



209 Blake Hill Road, Van Etten, NY 14889 ♦ (607) 589-4419 ♦ lightonthehill.org ♦ info@lightonthehill.org

Retreat Reservation and Cancellation Policy

Approved by Board of Directors 7 February 2022; revised and approved 18 March 2022

Effective for retreats booked on or after 18 March 2022

[Individual/Small Group Retreats](#)

[Large Group Retreats in Inner Light Lodge](#)

Individual/Small Group Retreats

Light on the Hill (LOH) offers retreat reservations for individuals and small groups according to the following policies.

Sliding Scale Rate for Overnight Accommodations

We recognize that our guests come from a range of financial/economic contexts. We offer a sliding scale rate for each of our cottages and huts. We invite our guests to consider their resources and choose their own rate within the sliding scale. See the [Rates webpage](#) for the current sliding scale rates.

Check-In and Check-Out Times

Reservations are on a 24-hour basis. Check-in is available for an individual or small group retreat between the hours of 9am and 6pm. Those arriving for a retreat after 6pm will be charged a convenience fee of \$25. The scheduled check-in time dictates the check-out time. (That is, if a guest's scheduled check-in time is noon, they will check out on their last day by noon.) If a guest chooses to check out on their last day later than their scheduled check-in time on the first day, they will be charged a prorated rate for additional hours. Such extended check-outs are subject to building availability and cleaning schedule and must be arranged in advance.

Overnight Individual and Small Group Retreats

Retreat reservations for any of the cottages require a two-night minimum. This minimum does not apply to the retreat huts.

Daytime/Day-Use Retreats at Cottage or Hut

The cottages and huts may be reserved for day-use (without an overnight stay), subject to availability, on the following terms:

- Day-use retreat reservations are available in the cottages and huts for weekdays only, unless a day-use guest is booking less than two weeks prior to the retreat, in which case a weekend day-use reservation may be possible.
- Day use is limited to one day only.
- Day-use guests may arrive any time after 9am and must depart by 6pm.

Commuters for Small-Group Retreats

An overnight small group retreat in a cottage or hut may have additional day-time participants who do not spend the night. These guests are called commuters. Commuters are charged the day-use rate for each day they participate in a small group retreat.

Individual and Small Group Retreat Reservation Process

- All cottages and huts are reserved on a first come, first served basis.
- To initiate a reservation, a guest fills out the online form to request a retreat, indicating the dates, whether it is for an individual or small group, the preferred cottage or hut, the per-night rate within the appropriate sliding scale, and whether the retreat guest would like retreat guidance from the Spiritual Director.
- LOH communicates with the guest regarding cottage/hut availability, as well as the Spiritual Director's availability (if guidance is requested). When the details have been sorted out, LOH places a courtesy hold on the cottage/hut for seven days and emails an invoice with the total retreat accommodation cost, payable by check or by PayPal online. (Note that online payments incur an additional nonrefundable 3.5% processing fee.)
- Guest submits full accommodation payment. If payment is not made within seven days of the invoice date, the courtesy hold is removed.
- Once payment is received, LOH confirms retreat reservation and provides details of check-in process.
- On first day of retreat: LOH welcomes guest and orients them to their retreat space.
- Payments for guidance are handled directly with the Spiritual Director during the retreat.

Full retreat accommodation payments are due prior to a retreat and are subject to the cancellation policy below.

Individual and Small Group Retreat Cancellations

- If guest cancels more than two weeks prior to retreat start date: Full retreat accommodation payment is refunded, less a 15% administrative fee.
- If guest cancels between 4 days and two weeks prior to retreat start date: Light on the Hill retains either 50% of retreat payment or \$45, whichever is greater; the remainder is refunded to the guest.
- If guest cancels within three days of a retreat, does not arrive, or departs early: No refund is issued.

Extreme Weather Exception

If extreme weather prohibits a guest's safe travel to Light on the Hill, the guest may request to postpone or reschedule a retreat, with no change fee. Such requests must be communicated prior to the retreat start time. The retreat payment will be applied to the rescheduled retreat.

LOH Closure Exception

If Light on the Hill must cancel a guest's scheduled retreat because of a facilities or road issue, or for any other reason, the retreat payment will be refunded in full, or applied to a rescheduled retreat, as the guest chooses.

Retreat Schedule Adjustments

If a guest needs to adjust a confirmed retreat by lengthening, shortening, or otherwise adjusting the retreat reservation dates, such changes are dependent on the building's availability, and are subject to the following rules.

If a guest requests a schedule change...

More than two weeks prior to the original retreat start date:

- New dates, same length: There is no charge for one rescheduling. For any subsequent rescheduling, there is a \$25 change fee, due before the retreat begins.
- Shorter retreat: Light on the Hill will refund the nightly rate for the number of nights eliminated from the retreat.
- Longer retreat: Light on the Hill will issue a new invoice for the additional nights, at the selected sliding scale rate. Payment is due before the retreat begins.

Between four days and two weeks prior to the original retreat start date:

- New dates, same length: The guest will be charged a \$50 change fee, due before the retreat rescheduled begins.
- Shorter retreat: The guest will be refunded 50% of the nightly rate per eliminated night.
- Longer retreat: The guest will be charged for the additional nights, at the selected sliding scale rate. Light on the Hill will issue a new invoice for additional nights. Payment will be due before the retreat begins.

