



RESIDENTIAL VISITS



FOR SCHOOLS, COLLEGES,
YOUNG PILGRIMS AND COMMUNITY GROUPS.



Welcome

This booklet aims to offer you advice and information to aid your planning and for the visit itself. We would appreciate it if you could take the time to read it carefully.

We are looking forward to welcoming you and your school / college group to the Shrine of Our Lady of Walsingham. This guide is intended to help you and us in the preparation for your group's arrival. With this guide you will find an initial booking form that needs to be completed and returned as soon as possible. Great care is taken to ensure that pilgrims with special needs are given the rooms most suited to them. If you have any students with such needs please advise us immediately so we can discuss room allocation.

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THINKING OF VISITING?

Accommodation

There is an excellent range of accommodation adjacent to the Anglican Shrine Church for groups wishing to enjoy a pilgrimage experience.

Accommodation is available from 1st February each year until early December. Staying at the Anglican Shrine offers a unique experience as each accommodation building nestles within the shadow of the Shrine Church.

The main season runs from Easter to the end of October, but we can still accommodate groups out of the main season. The Shrine will be quieter and we can still provide a pilgrimage programme for you. The Shrine's accommodation is closed each year in December and January.

All our accommodation is warm and comfortable, with a selection of single, twin, double, and triple rooms. If you are interested in visiting yourself or want to organise a group, then please telephone or e-mail the Schools Department first to check availability in order to avoid disappointment.

Meals are taken in the Shrine's Refectory and we provide breakfast, lunch and supper.

Our accommodation buildings have common areas and tea and coffee making facilities for adults. The Orangery or Pilgrim Hall can also be booked (free for residential groups) for times when you need a larger space. The Orangery has a projector which you are welcome to use with your own laptop or a DVD player. The Schools Department also has a DVD player available for use.

Educational Programmes

We have a range of options for you to choose from.

More information about our programmes can be found in our Schools Brochure. A residential visit, means that we can combine different programmes and you can also choose activities from our optional list.

We will work together to provide you with an itinerary to suit your requirements. You are welcome to join in with all, or part of our public pilgrimage programme. This includes: Sprinkling at the well; our Pilgrimage Mass; Procession of Our lady around the Shrine gardens; Benediction, and Laying on of hands and Anointing. Further information on these can be found on our website. You are also welcome to have your own Mass and other private services for your group.



THINKING OF VISITING?

Pilgrim Manual

In order to participate in our range of services, you may wish to purchase our Pilgrim Manual which is available from our Shrine Shop website or from Reception and costs £2.

This contains all you need to share in the worship of the Shrine Church during your pilgrimage and has other resources for your visit such as 'A first visit to the Holy House', 'Stations of the Cross' and the 'Last Visit to the Holy House'. Age appropriate versions of these are available from the Schools Department. Liturgical arrangements do need to be booked in advance with the Schools Department.



Exploring Norfolk

There are a range of places to visit in Norfolk, if you would like to get out and about. You might fancy planning in some time at the beach or planning in some outdoor and adventurous activities.

Visit **www.visitnorthnorfolk.com** to discover the wide range of activities and places to visit.

BEFORE YOUR VISIT

To discuss your requirements, please contact the Schools Department:

email schools@olw-shrine.org.uk

phone 01328 824205

When we have confirmed availability, we will send you an initial booking form for you to complete. At this stage we also require a deposit of £10 per person in order to secure your booking. Once this is received we will then send you a confirmation letter along with our 'Pilgrim Bed List' for you to complete.

PILGRIM BED LIST

The Pilgrim Bed List is a crucial document which we work from. It shows you which building you have been allocated and you will need to allocate rooms to members of your group. As organisers we ask for the following information from you:

- 1 Check that the dates and first and last meals are correct.
- 2 You will need to fill in the details for each member of your group and which room you have allocated them. If you DO NOT want students in a single room and there are no twin/triple rooms spare please advise us immediately as we may be able to use a put-up bed / mattress in another room.
- 3 List dietary requirements as applicable.

