



209 Blake Hill Road, Van Etten, NY 14889 ♦ (607) 589-4419 ♦ [lightonthehill.org](http://lightonthehill.org) ♦ [info@lightonthehill.org](mailto:info@lightonthehill.org)

## 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

### Individual/Small Group Retreats

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

A small group is defined as less than 17 people for a day meeting, or 11 or fewer for overnight stays.

#### 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 with the Managing Director or her designee

#### 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. On occasion, the cottages and huts may be available at the last minute on a weekend. Call LOH for availability.
- 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. The rate is listed on the [Rates page](#) of the website.

### **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 [Plan an Individual Retreat 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**

Depending on when an individual or small group retreat is cancelled, LOH will issue refunds as follows:

<b>Date of Cancellation</b>	<b>Amount of Refund</b>
2+ weeks prior to retreat start date	All payments, less a 15% administrative fee
4 days - 2 weeks prior to retreat start date	LOH retains 50% of retreat payment or \$45, whichever is greater; remainder refunded
Within 3 days of retreat start date	No refund

### **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 to the

Managing Director or her designee 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.