



OUR LADY OF THE PINES RETREAT CENTER

# Reservation Policies

1250 Tiffin Street | Fremont, OH | 43420

Ph: 419-332-6522 | Fax: 419-333-0238

[www.pinesretreat.org](http://www.pinesretreat.org)



## **TABLE OF CONTENTS**

|   |       |
|---|-------|
| A Letter from the Executive Director..... | 3     |
| Reservation Packet – Notice.....          | 3     |
| Booking Policies.....                     | 4-5   |
| Food Service Policies.....                | 5-6   |
| General Policies.....                     | 6-10  |
| Map.....                                  | 10-11 |

## **Mission Statement**

Our Lady of the Pines Retreat Center,  
a sponsored ministry of the Sisters of Mercy of the Americas,  
offers space for all seeking a deeper relationship  
with God, self, others, and all creation.

The spirit of hospitality, a Mercy charism,  
pervades the place, welcoming all who come.

# **A LETTER FROM THE EXECUTIVE DIRECTOR**

Dear Retreat Coordinator,

Welcome to Our Lady of the Pines Retreat Center! We are excited you have chosen our sacred space to host your retreat or gathering and look forward to your arrival. In the following pages you should find all the information you need as you prepare for your event; however, if there is additional information you need, please give us a call. If you'd like to visit the facility, we'd be happy to accommodate that request as well.

We have also included our General Policies (p. 6-10) for your reference. We invite you to share these pages with your guests so they are familiar with what we ask of everyone, in order to provide a safe and welcoming environment for all.

Before you arrive, we will do everything we can to be ready for your team and guests' stay with us. By filling out the forms included in this document and returning them to us in a timely manner, we can do our part to make sure your experience with us is positively memorable and life-giving.

We look forward to you experiencing why "Life is Better at the Pines!"

Blessings,

***Heidi***

Heidi Chew Osborne  
Executive Director  
Our Lady of the Pines Retreat Center  
*A Ministry of the Sisters of Mercy of the Americas*  
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## **1. Reservation Agreement– Notice**

OLPRC makes every effort to ensure all the information that appears on our digital media or on our printed media is correct. However, no warranty, expressed or otherwise, is given that this information is error-free. We do not accept liability for errors and/or omissions, and we reserve the right to change the information published at any time and without notice. To ask questions or comment about our Reservation Packet or General Policies, contact us at: [olprc@pinesretreat.org](mailto:olprc@pinesretreat.org).

*By following these guidelines, you allow us to offer the highest level of hospitality*

## **BOOKING POLICIES**

### I. Confirm Your Reservation

When creating your reservation, please carefully consider the number of guests you are planning for. Should your actual number of guests be 80% or less than your initial reservation, a fee equal to 50% of your deposit will be added to your final invoice to cover the cost of potential lost income.

OLPRC reserves the right to book more than one group in the retreat house at a time. As a result, if your group does not reserve the whole house, you may not be able to utilize all of the Select Rooms; halls will be assigned, at our discretion, according to your reservation numbers. Due to the number of requests OLPRC receives to host retreats, we need to be able to house groups together to maximize the use of space available.

Should your group desire to reserve the whole house, there will be a minimum of \$2,800 per night fee assessed to your retreat account. This amount does not include any meal cost

***IMPORTANT - The number of people attending your retreat cannot exceed the number listed on your Reservation Agreement, which is sent to the Primary Contact after the initial booking, without approval from the Retreat Center.***

### II. Security Deposits

All retreats require non-transferable/non-refundable security deposits to hold space at the Retreat Center. This deposit is due in full within two weeks after you receive your *Reservation Agreement*. **Your reservation is not complete until we receive your deposit AND signed Reservation Agreement.**

| <b>Deposit Information</b>       |   |                   |
|----------------------------------|---|-------------------|
| For <u>overnight</u> retreats of | <u>One night</u>                              | <u>Two Nights</u> |
| <b>Less than 15 guests</b>       | <b>\$250</b>                                  | <b>\$500</b>      |
| <b>15-25 guests deposit is</b>   | <b>\$500</b>                                  | <b>\$1000</b>     |
| <b>26+ guests deposit is</b>     | <b>\$1000</b>                                 | <b>\$2000</b>     |
| <u>Three or more nights:</u>     | deposit is \$2,500 (for any number of guests) |                   |

### III. Minimum Operating Charge

The Retreat Center requires a minimum of 10 people to open the house to overnight guests. If your group cannot meet this requirement, you will be charged a minimum fee of \$1000 per night, *unless* another group has reserved space at the same time.