Building allocation

We do try and keep you together if we can, but this is not always possible as it depends on the number of pilgrims staying at the Shrine at the time of your visit. However, we do ensure that groups of children and young people are not housed in the same building as other pilgrims. You may find that instead of being in one larger building your group size has meant you are allocated in two smaller buildings; i.e St Edwards and Mileham.



BEFORE YOUR VISIT



Dietary Needs

Dietary needs must be made known in advance on the Bed List. Upon arrival, they will be issued with a ticket which they must show at the Refectory when taking meals.

Packed Lunch

If you decide to go out for the day or require a packed lunch for your return journey, please indicate this on the booking form.

Bedding and Towels

We provide all bedding and also towels. A torch maybe useful in case of emergencies at night.

Deposit and Payment

With your completed booking form, we require a deposit of £10 per person. This is payable within 2 weeks and will secure your booking.

We regret that payments not received, may mean your accommodation is given to another group. Unfortunately, we are unable to return any deposit if your visit is subsequently cancelled. Details for payment can be found on the booking form.

12 weeks before your visit we require a further £20 each. The remaining balance will then be invoiced to you.



DURING YOUR VISIT

Arrival

All groups should disembark and unload baggage adjacent to the Shrine Church on Knights Street. Detailed guidance for drivers can be found in our Teachers Guide.

On leaving the coach, go to the Green Room, which is on the ground floor in Stella Maris House via the Shrine Grounds. It is advisable to leave luggage outside the Green Room unless it is raining.

On arrival the lead teacher must report to reception in the Milner Wing, either in person or via the internal telephone in the Green Room. A member of the hospitality team or the Schools and Young Pilgrims Officer will then welcome your group and provide an informal induction. There may be other groups arriving at the same time, so if there is another group already in the Green Room, just ask your group to wait outside and we will endeavour to get to you as quickly as we can.

Access to buildings

All our accommodation buildings have either a manual keypad or an electronic access system with a fob. Only staff are issued with the code or key fob for security reasons.

Problems during your stay

If you find there is a problem with your accommodation or you have any issues at all, the Hospitality Team are available to help you from 9.00am to 7.00pm in the reception area. The security staff are also available during the evening and night. Please read the welcome leaflets placed in each room for further details of how to contact someone if you need to. The Schools and Young Pilgrims Officer will also be happy to assist you with any issues or questions during your stay.



TERMS AND CONDITIONS

Hospitality Terms & Conditions for School / College visits

1. Terms of Payment

1.1 A provisional booking received by telephone, email, fax, and letter or in person is valid for up to a year in advance.

1.2 The booking will be valid for up to one year in advance as long as a non returnable deposit of £10 per person is received with the initial booking (if by post) or within fourteen days of the acknowledgement of the booking. In certain circumstances and at the department's discretion a further period of two weeks may be allowed in order to give time for the Organiser to collect deposits from potential students. Organisers who fail to confirm the booking with the sending of deposits within the agreed time cannot be guaranteed their places, and the department reserves the right to offer the places to others waiting to come on pilgrimage.

1.3 Three months before the date of the school visit (or as soon as possible after a booking is made if under three months) a Bed List must be completed and returned for allocating of rooms.

1.4 The Shrine can give no guarantee that rooms of choice (i.e. single / twin) will always be available, especially in busy times during the pilgrimage season. There is currently no single room supplement.

1.5 The Organiser / Lead teacher can pay the remainder of the outstanding amount in full during their stay (including any extra costs incurred for additional goods or services) at which time an invoice with 'pay received' will be issued. Payments can generally be made in Reception between 09:00 hours to 17:00 hours, seven days per week. However, on occasions when large groups are arriving and Reception is busy, pilgrims may be asked to return when a staff member is available to settle accounts. Alternatively an invoice detailing the amount of the payment shall be issued on the day of departure but must be paid within 4 weeks.

1.6 Full/Half board bookings shall be charged the full amount irrespective of schools opting out of pre-booked meals unless the Hospitality Department is notified ten days in advance.

1.7 The Shrine reserves the right to alter tariffs.

2 Variations in Booking

2.1 Deposits for additional extra bookings (if available) shall be required up to ten days prior to arrival. Thereafter, settlement for the full amount will be made according to 1.5.

