations throughout the Centre: (Cont'd)

To be read in conjunction with the General Terms and Conditions above.

Joseph Kantenich House – Accommodation/Retreat Facilities

Arrival Times: before 5.00pm on the day of booking, if this is not possible, special arrangements will need to be made and may incur an administration fee.

Departure Times: 10am, unless prior arrangements have been made.

1. **Conference Facilities:** Where possible group accommodation bookings will include a room to hold meetings. This requirement needs to be confirmed at time of booking.
2. **Final numbers** must be received by the Bookings Office no later than **one month prior** to the booking date. A room allocation list is required within 14 days of check-in, this is for required to comply with WHS practices. A copy of your program should also be left at reception upon check-in. We ask that you schedule your program meal breaks in line with the time slots listed below at item.
3. **Upon Arrival:** We request that a coordinator arrive to pick up keys prior to 5.00 pm and be shown room locations. Please also ensure that the coordinator has a list "For the Organiser" from us to communicate to their group.
4. **Day guests** will be charged per head according to the current tariff for participation in in-house retreats.
5. **JKH Accommodation is a fully catered facility.** No food is to be bought onto the premises for consumption by any guests, including day visitors.
6. **Catering:** All meal requirements and special dietary needs are to be finalised in writing 14 days prior to your booking. If these documents are not received in the specified time frame a \$50 administration fee will be incurred.
Meals are as follows, unless other arrangements have been made (morning 10.00 and afternoon 2.00 tea are included):
Breakfast – from 7.30 am self-serve continental.
Lunch – 12.30 pm Buffet Style for groups or plated hot meal for individuals or small groups, includes dessert. MAIN DAILY MEAL
Dinner – 6.00 pm Buffet Style light meal for groups or plated salad and cold meat for individuals or small groups.
Should groups be more than 15 minutes late for a meal then a surcharge of up to \$100, will apply due to extra staffing hours required over and above rostered hours.
Special Diets: MSSC endeavors to accommodate special dietary requirements for clients who have food allergies, intolerances, religious or lifestyle choices. While every effort will be made by our committed team in the kitchen, we are unable to guarantee completely allergy-free meals due to the potential traces of ingredients in the working environment. Dietary requirements outside of Vegetarian, Vegan, Lactose and/or Gluten Free, as well as religious beliefs may incur a surcharge.
7. **Room Keys:** Guests should note that their room key in JKH also opens the front door.
8. **Room Service:** There is no room service (change of sheets, renew towels and clean room) offered on accommodation for stays less than 7 days. Extra charges may apply and will be included in the quotation.
9. **Departure:** Please put linen and towels in the baskets provided in the hallway, if unavailable please leave laundry (sheets & towels) on the chair in the room for collection and replace pillow and bedspread on the bed as you found them.
10. We encourage guests to bring a torch in case of power outage and to use on evening visits to the Shrine.

Joseph Kantenich House – Conference Hall, Library & Sunroom

Open Times: 8am to 4pm - Day Groups
8am to 8pm - Live-In Retreat Groups

Please note that Holy Mass is held in the Conference Hall on Monday, Tuesday, Wednesday, Friday & Saturday at 7.00 am, and in the Family Hall on Thursday and Sunday at 11.00 am

Each evening the **Conference Hall** must be returned to the original set up for Mass the next morning, except on Wednesday and Saturday evenings when Mass is held in the Family Hall on the following days Thursday and Sunday.

Tea and Coffee can be provided at a cost per head.

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Family Hall – Conference Facility

Open Times: 8am to 4pm – Monday, Tuesday, Wednesday, Friday and Saturday
12.30pm to 4pm – Thursday & Sunday – Mass is held at 11.00 am

Alternatively the Conference Hall in Joseph Kantenich House may be available on Thursday & Sunday.

Tea and Coffee and all other meals can be provided at a cost per head. Please speak with reception in advance of your booking.

1. Self-catered guests must take all rubbish from the property, including any unused food which under no circumstances should be left in the refrigerator. An additional cleaning/removal fee of up to \$300 may be charged for non-compliance of this request.
2. Green chairs are not to be removed from the Hall. If required, the black folding chairs can be used outside but need to be cleaned and stacked as found, particularly when used on wet or muddy grounds.
3. All chairs and tables must be cleaned before being returned to the storage room.

Home of Light – Self Catered Accommodation

Arrival Times: After 12pm and before 5.00pm on the day of booking, if this is not possible, special arrangements will need to be made and may incur an administration fee.

Departure Times: 10am, unless prior arrangements have been made.

1. A room allocation list will be required at check-in. This is for safety reasons so we can account for all guests in the building in case of emergency.
2. Along with the above list we also require the mobile numbers of two coordinators/guests so that contact can be made in case of emergency during your stay.
3. You are requested to leave the facilities as you found them, this includes a clean kitchen, furniture returned to its correct location and all beds left in the order in which they were found. Garbage, is to be tied in plastic bags and placed into the large commercial bin outside the house.
4. We encourage guests to bring a torch in case of power outage.
5. All guests need to be made aware of emergency evacuation the gathering point, which is about 50 metres in front of the house near the green sign. The next emergency evacuation point is at the main entrance on Fairlight Road.