### IV. Cancellation Fee

In the event you need to cancel the retreat, notice must be given to the Retreat Center as soon as possible. As a result of the cancellation, the security deposit will not be refunded and will not be applied to future retreats unless authorized by the Executive Director or Finance Manager.

## V. Changes to the Reservation

All changes must be requested by the Primary Contact or other approved by-party as designated on the Reservation Agreement contract.

## VI. Accommodation Request Forms (ARF)

- The Accommodation Request Forms are the basis for which the Retreat Center prepares for your retreat. The ARF will be emailed to the group leader 60 days prior to the retreat. It is to be filled out and returned by the due date at the top of the page. ***If these forms are NOT received by their due date, OLPRC will plan your accommodations for you.*** We may not be able to make any adjustments upon your arrival.
  - You will be invoiced according to the information provided on your ARF and payment will be due prior to or upon arrival at the retreat center. To minimize credit card fees, we ask that any payments be made with cash/check. Once you receive your invoice, no further changes will be accommodated.
  - Refunds/credit will not be given for cancellations or early departure of guests for any reason.
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## **FOOD SERVICE POLICIES**

We are no longer serving meals prepared by OLPRC. A self-serve continental breakfast will be automatically included with every overnight stay. For lunch and dinner, we have several options available:

1. We are contracting with a caterer to provide these two meals for the cost of \$13 per person (lunch) and \$17 per person (dinner). As a result, we are unable to accommodate special dietary requests. We continue to advise guests who have dietary restrictions to supplement and bring their own food. Lunch will continue to be at 12:00p and dinner at 5:30p.
2. Your group is invited to bring your own food. A refrigerator, microwave, and toasters are available for you to use. Please note: there is no freezer or stove/oven available for guest use. You will need to provide your own disposable (preferably biodegradable) dishes and flatware. You may use our cups and mugs. This option allows for you to eat whenever it is convenient for your group's schedule.
3. You are also invited to visit- or have food delivered from- any of Fremont's delicious restaurants – or call your own caterer. A list of area caterers/restaurants will be made available to you upon request. Again, you will need to provide your own disposable dishes and flatware. You may use our cups and mugs. This option also allows for you to eat at your convenience.

***We will continue to have coffee, water, & tea in our dining room for all guests.***

1. For meals provided by Our Lady of the Pines Retreat Center:
  - Due to the need to order food in advance, all retreat groups will be charged for the number of guests indicated on the Accommodation Request Forms. If an increase to this number is approved, an increase in cost will occur.
  - Meal times are set by OLPRC:  
*Continental Breakfast (Self-Serve) 7:00-10:00AM | Lunch 12:00PM | Dinner 5:30PM*
  - All persons attending any retreat who are staying off campus are considered "Commuters" and will be included in all meal counts.
  - No refund will be given for meals that are not consumed by guests.
  - Any food not consumed by the retreat group will be stored accordingly by the kitchen staff and becomes the property of OLPRC.

2. For retreats bringing outside food and/or drink products to the Retreat Center:

- No persons may enter the industrial kitchen if they are not employed by the Retreat Center and on shift.
- No outside food, drink, or storage containers can enter the industrial kitchen.
- **There is no freezer, stove/oven available for guest use.**
- Crock-pots are allowed but must be kept in the snack galley off the large dining room in the Retreat Center. We have soap available in the snack galley for your dishes.
- There is a refrigerator, microwave, and toaster in the main snack galley on the first floor.
- A critical concern of the Sisters of Mercy is to protect the earth; therefore, if you bring disposable items to your retreat, please make sure they are biodegradable, recyclable, and/or reusable.
- *If you provide your own disposable dishes/flatware, a \$10.00 per meal 'Disposal Fee' will be added to your bill, if applicable*
- *If you would like to use our dishes/flatware a \$25.00 per meal 'Washing Fee' will be added to your bill, if applicable.*

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## **GENERAL POLICIES**

**Accessibility** For guests who are differently abled, there is a ramp for entrance into the retreat center, and an elevator to access all floors. There are also designated restrooms available.

