

# BISHOP'S HOUSE



## Exclusive use booking pack

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# Bishop's House

## EXCLUSIVE USE BOOKING PACK

Many thanks for making a provisional exclusive use group booking of Bishop's House Iona. This pack contains information about the house and booking process, which we hope will be helpful.

At present your booking is provisionally held; to secure your group's stay please read the terms and conditions, complete the booking form, and return one half along with the required holding deposit. Please note that all deposits are non-refundable and that a booking cannot be held without deposit. If you have already paid your deposit, please simply complete and return the attached booking form.

We ask all exclusive use groups to provide a Chaplain. The role is simply to take two services a day and be available to other guests if they wish to talk. The Chaplain needs to be ordained in a Christian church and be willing take services in the Episcopal tradition, using the 1982 Scottish Liturgy. It is worth considering at this point who you intend to ask to fulfill this role. If your group does not contain a member of clergy who wishes to undertake this role, we can arrange for a chaplain to cover the week. We will, however, have to house them in one of the bedrooms in Bishops House, reducing the capacity available for your group.

It is important to advise us of your intended arrival time. If we know when to expect you, someone will be at the jetty to meet you and assist with your group's luggage. On the day of your arrival we will also need to speak to your group for a short but helpful welcome talk. If you are scheduling group activities, please be sure to leave space for this meeting.

We look forward to welcoming you to Bishops House. If you have any questions, or we can assist in your planning in any way, please feel free to contact us.

*Bishop's House Iona is managed by Island Retreats Limited  
Diocese of Argyll & the Isles, Scottish Episcopal Church  
Charity No.: SC 023281*

## EXCLUSIVE USE BOOKING TERMS AND CONDITIONS

### 1 CONTRACT

1. The contract is for a retreat and holiday accommodation and is made between the Client and Island Retreats Ltd (IRL).
- 1.2 The contract will be entered into when IRL issues the confirmation of the Booking by letter, fax or email.
- 1.3 The Client signs the Booking form on behalf of themselves and all members of their party and this is taken as confirmation of their and their party's understanding and acceptance of these conditions.
- 1.4 The contract will be subject to the following conditions.

### 2 PAYMENT

- 2.1 A deposit of one night's tariff (unless otherwise stated) of the accommodation fee ('Account') is payable in order to confirm the Booking. Please see the attached table for details of further deposit payments required:  
12 months before arrival – deposit made up to 50% of total account  
6 months before arrival – deposit made up to 75% of total account  
On arrival – final 25% paid.
- 2.2 If the Client does not pay any of the deposits of the Account by 4 weeks after the due date the contract shall be deemed to be cancelled by the Client.
- 2.3 In the case of Bookings made less than 6 months before the commencement of the holiday week then 75% of the account is payable in full on Booking.
- 2.4 All cheque payments should be made payable to: Island Retreats Ltd.

### 3 CANCELLATION

- 3.1 Any cancellation made by the Client for whatever reason shall be in writing and addressed to IRL at its designated address.
- 3.2 The following charges are payable in the event of cancellation of a Booking:

No. of months before start of Booking that notification of cancellation is received	Amount Payable
6 months or less	75 % of account
6 –15 months	50% of total account
More than 15 months	1 nights tariff
- 3.3 In the event that the Client wishes to move from an Exclusive Use booking to a Group booking, IRL must be informed in writing no less than 6 months prior to arrival. Any changes made to the booking within 6 months of arrival will result in the Client retaining financial liability for any rooms that IRL is unable to re-let.

### 4 CANCELLATION INSURANCE

- 4.1 IRL strongly recommends the Client to take out cancellation insurance to protect against the cancellation charges.

### 5 NON-AVAILABILITY

- 5.1 In the unlikely event that the Property becomes unavailable following confirmation of the Booking or changes are necessary to the Booking for reasons outside the control of IRL or the Owner, IRL undertakes to notify the Client as soon as reasonably possible.

5.2 Provided that IRL shall comply with its obligations under this paragraph it shall have no further obligation or liability for non-availability, changes or cancellation as referred to in this condition.

## **6 VAT**

6.1 The Tariff is VAT inclusive (where applicable).

## **7 LETTING PERIOD**

7.1 Unless otherwise notified the letting commences at 2.30 pm on the day of arrival and ends at 10.00 am on the day of departure.

## **8 NUMBER OF OCCUPANTS**

8.1 The number of persons occupying the Property must not exceed the maximum number specified in IRLs information. IRL will send out a room plan with the booking confirmation to be filled in and returned one month before the booking commences.

## **9 COMPLAINTS**

9.1 Any complaints during the period of occupation must be notified promptly to IRL.

## **10 DIETARY NEEDS**

10.1 Please let us know well in advance of your arrival of any specific dietary needs. While we try to cater for individual dietary requirements we do not have the facilities to meet the needs of those with particular or medically supervised diets. In such circumstances you may wish to bring your own substitutes.

## **11 PETS**

11.1 Guide Dogs and Hearing Dogs are the only pets permitted in the Property but IRL should be informed in advance of their arrival.

## **12 INSURANCE OF BELONGINGS**

12.1 The Client shall be responsible for insuring his own possessions while they are on or in the Property.

## BISHOP'S HOUSE BOOKING FORM

Name of group .....  
Group leader .....  
Contact number .....  
Contact email .....  
Date of arrival ..... Date of departure .....  
Date booked ..... Type of booking **EXCLUSIVE USE**  
Signed ..... Date .....

*Please sign and return one half of this form as confirmation that you have read and understood the terms and conditions. Please keep the other half for your records.*

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