Within three days of the original retreat start date:

- New dates, same length: The guest will be charged a \$100 change fee, due before the rescheduled retreat begins.
- Shorter retreat: No refunds will be issued for eliminated nights.
- Longer retreat: A guest will be charged for additional nights at the selected sliding scale rate. Payment will be due upon arrival.

Large Group Retreats in Inner Light Lodge

Light on the Hill (LOH) offers retreat group retreat reservations at Inner Light Lodge according to the following policies.

Group Retreat Reservation Process for Inner Light Lodge

- Weekend retreats require a two-night minimum. Both one-night retreats and one day retreats with no overnight (aka day-use) may be scheduled on Tuesday, Wednesday, or Thursday.
- The nightly, day-use, and lodge meal rates are listed on the [Rates page](#) of the website.
- To reserve Inner Light Lodge for a group retreat, a group leader fills out the online group retreat form, indicating requested dates and the purpose of the retreat.

- LOH communicates with the group leader regarding Lodge availability. Once dates are agreed upon, LOH places a courtesy hold on the lodge for seven days and sends a deposit invoice to the group leader, payable by check or by PayPal online. Online payments incur an additional nonrefundable 3.5% processing fee.
- Group leader submits deposit. If deposit payment is not made within seven days, the courtesy hold is removed, releasing the selected dates for other reservations.
- Once the deposit is received, LOH confirms retreat reservation and generates the retreat contract and an invoice for the minimum lodging and food balance (see below). The signed contract is due within seven days of receipt.
- Group leader submits a Group Retreat Description Form if the retreat is open to outside registrations (that is, if the group leader would like LOH to advertise to recruit participants). In this case, LOH will create an event posting on the LOH website and circulate information about the retreat to the LOH email list (~1600 people) through the newsletter and other email announcements.
- Payment of the minimum lodging and food balance is due two months prior to the retreat start date. If the group leader does not submit the payment by the due date, LOH reserves the right to cancel the retreat and retain the full deposit.
- Ten days prior to the retreat, the Group Retreat Final Planning Form is due. This form collects the following information: number of participants and leaders, and dietary restrictions.
- If the number of participants changes from what was submitted on the Group Retreat Final Planning Form, the revised number is due three days prior to the retreat. LOH will draw up the final invoice based on this number.
- On the retreat start date, group leader arrives before participants. LOH staff will welcome group leader and review details. Group leader will welcome and check in participants. LOH staff will provide a 15-minute welcome and orientation to participants prior to the first meal.
- Payment of final invoice is due prior to the group leader's departure.

Deposit Rates to Reserve Inner Light Lodge for Group Retreats

- Daytime retreat (no overnight) or one-night retreat: \$500 deposit
- 2-, 3-, or 4-night retreat: \$1000 deposit
- 5+ night retreat: \$2000 deposit

Minimum Lodging and Food Charge

The minimum lodging and food charge is due two months prior to the retreat. This figure is calculated based on the number of nights and meals and the minimum number of guests for that retreat length:

- Daytime retreat: Minimum 18 guests
- One-night retreat: Minimum 18 guests
- 2-night retreat: Minimum 17 guests for lodging, 18 for food (leader has free accommodations)
- 3- or 4-night retreat: Minimum 16 guests for lodging, 17 for food (leader has free accommodations)
- 5+ night retreat: Minimum 15 guests for lodging, 16 for food (leader has free accommodations)

The remaining lodging and food balance is due on the last day of the retreat. The remaining balance will be calculated according to the number of participants listed on the Group Retreat Final Planning Form,

due ten calendar days prior to the retreat start date. This number may be revised up to three days before the retreat. If a retreat group has more participants in person than the number submitted, the retreat leader will be charged for the additional participants at rate listed in the contract. If a retreat group has fewer participants in person than the number submitted, no refund will be issued. Retreat leaders will be charged for all nights of lodging and all meals scheduled in the contract, even if some or all participants skip a meal, arrive late, or leave early. The final balance is payable by check or PayPal. Online payments incur a 3.5% processing fee.

Group Retreat Cancellation Policy

If a group retreat is cancelled...

- 6+ months prior to retreat start date, retreat deposit will be refunded in full, less a \$100 administrative fee.
- 4-6 months prior to retreat start date, a refund of 50% of the retreat deposit will be issued.
- 2-4 months prior to retreat start date, no refund of the retreat deposit will be issued.
- 1-2 months prior to retreat start date, a refund of 50% of minimum lodging and food balance will be issued.
- Less than 1 month prior to the retreat start date, a refund of 10% of minimum lodging and food balance will be issued.

Group Retreat Rescheduling

If a group retreat is rescheduled or dates are otherwise revised (subject to lodge availability)...

- 6+ months prior to original retreat start date: There is no charge for one rescheduling. For any subsequent rescheduling, there is a \$250 change fee.
- 2-6 months prior to original retreat start date: The retreat leader will be charged a \$500 change fee.
- Less than 2 months prior to original retreat start date: The retreat leader will be charged a \$1000 change fee.

Extreme Weather Exception

If extreme weather prohibits safe travel for a scheduled group retreat, the group leader may request to postpone or reschedule the retreat, with no change fee. Such requests must be communicated and approved prior to the retreat start time. All payments will be applied to the rescheduled retreat.

LOH Closure Exception

If Light on the Hill must cancel a group retreat because of a facilities or road issue, or for any other reason, including a mandatory government restriction, all retreat payments will be refunded in full, or applied to a rescheduled retreat, with no change fee, as the group leader chooses.