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Retreat Reservation and Cancellation Policy

Approved by Board of Directors 7 February 2022; updated 1 July 2023

Effective for retreats booked on or after 18 March 2022

Large Group Retreats in Inner Light Lodge

Light on the Hill (LOH) offers 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 [Book Your Group Retreat Form](#), indicating requested dates, meals, and the purpose of the retreat.
- LOH reserves the right to decline a group request if their purpose does not align with LOH's mission.
- 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 payments incur an additional nonrefundable 3.5% processing fee (2.5% for payments of \$1000+).
- 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 has open registration. In this case, LOH will promote and advertise the retreat on the LOH website, social media pages, and through our listserv.
- 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 (1 leader has free lodging)
- 3- or 4-night retreat: Minimum 16 guests for lodging, 17 for (1 leader has free lodging)
- 5+ night retreat: Minimum 15 guests for lodging, 16 for food (1 leader has free lodging)

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

Depending on when a group retreat is cancelled, LOH will issue refunds as follows:

Date of Cancellation	Amount of Refund
6+ months prior to retreat start date	All payments, less a \$100 administrative fee
4-6 months prior to retreat start date	50% of retreat deposit
3-4 months prior to retreat start date	No refund of deposit
2 months prior to retreat start date	50% of minimum lodging/food balance payment
4-8 weeks prior to retreat start date	10% of minimum lodging/food balance payment
Less than 4 weeks prior to retreat start date	No refund

Group Retreat Rescheduling

- All rescheduling is subject to lodge availability and management discretion
- Rescheduled date must be within one year of the original retreat date
- If a group retreat is rescheduled or dates are otherwise revised
 - 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.
 - 4-6 months prior to original retreat start date: The retreat leader will be charged a \$500 change fee.
 - 2-4 months prior to original retreat start date: The retreat leader will be charged a \$1000 change fee.
 - Less than 2 months prior to original retreat start date: The retreat leader will be charged a \$1500 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.

Health and Safety Protocols

Group leaders and participants are subject to Light on the Hill's Health and Safety Protocols, including COVID-19 protocols. See the website for the most recent policy updates:

<https://lightonthehill.org/covid-19-response/>.