

BLESSED TRINITY SHRINE RETREAT CENTER

EXPECTATIONS OF HOSTED GROUPS USING BTSR FACILITIES



Thank you for your interest in scheduling your retreat at Blessed Trinity Shrine Retreat Center. We look forward to your arrival and we are praying for safe travels and a blessed time while you are here. To enable your time with us to run smoothly, we request that you comply with each of the items listed below.

BEFORE YOU ARRIVE

- Guest Guidelines: 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>)
- Complete the Contract: Please fill out, sign, and return the contract by mail or email. The mailing address and email are located at the bottom of this document.
- Pay the Deposit: The non-refundable deposit must be paid at time of registration. You may pay with cash, check, or credit card.
- Verify Number of Guests: At least one month in advance of your retreat, please call or email the Administrative Assistant to verify the final number of guests.
- Presenter and Materials: You are responsible for all retreat materials, arrangements, and transportation with your retreat guests and presenter(s).
- Late Arrivals: You are responsible for all arrangements related to late arrivals.
- Equipment Needs: If you would like to use equipment during your retreat, please contact the Administrative Assistant at least one month in advance of your retreat to discuss the options.
- Candles: Candles are PROHIBITED except in the main Chapel. If your group would like to have candles lit in the Chapel, please contact the Administrative Assistant at least one month in advance of your retreat to arrange for this ahead of time.
- Snacks: You are welcome to bring your own snacks which can be placed on a table in the dining room. There is a small, hotel-size refrigerator for your use. BTSR provides light snacks and drinks, available throughout the day.
- Meal Times: Please schedule your retreat around our set meal times. Breakfast is served at 8:00am, Lunch is served at 12:00pm, and Dinner is served at 5:30pm. Please take note that we operate on EASTERN time.
- Animals: No animals are allowed in the facilities except service animals, in accordance with the law. If a guest needs to bring a service animal, please contact the Administrative Assistant at least one month in advance of your retreat.

WHEN YOU ARRIVE

- On Site Contact: Sr. Pat Langan, MSBT, Hosted Group Coordinator, or Michelle Klockars, Administrative Assistant.
- Arrival Time: Please ensure your group honors the arrival time noted on the contract.

- Check-In Process: We ask that at least one member of your group arrives early to handle your group's check-in process, including room assignments and fee balance collection.
- Schedule and Room List: Please provide us with your retreat schedule and room list.
- Final Payment: Please provide us with your final payment no later than the day of your arrival. You may pay by cash or check.
- Orientation: BTSR will provide your group with an orientation during the pre-scheduled time.

WHILE YOU ARE HERE

- Lights and AC/Heater: Please ask your group to conserve energy by turning off lights and AC/Heater units when you are not in your room.
- Dining Room: We ask that you keep the area clean tidy.
- Food and Drink: While inside the main building, we only allow food and drink in the dining room area.
- Candles: Candles are PROHIBITED except in the main Chapel. A Sister or volunteer will assist with set-up if candles in the Chapel has been pre-arranged.
- Cell Phones: Only AT&T and Verizon works on our property. If the phone is set to automatic, it will register as Central Time. We operate on Eastern Time. You will need to set your phone manually if you want it on Eastern Time.
- Damage: Any damage incurred to the facilities during your stay should be reported immediately. Financial responsibility may be the responsibility of your group.

WHEN YOU DEPART

- Lights and AC/Heater: Please ask your group to turn off lights and AC/Heater units.
- Linens and Towels: Please follow the instructions located on each guest room bed and in the guest room binders.
- Survey: Help us to improve our services and address repairs by filling out the guest survey located in your guest room binder or at the front welcome desk.
- Departure Time: Please ensure your group honors the departure time noted on the contract.

We thank you for your cooperation with these expectations.

If you have any questions, please contact the Administrative Assistant.

Mailing Address: BTSR, Administrative Assistant, 107 Holy Trinity Road, Fort Mitchell, AL 36856

Email: btsr.adminassistant@msbt.org

Phone: 334-855-4474 (ext 1)

Checks: Please make checks payable to **MSBT**

Group Representative's Signature

Name, Printed