BLESSED TRINITY SHRINE RETREAT CENTER

EXPECTATIONS OF HOSTED GROUPS USING BTSR FACILITIES

Thank you for choosing Blessed Trinity Shrine Retreat for your group’s retreat location. What a blessing! We look forward to your arrival and we are praying for your safe travels. To enable your time with us to run smoothly, we request that you comply with each of the items in this expectations document.

PLEASE TAKE NOTE THAT WE OPERATE ON EASTERN STANDARD TIME.

BEFORE YOU ARRIVE

- **Guest Guidelines and Cancellation Policy:** Please read our Guest Guidelines and ensure everyone in your group understands the expectations and is prepared ahead of the retreat. ([https://msbt.org/btsr/facilities](https://msbt.org/btsr/facilities))
- **Complete the Contract:** Please fill out, sign, and return the contract by mail or email. BTSR will send you an email with a link to the Google Document.
- **Pay the Deposit:** You will receive an invoice through Stripe for safe and secure payment of the non-refundable deposit.
- **Retreat Schedule:** At least seven days prior to the retreat, you are responsible for providing BTSR with a copy of your retreat schedule.
- **Orientation:** BTSR will schedule a time for orientation that works in your retreat schedule.
- **Verify Number of Guests:** At least seven days prior to the retreat, you are responsible for providing BTSR with the final number of guests. After this date, if the number of guests drops, you are responsible for paying the retreat fee for the guest(s) who cancelled.
- **Guest Dietary Needs:** BTSR is not able to accommodate special requests due to personal preferences. BTSR may be able to address special medically necessary meals with advanced notification, at least one month prior to your retreat. The diets that we are able to prepare for include: Low salt/low cholesterol, Diabetic, Gluten free, Dairy/Lactose intolerant. **Guests are welcome to bring food for their own special diet.** BTSR has a refrigerator/freezer you are welcome to use and a microwave located in the dining room.
- **Presenter and Materials:** You are responsible for all retreat materials, arrangements, and transportation with/for your retreat guests and presenter(s).
- **Late Arrivals:** You are responsible for all arrangements related to late arrivals.
- **BTSR Equipment:** If you would like to use BTSR equipment, you must contact BTSR at least one month prior to your retreat for arrangements.
- **Candles:** Candles are PROHIBITED except in the main Chapel. If your group would like to have candles lit in the Chapel, please contact BTSR at least one month prior to your retreat for arrangements.
- **Mass/Confession:** You are responsible for scheduling a priest.
- **Snacks:** You are welcome to bring your own snacks and place them in the dining room. BTSR provides light snacks and drinks, available throughout the day.
- **Meal Times**: Please schedule your retreat around our set meal times. Breakfast 8:00am, Lunch 12:00pm, and Dinner 5:30pm. Adjustments to meal times must be discussed and confirmed at least **one month prior** to your retreat.
- **Animals**: In accordance with the law, only service animals are allowed in the facility. Please contact BTSR at least **one month prior** to your retreat.

**WHEN YOU ARRIVE**

- **Arrival Time**: Please ensure your group honors the arrival time noted on the signed contract.
- **Check-In**: You are responsible for greeting and checking-in the guests for your retreat.
- **Room List**: For emergency response purposes, please provide us with a copy of the room list. BTSR will provide you with a list of available rooms.
- **Final Payment**: Please provide BTSR with your final payment no later than the due date stated on the invoice.

**WHILE YOU ARE HERE**

- **Cell Phones**: Only AT&T and Verizon work on the property. You will need to set your phone manually if you want it on Eastern Time.
- **Damage**: Any damage incurred to the facilities should be reported immediately. Financial responsibility may be your responsibility.

**WHEN YOU DEPART**

- **Guest Room Instructions**: Please follow the instructions located on the card in the guest room.
- **Guest Survey**: Help us improve our retreat center by filling out the guest survey located in your guest room or at the welcome desk.
- **Departure Time**: Please ensure your group honors the departure time noted on the signed contract.

*We thank you for your cooperation with these expectations.*

*If you have any questions, please contact BTSR.*

Email: btsr@msbt.org

Phone: 334-855-4474