

Mount Schoenstatt Spirituality Centre (MSSC)

Terms and Conditions

1. General:

- 1.1. 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.
- 1.2. **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.
- 1.3. **Domestic Animals:** Are not encouraged on the MSSC premises as they can clash with the native animals that live on the property.
- 1.4. **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.
- 1.5. **Parking:** Park only in designated marked parking areas. Do not park on the grass.
- 1.6. **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.
- 1.7. **Rates:** Rates quoted are gross and may include GST, if applicable to your group.
- 1.8. **Payment Conditions:** Deposits are non-refundable or transferable for cancellations made less than sixty days prior to the check-in date A fifty percent payment of the estimated amount, is required six weeks prior to check-in. This amount is not refundable, should the group cancel after this time. Final guest numbers must be received two weeks prior to check-in, this will be the amount noted on the final invoice, unless MSSC are able to accept further guests from the group. Final payment needs to be made no less than 7 days prior to check in. *For security reasons we no longer accept cash as payment*, please make payment via eft or credit card, prior to your arrival.
- 1.9. **Prices:** Every endeavor is made to maintain prices as quoted, but these may be subject to change.
- 1.10. **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.
- 1.11. **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.
- 1.12. **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.
- 1.13. **Smoking:** No smoking is permitted within 20 meters of any building. Two areas have been provided for smokers, one in front of the Joseph Kantenich House and the other in front of the Family Hall. Both are clearly marked and a container filled with sand has been provided, to ensure that cigarettes can be extinguished and disposed of safely.
- 1.14. **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 EACH YEAR.**
- 1.15. **Rubbish:** All day visitors, guests and picnickers are requested to please take your rubbish with you.
- 1.16. **Signs:** Signs may be placed on unpainted surfaces only after gaining permission from the Bookings Administrator or Business Manager.
- 1.17. **Use of Candles:** Candles are not to be used in any of the bedrooms. Candles used for Mass or ceremonies must not be moved or left unattended on any of the premises at MSSC. Candles must be in holders 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. No open flame is to be used outside during the times of fire danger. Please ask during the bookings process if you need use candles.
- 1.18. **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.
- 1.19. **Keys** not returned at the time of departure will incur a \$50 fee.
- 1.20. **Damage:** Any damage incurred to property beyond normal wear & tear, will incur charges for the full cost of repair and inconvenience.
- 1.21. **Dress Code:** As Mount Schoenstatt is primarily a place of pilgrimage and worship, guests and visitors are requested to dress in the appropriate manner.
- 1.22. **Alcohol consumption:** Whilst not encouraged, we have no objection to our guests enjoying a glass of wine, although any person found to be consuming excessive amounts of alcohol or other substances may be requested to leave the premises. In the case of paying guests, no refund will be offered. Any costs incurred for extra clean up or to ensure a guest is transported safely home will be at the expense of the organising group or individual.
- 1.23. **Photocopying - Please ensure all photocopying is done before arrival but in case of emergency:** A4 copying/printing will be charged at \$0.20/copy and double sided \$0.30/copy, with an \$10 administration fee per request. Only black prints/copies A4 size available.
- 1.24. **Booking changes:** Any booking changes requested within 7 days of check-in will incur a \$50 administration charge per change.
- 1.25. **NSW Health Orders:** Visitors and Guests are required to comply with all current health orders and any extra prevention measures put in place by Mount Schoenstatt Spirituality Centre.

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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 Kantenich 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 is enough altar bread.

2. Outdoor and Picnic Areas, and Self-Catering functions:

- 2.1. All rubbish must be taken from the property by visitors and day guests.
- 2.2. Day visitors are requested to leave the grounds before sunset, except for visitors to the Shrine.
- 2.3. Please ensure that any private caterers coming onto the property show evidence of Public Liability & Workers Comp. Insurance, in the form of Certificate of Currency. Please email a copy to the booking's office, 7 days prior to check-in.
- 2.4. 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.

3. Shrine:

Open 7 days from 7.30am to 7.30pm, 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.

4. Joseph Kantenich House – Accommodation/Retreat Facilities

Please note that there is a two-night minimum for weekend bookings in the Joseph Kantenich House.

- 4.1. **Arrival Times:** before 4.00pm on the day of booking, if this is not possible, special arrangements will need to be made and may incur an administration fee.
- 4.2. **Departure Times:** 10am for all accommodation rooms. Use of conference facilities are available until 4pm on the day of check-out.
- 4.3. **Conference Facilities:** Where possible group accommodation bookings will include a room to hold meetings/conference. This requirement needs to be confirmed at time of booking. **PLEASE PROVIDE YOUR OWN HDMI CABLE FOR ANY COMPUTER EQUIPMENT THAT YOU MAY NEED TO OPERATE.** If your group is allocated the Conference/Chapel room in JKH, please be aware that the room needs to be returned to the set up for the Mass celebration on the evening of the following days, Monday, Tuesday, Wednesday, Friday and Saturday ready for the following morning from 7am until 8am.
- 4.4. **Final numbers** must be received by the Bookings Office no later than **two weeks prior** to the booking check-in date. A room allocation list is required within 7 days of check-in, to comply with WHS practices. A copy of your program should also be emailed no later than one week prior to check-in. We ask that you schedule your program meal breaks in line with the time slots listed below at item 4.8.
- 4.5. **Upon Arrival:** We request that a coordinator arrive to pick up keys prior to 4 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.
- 4.6. **Day guests** will be charged per head according to the current tariff for participation in in-house retreats.
- 4.7. **JKH Accommodation is a fully catered facility.** No food is to be bought onto the premises for consumption by any guests, including day visitors.