**Additional Cleaning** We reserve the right to charge an additional housekeeping fee should you leave the retreat center in an unsatisfactory manner that exceeds normal operation standards.

**Alcohol** It is not permissible for individual guests to bring alcohol for personal consumption onto the grounds or into the facilities. Groups requesting to bring alcohol for a specific function of their retreat must receive prior approval from the Executive Director. Our Lady of the Pines Retreat Center, the Board of Trustees, and the staff are not liable for adverse consequences resulting from guests consuming alcohol.

**Animals** Animals are not permitted to stay in the facility, with the exception of service dogs. If a guest will be accompanied by a service dog, permission must be granted by the Executive Director in advance of the stay.

**Attire** All persons in the Retreat Center must wear tops, bottoms, and shoes when in a common area.

**Bed Tax** Our Lady of the Pines Retreat Center is subject to the Sandusky County Bed Tax, as are ALL

groups and individuals staying in the Retreat Center or hermitages.

**Candles** The use of candles and incense is prohibited in guest rooms. Candles can be used in the conference spaces and chapel if contained in a fire-retardant vessel (i.e. a vase with walls higher than the flame) and if a guest is present. All flames must be extinguished when exiting a room. The sanctuary candle in the chapel is an exception to this rule.

**Capacity** Please note our maximum capacity for overnight guests in the retreat house:

- If you are planning for each guest to have his/her own bedroom, the maximum number is 36.
- If guests share bedrooms, but not beds, the maximum number is 47.

**Chapel** The OLPRC Chapel is a sacred space; all activity in the chapel must be respectful and prayerful in nature. A letter of good standing must be submitted along with this form to the Retreat Center for any priests who will be performing Catholic Mass and will be coming in from outside the Diocese of Toledo.

- The sacristan must touch base with a member of staff upon arrival to the Retreat Center to receive instructions about how to properly care for the vessels and linens and

to have an appropriate number of hosts pulled.

- As a Catholic worship space, the Body of Christ is housed in the Tabernacle, behind the altar. The ciborium should not be removed from the Tabernacle except during the formal celebration of Mass, a Communion Service, or Exposition of the Blessed Sacrament, by a Catholic priest, deacon, or other trained minister of holy communion.
- Candles, lighters, incense, censor, charcoal, cruets, hosts, wine, chalice, paten, sheet music, hymnals, stoles & chasubles, Roman Missal, Lectionaries, Monstrance, linens, and other sacramentals are available for guest use in the proper manner. If you are unable to find what you need, please check with a member of the staff.
- All furniture and liturgical decorations are to be left in the chapel. If you rearrange the furniture, please restore it to the original set-up before you leave.
- All Chapel and Sacristy lights are to be turned off when not in use. All candles must be extinguished prior to leaving the chapel.
- Please note that there is no sacrarium sink in the work sacristy. Do not pour anything down the drain that has been blessed; the blood of Christ and all water used to rinse the chalice must be consumed per canon law. All linens used during the celebration of a Mass or Communion Service are to be soaked in a plastic basin filled with water. OLPRC staff will take care of the linens beyond that point.
- Ashes from the thurible used during a sacred celebration are to be disposed of in the marked tin in the work sacristy.
- Please return all other sacramentals to the spot where you found them prior to use.

**Check In / Arrival** Upon arrival at the Retreat Center, the On-Site Coordinator must check in with a member of staff.

- As retreatants arrive, they may park in front of the building to unload their vehicles; once unloaded, **ALL** vehicles must be parked in Lot B. For individuals who require handicap parking, there are designated spaces in front of the building
- All retreatants must sign in.

**Check Out / Departure** Upon the close of a retreat, retreatants are asked to place used towels/bed sheets/pillowcases in the designated bins by the elevator. **Please leave the comforter and sham on the chair in the bedroom.**

- Please return room keys to the front desk.
- Due to the need to schedule our staff in advance, late departures are not accommodated. The building will close 30 minutes after the scheduled retreat end time indicated on the A.R.F and no staff will be available thereafter.

