

St Luke's Retreat Centre

10 Park Lane, Central
6001 Gqeberha / Port Elizabeth, South Africa
<https://retreatcentre.org.za>



Booking Terms and Conditions 2024

Please take the time to read and understand the conditions of booking below before booking with St Luke's Retreat Centre.

1. Contract – Confirmation of Booking:

All bookings are made with St Luke's Retreat Centre directly. By booking with us you have agreed to be bound by the terms and conditions set out in these Booking Terms and Conditions. Your booking will be accepted by us with these conditions. The services to be provided by us are those referred to in your booking confirmation invoice. A booking is only confirmed when the deposit as set out on the booking confirmation invoice is paid and the documented proof of payment of deposit is received via email to retreat@cdpe.co.za. Your trip will be confirmed after the receipt of the deposit as detailed in Point 3. We reserve the right to refuse a booking without giving any reason and shall in that event return any deposit received.

2. Privacy Policy

Any personal information that we collect about you will be handled in accordance with our Privacy Policy which can be found on our website: <https://retreatcentre.org.za> and may be used for any purpose associated with the handling of your booking. In making this booking you consent to this information being passed on to the relevant persons such as our employees and to send you marketing material in relation to St Luke's Retreat Centre. You are responsible for reviewing this privacy policy periodically and informing yourself of any changes to this privacy policy.

3. Deposit requirement

You are required to pay a non-refundable deposit for your booking to be confirmed.

For bookings below 20,000 ZAR we require 50% of the booking as a deposit.

For bookings between 20,000 ZAR and 100,000 ZAR we require 10,000 ZAR deposit.

For bookings above 100,000 ZAR we require 50,000 ZAR deposit.

If your booking is made within 30 days of the arrival date then the full amount is payable at the time of booking.

4. Acceptance of booking and final payments

Your booking is accepted, when we issue you with a booking confirmation invoice. From the date of the confirmation invoice, a contract will exist between you and us. If you book within 30 days of arrival, then the contract will exist when we accept your payment. Your confirmation invoice will state the details of the final payment. Payment of the balance of the price is due 30 days before the arrival date. If this balance is not paid on or before the due date we reserve the right to treat your booking as cancelled and any cancellation charges outlined at clause 7 (Cancellation by You) will apply.

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5. Prices and surcharges

Our prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our prices may vary at any time in accordance with demand, market conditions and availability. Charges made by St Luke's Retreat Centre will be calculated on those details made available to the Centre at the time of booking. Should no changes be made after the information provided on the quotation form, the information supplied will be deemed as correct and confirmed. Please ensure that confirmed numbers of guests are correct. No reductions will be made to accommodate "non arrivals".

6. Special Requirements

Please inform us of special meal requirements including allergies or any other special request by any of the guests at the time of booking. Unfortunately we cannot accommodate special meal requests on the day of arrival. All requests are subject to availability. It is your responsibility during the stay to inform our kitchen staff of the pre-booked arrangements. Our rooms are located on the 1st and 2nd Floor. No accommodation on the ground floor is available. Please let us know at time of booking if guests require a room on the 1st Floor. Some of our guest rooms have ensuite bathrooms while the other guest rooms share communal bathrooms. Please advise us at time of booking which guests require a room with an ensuite bathroom. Due to the age of the building, we unfortunately do not have any guest rooms that allow for wheelchair access. Ramps are available at the main entrance but navigation in the Retreat Centre with a wheelchair may be difficult.

7. Cancellation by You

If you cancel some or all portions of your booking the cancellation terms set out below will apply. A cancellation will only be effective when we receive written confirmation.

- a. If you cancel your booking 60 days or more prior to arrival, we will hold your deposit amount as a credit.
- b. If you cancel your booking between 31 and 59 days prior to arrival, we will charge a cancellation fee of 50% of your deposit.
- c. If you cancel your booking between 30 and 15 days prior to arrival, we will charge a cancellation fee of 50% of the booking cost.
- d. If you cancel your booking 14 days or fewer prior to arrival, we will charge a cancellation fee of 100% of the booking cost.

Cancellation by You due to Unavoidable and Extraordinary Circumstances:

You have the right to cancel your booking before arrival without paying a cancellation fee in the event of "unavoidable and extraordinary circumstances" occurring in Port Elizabeth or its immediate vicinity and significantly affecting the transport arrangements to the destination. In

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these circumstances, we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any additional compensation. Please note that your right to cancel in these circumstances will only apply where your national authority (for example, the Ministry of Foreign Affairs) has issued an official travel warning for the region to which you plan to travel.

For the purposes of this clause 7, “unavoidable and extraordinary circumstances” means warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination.