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- 4.8. **Catering:** All meal requirements and special dietary needs are to be finalised in writing 14 days prior to your booking. Any special diets not received within this period will be charged at \$50/diet.
Mealtimes and details are as follows, unless other arrangements have been made at least six weeks prior to check to account for staff rostering. Morning tea 10:00 am and afternoon tea 2.00 pm are included, these will be left for your group at the noted times but can be consumed at a suitable time for your group.
Breakfast – from 8am self-serve continental.
Lunch – 12.30 pm Buffet Style for groups or plated hot meal for individuals or small groups, includes dessert. MAIN 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.
Upgraded meal options are available, please ask the guest services team for pricing.
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.
- 4.9. **Medication (Medical and Allergy):** Guests are responsible to bring with them any medication that might be required in the event of an allergic reaction or medical episode i.e. an epi-pen or insulin. We ask that each group leader or a representative in the group has been trained to watch out for symptoms of the medication condition and to administer any medication relating to the person/s in their group.
- 4.10. **Recycling:** We are very conscientious about recycling here at MSSC, so we appreciate if guests can bring with them a reusable drink bottle to be refilled rather than use plastic cups or bottles.
- 4.11. **Room Keys:** Guests should note that their room key in JKH also opens the front door.
- 4.12. **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.
- 4.13. **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.
- 4.14. We encourage guests to **bring a torch** in case of power outage and to use on evening visits to the Shrine. Can you also ask guests to bring with them a **refillable drink/water bottle**, to avoid the use of plastic cups from the filtered water bottle provided outside the conference room.

5. Joseph Kentenich House – Conference Hall, Library & Sunroom

The Joseph Kentenich House is available only for in-house guests, i.e. guests requiring catering and/or accommodation. It is not available for day hire only.

Open Times: 8.30am to 4pm – Catered Day Groups
8.00am to 9pm - 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.

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6. Family Hall – Conference Facility

Open Times: 8.30am to 4pm – Monday, Tuesday, Wednesday, Friday and Saturday
12.30pm to 4pm – Thursday & Sunday – Mass is held at 11.00 am

Catering options are available for day guests, please speak with the guest services team.

- 6.1 **PLEASE PROVIDE YOUR OWN HDMI CABLE FOR ANY COMPUTER EQUIPMENT YOU MAY NEED TO OPERATE.**
- 6.2 **Groups are asked to respect the area around the Shrine and request that all guest activities (including meals) are directed to the large grassed area East of the Family Hall.**
- 6.3 Self-catered guests must take all rubbish from the property, including any unused food, which under no circumstances should be left in the refrigerator.
- 6.4 Return the chairs, tables and all other furnishings, including the altar to where it was found, please ensure all furniture is clean before it is stacked away.
- 6.5 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 (ensure this is done safely) as found, particularly when used on wet or muddy grounds.
- 6.6 All lights, fans and air conditioners, along with the fridge, freezer and urn, in the kitchen are switched off.
- 6.7 All tables and chairs must be cleaned before being returned to the storage room.
- 6.8 Ensure all external doors, including the toilet doors are locked.
- 6.9 Return the key to the reception. If reception is unattended please leave the key in the wooden mailbox on the veranda in front of the reception doors to the Joseph Kentenich House, on the day of check-out from the Family Hall. A lost key fee of up to \$100 maybe charged.

The person picking up the key will be requested to sign and agree to the above terms at the time of check-in.

An additional cleaning/removal fee of up to \$300 may be charged for non-compliance of these terms.

7. Home of Light – Self Catered Accommodation

Please note that there is a two-night minimum for weekend bookings in the Home of Light.

- 7.1. **Arrival Times:** After 12pm and before 4.00pm on the day of booking, if this is not possible, special arrangements will need to be made and may incur an administration fee.
- 7.2. **Departure Times:** 10am, unless prior arrangements have been made.
- 7.3. **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.
- 7.4. 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.
- 7.5. 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. Please remove the bottom sheet of each bed used and leave it on the end of the bed to be changed. Garbage is to be tied in bags and placed into the large commercial bin outside the house. **A cleaning fee will be charged if the premises are not left as they are found.**
- 7.6. We encourage guests to **bring a torch** in case of power outage.
- 7.7. All guests need to be made aware of **emergency evacuation** the gathering point, which is about 50 metres in front of the Home of Light, near the green sign. The next emergency evacuation point is at the main entrance on Fairlight Road.
- 7.8. If **Catering has been requested**, please see the Terms and Conditions under Joseph Kentenich House – Accommodation/Retreat Facilities Item 6.
- 7.9. **Recycling:** We are very conscientious about recycling here at MSSC, so we appreciate if guests can bring with them a reusable drink bottle to be refilled rather than use plastic cups or bottles. If recycled material can be taken home to put into domestic recycling services, it is greatly appreciated.