**Clocks** Clocks are available for bedrooms upon request. If your retreat is participating in a full immersion retreat, you may request that the clock(s) be removed in your conference space(s).

**Damage, Theft and Vandalism** The premises of Our Lady of the Pines Retreat Center have been made available for the general purpose of retreat. Any damage beyond reasonable wear and tear that has been caused as a result of conduct by any member of a specific group, shall be the sole and personal responsibility of that person/persons/organization. These persons will be referred to proper authorities and will be responsible for any expenses related to the incident.

**Drink Service** Culligan water, tea bags, hot water, hot chocolate, and coffee are available in the large dining area. Water in your gathering space is also available.

**Elevator** All floors are accessible by elevator.

**Fire** In the event of a fire, an alarm will sound throughout the building and emergency lights will flash. Go to the nearest and safest EXIT and make your way to the big barn on Canfield Street. **DO NOT USE THE ELEVATOR.** A member of staff will meet retreatants at the barn with the sheet used at sign in to account for all guests of the Retreat Center. Individuals on the second floor who cannot take the stairs should make their way to the balcony at the end of the Saint Joseph wing (with rooms 1-7) to wait for fire rescue.

**Firearms and Weapons** Firearms and weapons of all kinds are not permitted in the building or on the grounds.

**Fireplace** The fireplace in the Bernardine Room is for decoration only and should not be tampered with.

**Furniture Accommodations** Please respect the use of all furniture in the Retreat Center.

- Please ask a member of staff for assistance if you would like a piece of furniture moved.
- No cutting, crafting, or ironing is permitted on furniture that is not properly protected or designated for this use.
- Groups utilizing equipment that will entail a large draw of current are to respect the setup provided by maintenance to ensure breakers do not trip from an overload.

**Gift Shop** During the week, the Gift Shop is open from 9:00 A.M. to 4:00 P.M. When a retreat group is staying overnight, the hours will be extended from 4:00 P.M. to 9:00 P.M. The shop accepts cash, check, and credit cards.

- A 3% CC Process Charge will be applied to all credit card transactions.
- Merchandise must be purchased before it can be removed from the shop floor.
- You can choose to have your purchased items shipped to you for an extra fee.
- Merchandise can be placed on a temporary hold during your stay. If you have placed an item on hold, it will be returned to the shop the day after your retreat if not purchased.

**Hermitage Cabins** There are two wood cabins on the property. These cabins are rented by individuals/couples seeking to have a private retreat. It is not permitted for other guests to go within 20 yards of each cabin to protect the rights and privacy of the hermitage guests.

- The hermitage cabins may be reserved by groups staying in the retreat house. For those groups who have reserved the hermitages, please note the cancellation policy: **Cancelling the hermitage reservation(s) up to 2 weeks prior to your start date, will add a \$35/night/hermitage deposit fee to your invoice. If you cancel your hermitage(s) within two weeks of your retreat, or do not use it/them, you will be charged the full nightly reservation charge per hermitage on your balance invoice.**
- Please note that check-in time is 3:00pm day of arrival, check-out is 1:00pm day of

departure. This may not coincide with retreat arrival and departure times.

**Hours** During retreats, the front door will be unlocked at 6:00 A.M. and will be locked at 10:00 PM. All other exterior doors will lock at 9:00 PM. If your group will be out of the building after these hours, a member of staff must be notified so they can remain alert to those going in and out of the Retreat Center. For individuals who will be out of the building, they are to notify the member of staff on duty at the front desk when they will be returning. When they arrive back at the Retreat Center, they are to ring the doorbell if the door is locked.

**Housekeeping** The Retreat Center provides bed and bath linens for guest use. There is an extra pillow and blanket in each room. If you need more blankets or pillows, extra towels or sheets, toilet paper, paper towels, or soap, please let the staff person on duty know. Used linens should be placed in the designated bins by the elevator at the end of your stay. Please leave the comforter and sham on the chair in the bedrooms.

**HVAC** Our building is fully equipped with heat and air conditioning.

**Keys** Each guest will be given a bedroom key upon arrival at the retreat center; these keys are to remain with the person staying in each room.