8. Cancellation by Us

In the event that we cancel your booking, you can transfer amounts paid to an alternate arrival date or receive a refund, unless your trip is cancelled due to a Force Majeure Event (as defined below in this clause 8).

Cancellation due to Force Majeure

If a trip is cancelled due to a Force Majeure Event, we can offer you a choice of a 100% credit of monies paid for your trip; or a refund minus unrecoverable costs.

If the cancellation due to a Force Majeure Event occurs after your booking has commenced, we can offer you a choice of a pro-rata 100% credit for the days that remain on your booking; or refund minus unrecoverable costs of the days that remain on your booking.

A “Force Majeure Event” includes but is not limited to: acts of God; war; civil commotion; riot; blockade or embargo; fire; explosion; breakdown; union dispute; earthquake; epidemic, pandemic or other health emergency; flood; windstorm or other extreme weather event; lack or failure of courses of supply; passage of any law, order, proclamation, regulation, ordinance, demand, requisition or requirement or any other act of any government authority, beyond the reasonable control of the parties, whether or not foreseeable, which would make it dangerous or not viable for a trip to commence or continue.

In the event of any cancellation, there will be no claim for damages by either party against the other and we are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights.

Important Note regarding credit:

There may be circumstances in which we issue you with credit. Any credit issued under these Booking Conditions has an expiry date of 12 months from the original date of booking. The credit is not transferrable to another person or redeemable for cash.

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House Rules for St Luke's Retreat Centre:

1. Please bring your own toiletries e.g., toothpaste, toothbrush, soap, shampoo. Towels and Bedding will be provided by the Centre.
2. The main gates at 10 Park Lane open at 7:30 and close at 16:00. There is very limited parking available for staff, visitors and customers of the Resource Centre at the Park Lane Entrance. Please park instead on the field which can be accessed through the Nazareth House gate in Upper Dickens Road. Motor vehicles are parked at owner's own risk. Kindly remove all valuables from vehicles.
3. Please do not park at the back entrance of the Retreat Centre. This is a loading zone only and some reserved parking for e.g. the Education Office. You are welcome to offload your luggage but please do not park at the back entrance or you will be asked to move.
4. The security gates of the centre must be kept locked at all times. The security gate at the back of the building will be kept open until official closure of the Centre at 22:00.
5. Where keys and/or remotes are provided, the Person/Company/Organisation is to accept full responsibility for any loss of keys and/or remotes. If a key needs to be replaced, the cost for the replacement will be charged to the person entrusted with the key.
6. St Luke's Retreat Centre is a spiritual Centre with some permanent residents; therefore, all guests are requested to keep noise to a minimum after 22:00.
7. Sunday Mass takes places in the Chapel on the 1st Floor between 9 am and 10 am. The chapel is located above the Main Hall and some sound may travel to the Hall during this time. All guests at the Retreat Centre are welcome to join the Sunday Mass should they choose to do so. The chapel is open 24/7 for times of reflection and prayer.
8. Smoking is only permitted outside of the building and on the balconies and verandas. This includes E-cigarettes.
9. Alcoholic beverages may only be brought onto the premises with prior approval of the Management of the Centre.
10. No food or liquid refreshments are to be taken into the guest rooms for hygiene reasons. Coffee Corners are available on the 1st floor in Wing B and D and on the 2nd Floor in Wing E close to the guest rooms.
11. Washing and ironing of clothes in the bedrooms is prohibited. Ironing facilities are available in the Retreat Centre.
12. Please report any water leaks to Management and switch off any lights that are not being used to conserve electricity.
13. Group Leaders will be held responsible for any losses or breakages of equipment.
14. No outside visitors are allowed in the guest rooms.
15. Please keep your guest room door locked. St Luke's Management does not take responsibility for personal losses.

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16. Check-in time is between 2 pm and 6 pm on the day of arrival. Please talk to St Luke's management at the time of booking if you require a later check-in time. As a Retreat Centre we do not have 24/7 staff to receive guests.
17. Checkout time is 10 am on the day of departure. Please be considerate of housekeeping that needs to take place before the next group arrives. In case of later checkout required, please talk to St Luke's Management before arrival. Please lock your room and return your keys to the Office of the Retreat Centre Manager on the day of departure.

Mealtimes (unless otherwise agreed at least 14 days prior to arrival):

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| Breakfast: | 08:00 – 08:30 |
| Morning Tea: | 10:30 – 11:00 |
| Lunch: | 13:00 – 14:00 |
| Afternoon Tea: | 15:00 – 16:30 |
| Supper: | 18:00 – 19:00 |