



Eden Rise FAQ's

We are constantly updating our frequently asked questions in order to answer some of the most common questions we get asked, please have a good read ahead of your booking and arrival.

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 find our pre-ordered bed linen? Linen sets are located in the baskets by each bed (or by the entrance hallway for the bell tents). Please help yourself to any additional sets required, further sets will be added to your final bill (please include the total number of sets used on the Extras Sheet on departure).

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.



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Accommodation & Facilities cont...

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.

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 an early arrival and 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, see our pricing guide for details, though we may not have a suitable extension lead so please supply your own.



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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? The toilets and shower facilities are located inside the main building.

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 venue has no direct line however there is a mobile number for the caretakers that live onsite in case of emergencies.

Is there internet connection? Yes, we have wifi in the entrance hallway and kitchen only. Due to the nature of the region's internet cabling system, we don't have very strong connection for downloads and streaming.

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.



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Venue & Equipment cont...

Does the venue provide 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.

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 centre, if a guest requires meat in their diet for health reasons, they should bring pre-cooked meals only and use the kitchenette in the Albion Room.

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.



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Is there washing up liquid, cleaning products, 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.

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

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

Can we drink alcohol at the venue? Due to the nature of the wellbeing site we operate a low use of alcohol consumption.

Can we smoke or vape at the venue? This is strictly a no smoking or vaping venue, however smoking is permitted outside the barn perimeter away from the building and caretaker caravans.

Does the sauna need wood to work? Not necessarily, the main sauna is electric. There is a woodburner for the sauna if you wanted to top up the heat



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to a higher temperature, but this is not essential to use. It is possible to just use the woodburner, but this may be less hot.

Is there drinking water in the sauna? Yes, there is a small sink that supplies drinking water for your cups or bottles. We also have a cool shower in the sauna facility.

How many people can fit in the sauna? A comfortable amount would be approximately 6-8 people.

Sauna opening hours? The sauna is open from 10am – 9pm for your use. It takes about 30-45mins to heat up, please switch off after every use.

How much does the sauna cost? The sauna is run on an electric meter, this will be calculated at the end of your stay and billed accordingly.

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

Are there laundry facilities? The venue has a washing machine and dryer, this is chargeable by a metering system and added to your final bill.

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



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Is there disability access and facilities? No, unfortunately we do not have regulated disability access or suitable facilities, however this is something we are currently researching.

Do we need to bring firewood, kindling and firelighters for the campfire or woodburner in the sauna? We can provide Firewood and also a Fire Lighting Kit which includes kindling, eco-firelighters and matches. Please pre-order so we can have this available on your arrival, it's also possible to order extra during your stay with enough notice.

Bookings & Arrival

Can we arrive earlier if we get to Totnes before the booked time? No, we have various turnaround schedules, and our hardworking caretakers 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.



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Is Eden Rise retreat venue a charity? Yes, Eden Rise is a project which is part of the [Network of Wellbeing](#) charity.

Are there reduced rates for a charity booker? Yes, we have special rates for registered charities, see our pricing guide for details.

Do participants attending retreat sessions for the daytime only need to pay? Yes, we do have reduced rate for non-residential guests who are permitted, though 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 next to 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.

Many thanks,
The Eden Rise Team

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