



## Eden Rise FAQ's

**We are constantly updating our FAQ's and compiling answers to some of our most common questions, so please have a good read ahead of your booking as most answers you will find below.**

### **Accommodation & Facilities**

**Is there a maximum capacity?** Yes, we can accommodate up to 20 people at one time during a residential booking.

**Does the venue provide duvets and pillows?** Yes, everything will be located on each bed.

**Where do we get our hired bed linen?** We ask group leaders or assistants to hand out the required bed linen to their guests, these are located outside the largest dorm room on a high shelf accessible by a ladder.

**Does the venue make up the beds before arrival?** No, the beds are laid out and prepared with duvets, pillows, blankets, and hot water bottles for guests to arrange themselves.

**Do you have hot water bottles?** Yes, each bed has their own hot water bottle.

**Are there blankets and cushions for use in the main hall?** Yes, we have various sized cushions in the Albion Room, there is also a blanket box found in the entrance hallway for guests to use and blankets on individual beds.



## Eden Rise FAQ's

### **Accommodation & Facilities cont...**

**Can we any take blankets outside?** Not all, bed blankets are for indoor use only. However, the fleece blankets in the box in the entranceway can be used outside, but please leave them with the dirty linen to be washed at the end of your stay.

**Can organisers stay the night beforehand?** Only on certain occasions, generally when organisers book early arrival for access the following day. The organisers (minimum two people) can then book a night beforehand at a special rate.

**Are campervans allowed?** Yes, we permit two small campervans by prior agreement and a special rate is available.

**How many campervans can fit in the carpark, plus cars?** We advise only two small campervans maximum, and then only 5-6 small cars.

**Can campervans use our electricity?** Yes, at a charge of £7 per day, though we may not have a spare extension lead so please supply your own.

**Is there a space to put up a tent?** Yes, there are two spaces on our terraces that can accommodate tents between October – April only (our bell tents are located here the rest of the time).

**What toilets do the bell tent guests use?** All the toilets and shower facilities are located inside the main building.



## Eden Rise FAQ's

**Are Pets/Dogs permitted onsite?** No, due to potential harmful allergies of other guests/visitors and danger to nearby livestock, no pets are permitted at the venue.

**Does the venue have a landline?** No, the telephone line only operates the internet connection.

### Venue & Equipment

**Are the bell tents up all year round?** No, the bell tents are available from the beginning of May till late September, personal camping tents can be used outside these times.

**Does the venue have yoga equipment?** No, please bring your own mats and any equipment that you may need.

**How many people can fit in the main Albion Hall for yoga?** Regular yoga instructors have indicated a comfortable number is between 15 – 18 people.

**Does the venue have a white board?** Yes, found in the Albion Room, though please bring extra white board pens.

**Does the venue have a projector and screen?** Yes, we have a large screen and projector kept in the Albion Room, please bring your own cabling for your laptops.



## Eden Rise FAQ's

### **Venue & Equipment cont...**

**Is the kitchen fully equipped with things like blenders, food processors etc?** Yes, we have a wide selection of professional catering equipment.

**Can we cook meat at the venue?** We are a vegetarian retreat center, if a guest requires meat in their diet for health reasons they should bring pre-cooked meals.

**Can we get food delivered by a supermarket on the day of a booking?** Yes, however only once the organisers have arrived within their allocated time, so they can receive the delivery.

**Is there washing up liquid, cleaning stuff, tea towels?** Yes, all accessories are located in the kitchen.

**Does the venue provide salt, pepper, or basic condiments in the kitchen?** No, this is a self-catered kitchen, please bring all ingredients you need to cook.

**Do you have a recommended caterers list?** Yes, we have various local catering contacts that have previously supplied food and cooked for retreats. Please ask for details.

**Is there loo paper at the venue?** Yes, we use recycled toilet paper.

**Are there free teas?** Yes, we have a varied selection of herbal teas for guests. Please bring your own coffee if required.

**Sandwell Barns, Harberton, Totnes, Devon TQ9 7LJ**

**[www.networkofwellbeing.org/eden-rise](http://www.networkofwellbeing.org/eden-rise)**



## Eden Rise FAQ's

### **Venue & Equipment cont...**

**Is there a barbeque?** Yes, our large fire bowl doubles up as a BBQ too.

**Does the sauna need wood to work?** No, the main sauna is electric. There is a woodburner for the sauna if you wanted to top up the heat, but this is not essential to use.

**How many people can fit in the sauna?** A comfortable amount would be approximately 6 people.

**How long is the sauna use?** Sauna use is allocated for 3 hours each day, time choices are between 10am – 1pm / 2pm – 5pm / 6pm – 9pm (times agreed on booking).

**Do we need to bring a towel for the sauna?** Yes, for hygienic reasons all sauna users must bring a towel to sit on.

**Is there disability access?** No unfortunately we do not have disability facilities, however it is something we are currently researching.

**Do we need to bring kindling and firelighters for the campfire?** Yes, we can provide pre-ordered firewood however please bring everything else you need to light a fire.



## Eden Rise FAQ's

### **Bookings & Arrival**

**Can we arrive earlier if we get to Totnes before the booked time?** No, we have various turnaround schedules, and our hardworking housekeepers need space and time to prepare the venue for you. There are several nearby cafes at Dartington or Totnes should you arrive early, you will be able to access the barns from your booked time only.

**How are invoice payments made?** Bank transfers are the easiest, however we do have a card machine at the venue if needed for those that can pass by at a prearranged time.

**Do participants attending retreat sessions for the day only need to pay?** Yes, we have reduced rate for non-residential guests who are permitted only once the 20 residential numbers are filled. See our pricing guides for details.

**How many cars can fit in the carpark?** About 8-10 small vehicles maximum and 6-8 large vehicles maximum, although we do encourage share lifts wherever possible.

**Are there alternative free parking areas nearby?** There are a number of free car parking spaces near Totnes cemetery (TQ9 5LZ) on Plymouth Road, from here's it's an easy 5-minute drive to Eden Rise and useful for lift sharing options.

**If you have any further specific questions, please contact the bookings administrator on [annabel@networkofwellbeing.org](mailto:annabel@networkofwellbeing.org).**

**The Eden Rise Team**