**Individual keys cannot be collected by retreat groups for immersion retreats due to privacy concerns.** If a key is misplaced or if a guest locks themselves out, please see a member of the staff. Keys should be returned to the front desk before departure. If a key is taken home with a retreatant, please have them send it back to the Retreat Center.

**Laundry Services** While OLPRC does not offer laundry services there is a washer and dryer, along with laundry soap in the basement of the Retreat Center that is available for guest use.

**Maintenance** To report the need for maintenance, please see a member of the staff. Please alert us as soon as possible so that we have a chance to improve your comfort before your departure.

**Mass** Guests are welcome to attend Catholic Mass at St. Bernardine Home at 11:00 a.m. on Sundays, and Tuesdays through Fridays. There may be times when



Mass attendance is restricted due to health concerns at the retirement home; it is best to call St. Bernardine Home (419-332-8208) ahead of time.

**Massages** OLPRC has partnered with Licensed Massage Therapists to offer our retreat guests the opportunity to restore their bodies while replenishing their souls at the same time. To maintain these relationships, we must implement the following procedures:

- Massages are by appointment only and must be paid for at the time of service.
- Arriving beyond the indicated appointment time may result in a shortened session.
- **The group leader will notify OLPRC in writing one week before the retreat of guests receiving massages and the appropriate massage times so that the proper paperwork can be prepared.**
- OLPRC must also be given 24 hour notice of any massage therapy service changes, cancellations, or additions. Guests who miss their assigned appointment, or who decide to cancel less than 24 hours prior to the start of their retreat, will be expected to pay full price for the unused session unless their time slot is filled by another person. Any unfilled and/or unpaid sessions will be billed to the group leader's account and no future reservations will be allowed until the account is settled in full.
- Groups who request full day appointment times or more than 6 hours a day, agree to a 1-hour meal break in between sessions.
- Prices are subject to change.
- **It is the responsibility of the group leader to contact the massage therapist to inquire about availability/pricing for your group. Please contact Kim at Wright Vibe Massage at 419-307-5705.**

**Medical** In case of a life-threatening emergency, call 911 immediately, then let a staff member know.

- Individuals utilizing needles for medical shots are asked to either secure their needles and take them home or dispose of them in the SHARPS container (please ask at the front desk for access to this). Do NOT dispose of needles in trash receptacles.

**On-Site Coordinator** While a retreat is occurring at Our Lady of the Pines Retreat Center, one person must be designated as the On-Site Coordinator for

that retreat. This person will be the point of contact for the staff of the Retreat Center should any questions, comments, or concerns arise. This person is also responsible for the following:

- Arriving at the Retreat Center before all other retreatants to confirm the furniture and equipment for the retreat have been set up according to their needs, as well as to confirm the time and place the welcome is to be given.
- Ensuring that all retreat attendees are aware of the Reservation Policies.
- Notifying the Retreat Center staff of any cancellations, early departures, or medical emergencies that may occur. Adjustments in rate for the aforementioned changes will not be accommodated.
- Making sure that all retreatants are aware of the schedule of events as necessary and enforcing timely arrival to meals (if applicable) and timely departure for all guests.
- Completing a thorough check of all spaces that were in use by their retreat for any items that may have been left behind after all retreat guests have left.
- Notifying a member of staff that they are the last person with their retreat departing.

**PA System** In the event there is an emergency or serious weather, instructions will be given over the PA system.

**Parking** As retreatants arrive, they may park in front of the building to unload their vehicles; once unloaded, ALL vehicles must be parked in lot B.

- For individuals who require handicap parking, there are designated spaces in front of the building.

**Personal Property** Our Lady of the Pines Retreat Center is not responsible for any lost or damaged items belonging to guests.

- Found Items - The Retreat Center is not responsible for item(s) left behind by a guest. However, any item(s) found by our staff will be collected and placed in a safe location for reclaiming, for a maximum of two weeks. Perishable food items, undergarments and toiletries will be disposed of upon finding and cannot be returned.

- Returning found item(s) - We will be happy to have your lost item(s) delivered to you at the cost of postage. An invoice will be sent via email once the cost has been determined. The item will ship once payment has been made. The Retreat Center is not responsible for any item(s) lost or misdirected during shipment..

