



Letting Agreement

Thank you for booking Eden Rise retreat barns. To complete your reservation, please read the below and acknowledge your agreement on the separate booking form provided.

1. Purpose, Numbers and Period of Stay

Eden Rise will only be used for the purpose, numbers and period as agreed with the venue on making the booking. If any changes to this agreement are required, the venue will need to be notified in advance and permission given.

2. Arrival and Departure times

Bookings start from 5pm on your arrival day and end at 5pm on your departure day.

This time frame includes turn around periods of the venue for back-to-back groups. Note these timings are for your guests and participants.

Organisers/Facilitators and their teams are permitted to arrive at 3pm to set up before their group arrives. This arrival time will need to be indicated on the booking form so we can make sure the venue is ready for you. Any earlier times will need to be requested and agreed with the venue prior to confirming and a charge of £25 per hour will be applied to the initial booking cost.

3. Booking Procedure

Booking dates can be requested in advance, however these dates are not secure or fully confirmed until both the booking form and deposit payment are received. Dates will be provisionally held on making a booking request for a limited time only, if another group requests any of these dates we will give you 7 days to confirm otherwise you may lose the provisional hold. Note the bookings online calendar will only highlight these provisional dates as 'pending' so other groups can still request them.

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4. Payment and Cancellation

DEPOSIT

A non-refundable deposit of 30% (from the basic minimum cost for 10 people) is due at the time of booking. Only once we receive your booking form and deposit payment will your dates be secure. Final payment (balance of the basic cost) is due 6 months before the start date of your booking. Deposits are non-refundable, however if you cancel, we may be able to refund the deposit if we/you can resell all dates with a booking at full price. Repayment is only made once the new booking is fully confirmed.

BALANCE

Initial prices are based on a minimum of 10 people. The balance of this payment is due no later than 6 months before the start of your booking. If you have more than 10 persons (extra numbers) and if not already booked in, you will need to notify us and pay for these extras no later than 7 days before your stay. For retreat/workshop bookings final numbers and payments need to include all course leaders, course helpers and participants.

CANCELLATION

Eden Rise reserves the right to cancel a booking in the event of a breach of our letting agreement, or if your activities prove to be in conflict with our ethos. Should you cancel less than 6 months before your bookings date no refund will be available unless we or you are able to re-let the space at full price. In which case, we will only charge an admin fee of £50 and return the balance of any monies paid so far. Repayment is only made once the new booking is fully confirmed.

5. Your Responsibility for Maintaining these Agreements

You or your nominees are responsible for ensuring that these agreements are upheld by all present throughout your stay, details of these are highlighted below.

- **Fire Emergency and First Aid**

You will read and understand the safety notices enclosed in your group leader's Welcome Pack on the premises. Booking your stay with us confirms your agreement to inform everyone present about the relevant fire and other safety procedures.

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You agree to uphold the following safety procedures;

- Read and familiarise yourselves with the various safety notices that are displayed in and around the building consisting of health recommendations and emergency procedures.
 - Ensure you and all guests are made aware of the fire procedures and locations of emergency exits, fire safety equipment and first aid facilities.
 - Accustom yourself with the whereabouts of the fitted smoke detectors and fire alarms located in the relevant areas of the building.
 - Establish if any guests will need a 'buddy' in the event of building evacuation.
 - Take note of the nearest hospitals, doctors names and addresses that are provided in the group leaders Welcome Pack left on the premises.
 - Do not use substandard electrical appliances or phone chargers (we have phone charging ports available).
 - Special care will be taken when using the wood-burning stove in the sauna facility and outside fires.
 - No naked flames are permitted in bedrooms, includes candles and incense.
 - Any special needs will be identified in advance and included on the booking details.
- **Insurances** - It is a requirement that retreat leaders, professional therapists, persons facilitating a public event must have their own Public Liability Insurance. In agreeing to hire Eden Rise and signing the booking document you are confirming that you have Public Liability Insurance to cover your stay.

Or, if you do not have the appropriate insurances you are agreeing to full indemnify Eden Rise, owned by The Network of Wellbeing (Registered Charity No: 295976), against any personal injury for yourself and guests throughout your stay. You accept full responsibility and liability for any damages or injuries caused to yourselves, guests, or Eden Rise.

- **Security & Damages/Breakages** - Eden Rise does not accept any responsibility for the damage or loss of personal property brought to the venue. Lost property will be stored for a maximum of one month. You will notify the venue if there are any damages or breakages and will make compensation back to Eden Rise.

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- **Risk Assessment and Supervision** - You agree to make your own risk assessments and provide appropriate supervision and insurances for the use of the Eden Rise, including permissible access to the adjoining private field Yeoland (this land is not insured by the Network of Wellbeing).
- **Parking & Car Sharing** - Parking is available at the front and the left-hand side of the venue for about 10 small vehicles. If greater numbers are coming you agree to pro-actively coordinate carsharing, which is our preferred method of transport means for large groups. If more parking is required, please contact us and we can advise.
- **Alcohol and Smoking** - Due to the nature of the venue you agree to low use of alcohol consumption only. This is a no smoking venue, however smoking is permitted outside the barn perimeter.
- **Pets** - Due to potential harmful allergies of other guests/visitors, no pets are permitted to stay at the venue. You agree to our strict no pet policy.
- **Bed linen** - Groups agree to bring their own bed linen sets (consisting of sheets, duvet covers or sleeping bags, two pillowcases per bed and towels). Should you wish to use our linen sets, you agree to pay the required charge of £10 per person (linen set and towel provided).
- **Electricity and Heating Charges** - The hire charge includes an averaged metered use of electricity with the heating set at 20 degrees. If you require a higher setting of thermostats or extra heating equipment that is not already included, you agree to pay for the extra electricity charge incurred. Extra blankets and hot water bottles are provided at the venue.
- **Hot water** - You are aware of the limitation of our 'eco' solar/electric hot water system and agree to sensitive use of the immersion heater to have your group needs met. All our water is filtered from an onsite borehole.

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- **Fires & Flames** - Fires are to be monitored in a safe and responsible way, ensuring the safety of both individuals and the building. Strictly no candles or naked flames allowed in any of the bedrooms.
- **Noise** - To ensure consideration for our neighbours and caretakers, you agree to minimising vehicle movements at night. Strictly no loud or inappropriate noise levels outside, any music must be turned off by 11pm. Drumming only permitted inside, please do not endanger our letting facility with any loud noises.
- **Sauna** - Unless otherwise indicated or pre-arranged with the venue you will use the sauna after 6pm only, due to caretakers requiring access to the facilities.
- **Recycling and Refuse** - Rubbish is to be correctly sorted, there are colour coded bins for the various types of rubbish. Food waste to be put in the brown wheelie bin, landfill to the grey wheelie bin, paper and plastic in clear and blue bags and left in the refuge area. All glass waste is to be taken away with you, there is no recycling facility onsite for this material.
- **Cleaning and Replacing Items** - Eden Rise is to be left clean and tidy with all items replaced as initially found ready for the next group. Cleaning guidelines are explained in the guest manual and in each bedroom.
- **WIFI** - available at the venue around the entrance and kitchen areas, however if you prefer to have this turned off please notify the venue before your stay.
- **On leaving** - you will check that all lights are switched off, doors and windows are shut and locked. All personal belongings and glass waste to be taken with you.

Thank you for reading through this agreement and understanding your responsibilities. We hope you find the clarity helpful and enjoy a wonderful stay.

The Eden Rise Team

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