



# Pilgrim Organisers Guide 2025



*This document contains important information  
in relation to your pilgrimage*

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Dear Pilgrim,

Along with all of the team here at the Shrine, I look forward very much to welcoming you and your fellow pilgrims to Walsingham. Thank you for taking on the responsibility of organising your group and for all your dedication in ensuring that every pilgrim has a blessed time in England's Nazareth.

This booklet provides you with information that I hope will assist you in planning your forthcoming pilgrimage. However, if you have any questions, then please get in touch with the appropriate department and they will happily assist you. In particular, you may wish to be in touch with the sacristans to book in advance any liturgies you hope to have with your group. Contact details can be found at the back of this booklet.

A pilgrimage to Walsingham is a unique and memorable experience. It provides the opportunity to step back from the daily pressures of life and to draw nearer to God and to receive his many blessings. Sharing time in worship, prayer and devotion as well as in fellowship with other pilgrims is rewarding and helps us to become more intently aware of our Blessed Mother's work in our lives and to be drawn more deeply into life with her son.

We always delight in welcoming new pilgrims and are always glad to arrange for a member of the Shrine Team to meet with groups to introduce them to the history of Walsingham and to the Shrine. If this is something you would like to arrange, then please contact the Shrine Priest.

Please be assured of my prayers for you and your pilgrims as you plan and prepare for your pilgrimage to England's Nazareth.

Fr Ben

Fr Ben Eadon  
Priest Administrator



## Arranging Your Pilgrimage

Thank you for organising a pilgrimage to The Shrine of Our Lady of Walsingham. We look forward to working closely with you to ensure your pilgrimage runs smoothly. Please contact us should you require further help and guidance whilst organising your group pilgrimage.

## Zero Tolerance

We are here to help you enjoy your stay. **We will not tolerate any verbal abuse, swearing, aggressive or violent behaviour towards our team.** All incidents will be reported to the Priest Administrator.

## Vulnerable Pilgrims

We welcome all Pilgrims to stay at the Shrine. As part of our welcome we recognise that some Pilgrims who come to stay are frail or suffer ill-health; individuals who are recognised as vulnerable. Vulnerable people are welcome to join your Pilgrimage, however you must make us aware of their names. We also insist that they must be twinned with someone who will take responsibility for them during the stay. This would include supporting them both during the day and night. In addition we would ask for mobile telephone numbers for the carer and you as Pilgrim organiser. We ask that in the event of a call from us the telephone will be answered.

## The Deposit System

You have already secured your booking with a 1st non-refundable deposit of £20 per person. A further 2nd non-refundable deposit of £20 per person is required no later than 60 days prior to your arrival date along with your completed bed list.

If you are not able to fill all of the spaces booked when returning your bed list you will lose the 1st deposit of £20 per person for each space not filled. If you have a cancellation after we have received your bed list then you will lose £40.

Of course if you can fill a cancelled space before your arrival then you can use the previously lost deposit from the cancelled person for the new person.

# Special Diets & Food Allergies

## Important - New Procedure!!

Following a successful trial in 2024, each person in your group with a special diet requirement or food allergy must now complete a special diet form.

These can be completed online by [clicking here](#) or we can e-mail you a printable version upon request. Links to the special diet form can also be found on your bed pack e-mail and bed list form.

**Please DO NOT provide diet requirements on your bed list form as they WILL NOT be passed to the refectory.**

Regretfully we will be unable to cater for special diets or food allergies if a Special Diet form is not completed in advance of your arrival.

### Pilgrim Allergies and Special Diets

PLEASE NOTE: While we take steps to prevent cross contamination, unfortunately we are unable to guarantee that food and meals in the Refectory and Norton's Café are completely free of allergens.

Pilgrim Name \*

Group Name \*

If you are not with a group, please put "Individual" in the box.

Date of Arrival \*

dd/mm/yyyy

Date of Departure \*

dd/mm/yyyy

First Meal \*

☐ Lunch

☐ Packed Lunch

☐ Supper

☐ No meal required on arrival date

Last Meal \*

☐ Breakfast

☐ Lunch

☐ Packed lunch

☐ Supper

☐ No meal required on departure date

Type of stay \*

☐ B&B

☐ Half board

☐ Full board

☐ Day Group

☐ Non-Resident

Allergens and Dietary \*

Click on the plus (+) sign and choose all allergens or dietary requirements which are applicable.

Additional Information

Please add any other relevant information or allergens/dietary requirements not listed above.

Are any of the allergens stated airborne? \*

Contact Details \*

Please provide contact details in case we need to contact you to discuss your requirements further.

Clear form

Submit

## The Bed List Form

You will have received a separate e-mail containing a bed list form. The bed list is a crucial document which we work from to allocate your rooms.

As the organiser we ask for the following information from you:

1. Write priests' names first, then each pilgrim's name.
2. Indicate if the person is under 17, so we can charge the correct tariff. (adult rate 17 years plus, child rate 5 to 16 years, under 5's are free)
3. Bracket together those that are willing/wanting to share.
4. Put an "X" in the appropriate box to indicate accommodation requirements for each pilgrim.
5. If a pilgrim needs an en-suite room for medical or mobility reasons then please indicate this in the medical/personal needs column.
6. Please place an "X" in the end column of the bed list next to each person who will complete a special diet form. **Please DO NOT provide diet requirements on your bed list as they WILL NOT be passed to the refectory.**

We have a limited number of ground floor rooms, en-suite rooms and rooms with disabled facilities. Priority will be given to those who have indicated special medical requirements.