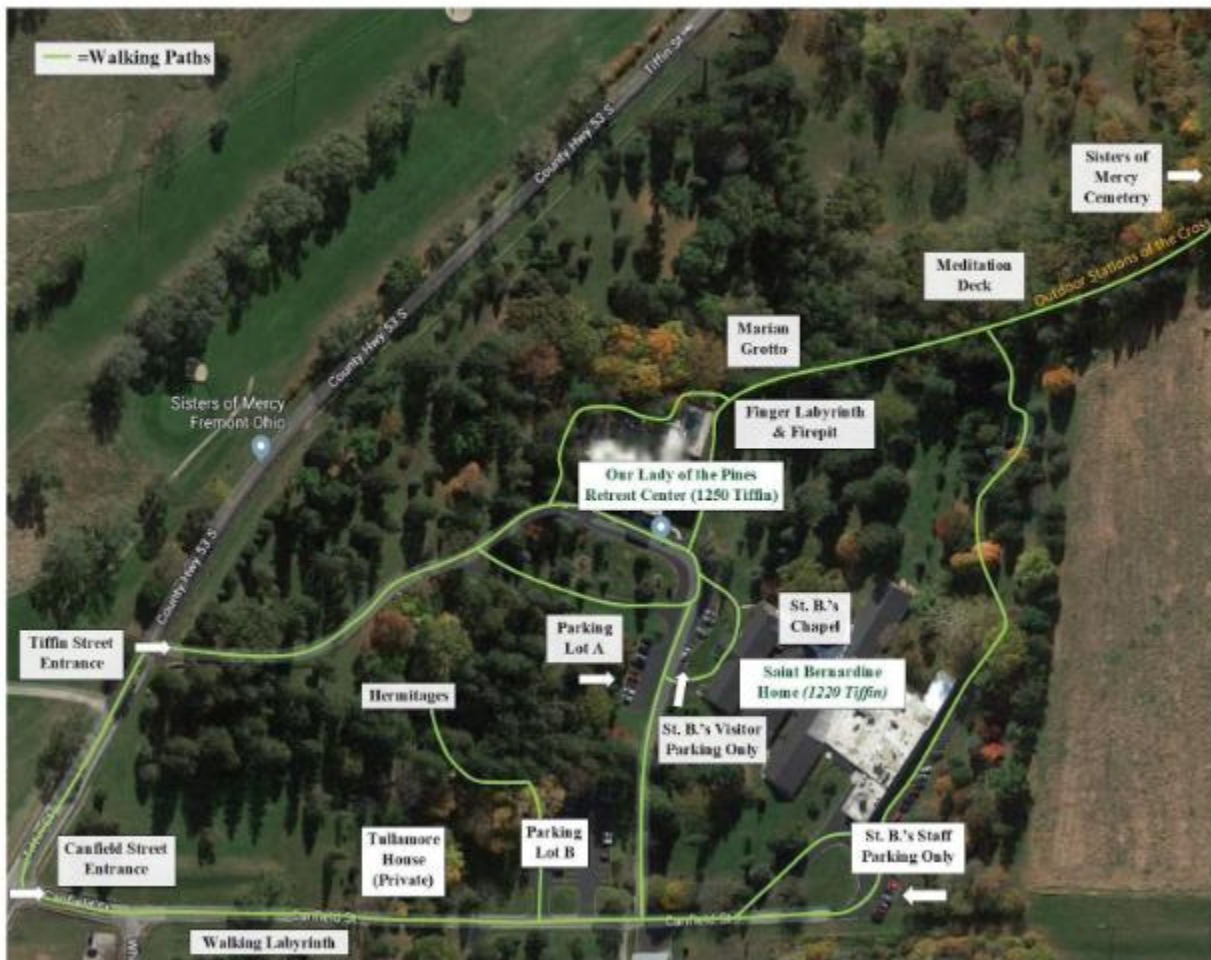
**Rate Listing** We reserve the right to vary prices and rates in the event price increases are made by wholesalers, service providers, tax changes, or any other legitimate reason. The Retreat Center is not liable in any way if any increase occurs. Rates quoted are appropriate to the particular product and service at the time of booking.

