



Letting Agreement 2027

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 4pm to set up before their group arrives. This arrival time will need to be requested in advance and indicated on the booking form so we can make sure the venue is ready. Any earlier arrival times will need to be requested and agreed with the venue prior to confirming and a charge of £35 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 our 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% (based on the basic minimum cost for 10 people) is due at the time of booking. Your dates will only be secured once we have received both your booking form and deposit payment. The final payment (the balance of the basic cost) is due 6 months before the start date of your booking. Deposits are non-refundable.

However, if you cancel more than 6 months before your booking start date, we may be able to refund the deposit, provided that all dates are successfully resold at full price. Any repayment will only be made once the new booking is fully confirmed, and an administration fee of £100 has been applied. For cancellations made less than 6 months before the booking start date, deposits are strictly non-refundable.

BALANCE

Initial prices are based on 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 guest numbers), and they have not already been included in the booking, you must notify us no later than 7 days before your stay. For retreat/workshop bookings, final numbers and payments must include all course leaders, helpers and participants. Extras guest numbers will be invoiced after your stay and payment due within 14 days.

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. If you cancel less than 6 months before your booking start date, no refund will be available. However, if all dates are resold with an alternative booking at full price, we may be able to return, or offer credit for, the Balance Payment of any monies paid to date, minus an administration fee of £100. Repayment or credit will only be issued once the new booking is fully confirmed.

5. Your Responsibility for Maintaining this 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.

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- **Fire, Emergency and First Aid** - You will read and understand the safety notices enclosed in your group leader's Welcome Pack (also available on the premises). Booking your stay with us confirms your agreement to inform everyone present about the relevant fire and other safety procedures.

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.
 - Do not use substandard electrical appliances or phone chargers (we have phone charging ports available on the premises).
 - Special care will be taken when using the wood-burning stove in the sauna facility and any 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

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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 during your stay and will make compensation back to Eden Rise.
- **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 8-10 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/Vaping** - Due to the nature of the wellbeing site you agree to low use of alcohol consumption. This is strictly a no smoking/vaping venue, however smoking is permitted outside the barn perimeter away from the building and caretaker caravans.
- **Pets** - Due to potential harmful allergies of other guests/visitors and danger to nearby livestock, no guest pets are permitted at the venue. You agree to a 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 £12 per person (includes a linen set and towel).

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- **Electricity Charges** - The hire charge includes underfloor heating which is set around 18 degrees, if you require extra heating there are several oil heaters, blankets and hot water bottles that are provided at the venue. Electricity is charged for the use of the washing machine, dryer and electric sauna which is invoiced at the end of your stay.
- **Hot water** - You are conscious of water wastage and our 'eco' solar/electric hot water system and agree to sensitive use of the immersion heaters to have your group needs met. All our water is UV filtered from an onsite borehole.
- **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 is only permitted inside, please do not endanger our letting facility with any loud noises.
- **Sauna** - On your booked dates the sauna will be open from 10am – 9pm for your use. It takes about 30-45mins to heat up the electric sauna, please switch off when you have finished. For hygienic reasons all sauna users must bring a towel to sit on.
- **Recycling and Refuse** - Rubbish and food waste is to be correctly sorted and disposed of in the outside refuge area after your stay, there are colour coded bins for the various types of rubbish and food waste in the kitchen. There should be no left rubbish within the building on your departure.
- **Cleaning and Moving Items** - Eden Rise is to be left clean and tidy with all items moved back as initially found ready for the next group. Cleaning guidelines are explained in the Welcome Book and in each bedroom. A cleaning fine from £100 may be issued if the venue is deemed to be left extremely dirty and untidy.

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- **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 (unless advised otherwise). All personal belongings 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 with us at our tranquil barns.