

## **Booking, Cancellation and Refund Policy**

### **General**

The main source of revenue for St Beuno's are the offerings and donations received from retreatants, and a stable income assures our work and developments for the future. This policy is to ensure that bookings are handled smoothly, that those who wish to come to St Beuno's are able to do so, and that cancellations are handled fairly with minimum administrative staff time.

We will always consider situations of hardship or evident pastoral needs, applying the Ignatian principle of generosity.

### **1. Booking**

#### ***DEPOSIT***

Upon receipt of a reservation form, an email request for a deposit of £100 is sent in order to secure a place. If no deposit is received within 1 calendar month, then the provisional reservation is cancelled and the place made available to another guest. An email notification of this will be sent.

#### ***BALANCE OF PAYMENT***

The balance is due one month before the start date of the retreat or course. A reminder will be sent 1 month prior to the event.

#### ***BOOKING WITHIN ONE MONTH OF EVENT***

If a booking is made within one month of the start of the event, the full payment is due immediately.

### **2. Cancellations and Refunds**

#### **General**

We recognise that there may be unforeseen and exceptional times when retreatants will need to cancel or rearrange retreats. If a booking is made, that often means another retreatant cannot make a retreat here, and refunding and rescheduling involves administrative staff time. We are therefore not able to refund or transfer deposits. With all short notice cancellations, additional charges will have been incurred by St Beuno's.

- If, for any reason, we are not able to offer the retreat booked, the deposit (and balance if applicable) will be refunded in full.
- If a retreatant cancels their retreat, the deposit is non-returnable and non-transferable.
- If a retreatant cancels their retreat more than 1 calendar month before the event, the balance (if paid) will be refundable or transferable.
- If a retreatant cancels their retreat less than 1 calendar month before the event, no refund or transfer of the balance payment will be made.