**Smoking/Vaping** Smoking/Vaping is not allowed in the Retreat Center. There is one designated smoking area outside off the southwest corner of the building. Smoking inside the building will automatically incur an extra \$200.00 cleaning fee, assessed to the group.

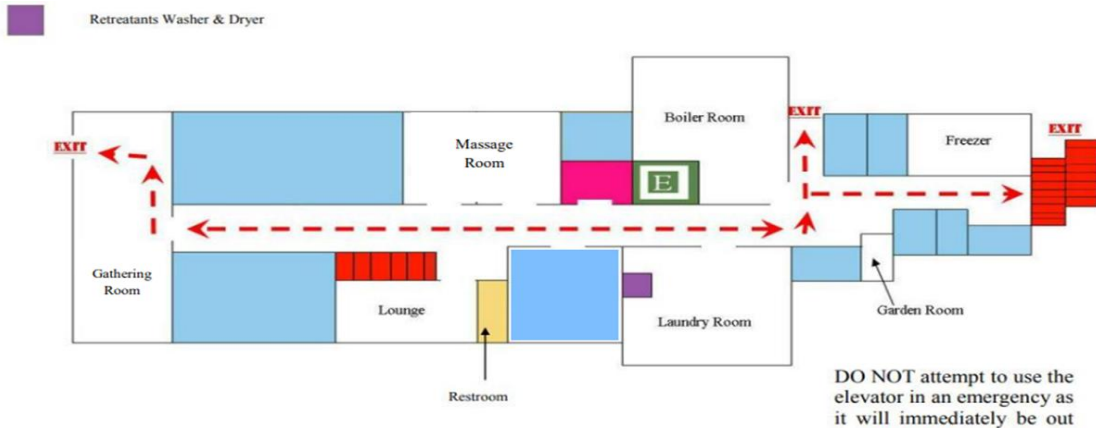
**Staffing** The Retreat Center is staffed around the clock when a retreat group is in the house, either at the front desk or in Office A (10p-6a). If a staff member steps away to assist another guest, notice will be posted on the front desk.

**WIFI (Wireless Internet)** The Retreat Center does have wireless capability (WIFI) available to guests.

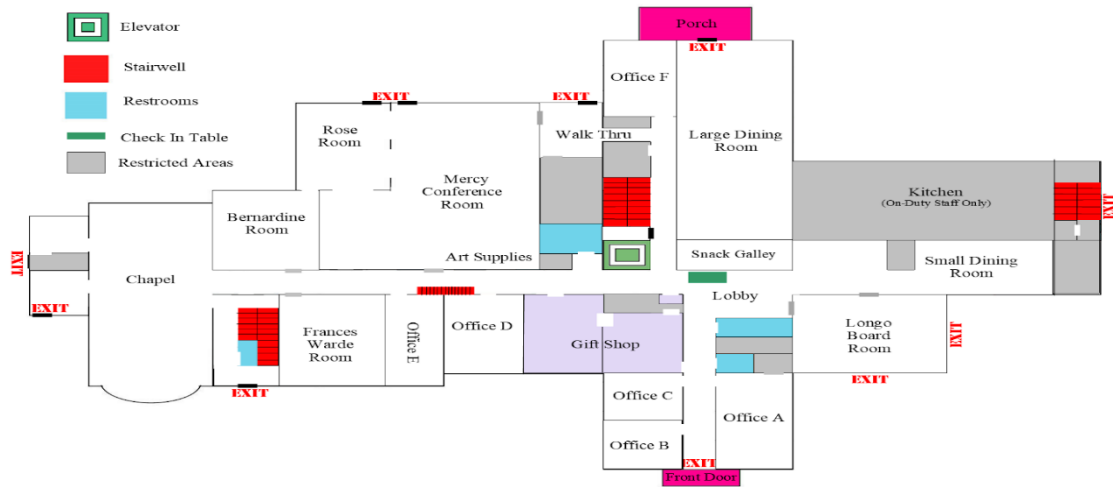
## Grounds Map



# Basement Map



# First Floor Map



# Second Floor Map