2.2 Pilgrims may pre-arrange packed lunches as a substitute for meals providing the Hospitality Department are notified ten days prior to the request. In the event of an Organiser opting to order a packed lunch at short notice, they shall be charged the full meal price.

2.3 Whilst every reasonable effort will be made to ensure that the Hospitality package is in accordance with the details as set out on the Pilgrim Booking Confirmation, the Hospitality Department reserves the right to make any changes which does not in their opinion affect the quality of the hospitality package. In this instance the Hospitality Department shall use reasonable endeavours to offer Organiser the option of an alternative.

2.4 The Shrine without prejudice reserves the right not to accept any booking or cancel a booking without reason. In the event of a cancellation by the Shrine, any deposits paid shall be fully refunded without any additional payments for costs, interest or damages. The confirmation of booking shall be deemed cancelled and there shall be no further claim against the Shrine.

3. Room Allocation

3.1 The Organiser shall be responsible for the completion of a Bed List. This document shall indicate to the Hospitality Department the final number of bookings and the type of room required. The Hospitality Department may at times be required to use their discretion when allocating rooms and cannot guarantee specific rooms will be available.

3.2 Groups may only use the rooms which have been allocated to them.

4. Risk and Property

4.1 The Shrine cannot be held liable for the loss or damage to any person's property whilst on the premises.

4.2 Keys to rooms are available to teachers on request from Reception. All keys shall be returned to Reception on the day of departure. There will be a charge of £10.00 in the event of a key not being returned/or lost.

4.3 Rooms are normally available from 15:00 hours on the day of arrival. All rooms need to be vacated by 10:00 hours on the day of departure unless specific arrangements have been made with the Hospitality Department.

4.4 Schools / Colleges shall be liable to pay for any damage caused to the Shrine's property and/or equipment caused by members of the group whether directly or indirectly. All costs shall be settled within thirty days of notification.

5. General

5.1 Organisers shall refer to this booklet when arranging pilgrimages to the Shrine of Our Lady of Walsingham. This document explains what is required in order to ensure the highest quality service is given by the Hospitality Department.

5.2 Dogs are not permitted within the Shrine grounds or within the buildings, with the exception of registered Guide Dogs or Assistance Dogs.

5.3 Signage, promotional material or other such items shall not be displayed anywhere within the Shrine grounds or buildings without the consent of the Shrine.

5.4 The burning of candles is not permitted in any building other than the Shrine Church.

5.5 All residents shall acknowledge that some people come for a quiet retreat and noise shall be kept to a minimum during 23:00 hours and 07:00 hours. Teachers & helpers shall be responsible for ensuring the good and orderly behaviour of their pupils/students whilst staying at the Shrine.

5.6 In view that the Shrine is a place of pilgrimage, the Shrine grounds and accommodation buildings are unlocked at 06:00 hours each morning. All gates will be locked at 23:00 hours save for the Brandie Gate which will be locked at midnight. Pilgrims are expected to acknowledge this restriction and ensure they are back within their buildings before the buildings are locked up at night.

5.7 Refectory meals shall be served at the normal times of breakfast 08:00 hours, lunch 12:30 hours and supper at 18:30 hours. On occasions when these times may vary you will be notified during the welcome induction talk.

5.8 The Hospitality Department has a complaints policy and procedure. Any complaints concerning the hospitality package and service provided by the Hospitality Department must be notified to the Head of Finance in writing, as soon as it is reasonably practicable.

5.9 Teachers are responsible for pupils / students at all times during their visit to the Shrine, including Health & Safety and First Aid. This implies that they should be capable of looking after them in an emergency at any time (i.e. sober) and the pupils / students know to behave appropriately in a place of pilgrimage (see 5.10).

6. Force Majeure

6.1 The Shrine shall not be liable or be deemed to be in breach of the hospitality package if the booking is cancelled due to any act beyond the Shrine's reasonable control, including but not limited to: any Act of God, explosion, flood, power failure, fire or accident, war or threat of war, terrorist activity or threat of terrorism, sabotage, insurrection, civil disturbance or requisition, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental or local authority.



For further information about The Shrine of Our Lady of Walsingham, please visit our website.

www.walsinghamanglican.org.uk

Or follow us on Facebook and Twitter



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