To add all of the information to the e-mailed bed list, usually pressing the reply button on the e-mail will then allow you to click in the first box to enter the information. Pressing the "TAB" key will move you into the next box. **Please e-mail completed lists to [accom@olw-shrine.org.uk](mailto:accom@olw-shrine.org.uk) and do not reply to the e-mail address that the bed list has been sent from.** If you have any problems completing the bed list or special diet forms then please call us on 01328 820239 for assistance.

## Returning Your Bed List

**Please return your completed bed list to the Hospitality Team NO LATER THAN 60 DAYS PRIOR TO YOUR ARRIVAL** to ensure that rooms can be allocated accordingly. A further non-refundable deposit of £20 per person is required when returning your bed list to us. For further details please see our booking terms & conditions.

# An Example Bed List Form

## Group Bed List and Accommodation Requirements

Please complete all details on this form very carefully including requirements for en-suite rooms due to medical or mobility reasons. En-suite rooms are limited and we will do our best to accommodate your requirements; however they unfortunately can not be guaranteed.

**Please return the completed bed list together with a further £20.00 non-refundable deposit per person, if not already paid, no later than 60 days prior to your Pilgrimage. Bed lists can be e-mailed to [acom@olw-shrine.org.uk](mailto:acom@olw-shrine.org.uk)**

### IMPORTANT - SPECIAL DIETS - NEW PROCEDURE!!

Each person in your group with a special diet requirement or food allergy must complete a special diet form. These can be completed online by [clicking here](#) or we can e-mail you a printable version upon request. Please place a tick in the end column below next to each person who has a special diet requirement.

**Please DO NOT provide diet requirements on this form as they WILL NOT be passed to the refectory.**

Group Name	ST AGNES, MANSFIELD	Board FULL	Group No. GA001629	Adult Price	£ 400.00
Arrive Date	2nd June 2025 for SUPPER			Child Price	£ 206.40
Depart Date	6th June 2025 after LUNCH			Number in Party	10
Organiser	Bp Christopher Trewick			Booking Deposit	Paid £ 200.00
Address	St Agnes Church, Cherry Orchard Lane, Mansfield, Nottinghamshire, NG17 1BE			Deposit Enclosed	£
Telephone Number	01234 567890	Email Address	bishopofmansfield@stagneschurch.org.uk		
Time of arrival?		Type of transport?		Mobile number (useful in event of delays)	

PILGRIM DETAILS One person per line					OFFICE USE ONLY	ACCOMMODATION SPECIAL REQUIREMENTS					
	Title	Forename	Surname	Age if Under 17		Wheelchair	Ground Floor	First Floor	Any Floor	Medical/Personal Needs	Diet Form
	Please bracket those willing to share a twin or triple room					Please tick box below					tick
1	BP	Christopher	Trewick						X		
2	Fr	Stuart	Groutings					X			
3	Mrs	Linda	Sayce						X		X
4	(Mrs	Sophia	Ravenclaw)			X	X			WET ROOM ESSENTIAL	
5	(Mr	Jeremiah	Ravenclaw)					X		Share with Sophia	
6	(Master	Buddy	Ravenclaw)	15					X	Brother & sister will share	
7	(Miss	Poppet	Ravenclaw)	12					X	Brother & sister will share	
8	Mrs	Karmel	Pink						X		X
9	Mrs	Gillian	Baker				X				X
10	Mrs	Sandy	Woodhouse				X			Bladder problem - Needs en-suite	X

**Organiser Declaration:** I have read the booking terms and conditions and agree to communicate these terms to all of our pilgrims. I am aware it is the responsibility of the Group Organiser to inform the Hospitality team of all accommodation requirements in advance and that all information mentioned above is correct to the best of my knowledge. I undertake to make full payment of the outstanding balance due for my group during the course of our stay.

Print Name	Bp Christopher Trewick	Signature	<i>C. Trewick</i>	Date	14/02/2025
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## Allocation of Rooms

Our aim is to be fair to all our pilgrims. Once the bed lists have been returned to us we can then establish pilgrims' needs and allocate appropriately. Pilgrimage groups should therefore not expect to be allocated the same building each year.

We do try and keep you together if we can, however this is not always possible. Once we have allocated the ground floor and disabled rooms, it might mean that the other pilgrims in your group will have to be allocated a room in another building.

## *Final Confirmation and Rooming List*

Final confirmation of your booking will be e-mailed to you along with your rooming list two to three weeks before of your arrival. Tags for the refectory will be handed out with the room keys upon arrival.

**Please check your rooming list upon receipt. It is vital that organisers ensure the rooms have been allocated appropriately in accordance with their pilgrim's particular needs.**

When allocating we primarily consider the following:

### **Physical Disability**

We try to allocate a room in St Joseph's. Rooms 1 to 11 are on the ground floor and rooms 1 to 9 are full en-suite rooms. Rooms 2, 3, 5, 6, 8 and 9 are suitable for those in wheel chairs with wet room facilities.

The Milner Wing also has two rooms (5A and 7A) specifically designed for disabled users with en-suite wet room facilities and height adjustable electronic beds with memory foam mattresses.

### **Physical Frailty**

We try to allocate ground floor rooms which are St Edward's 1 & 2, St Anne's 1 & 2 and Richeldis 1 to 10. The Milner Wing and Richeldis each has a lift which means most rooms are more easily accessible. All bedrooms in The Milner Wing have en-suite facilities.

All other rooms are accessed by stairs, and in particular pilgrims need to be fairly fit to climb to rooms 14B to 19B in Stella Maris House.

St Anne's House, Mileham House and St Edward's House are self contained properties and are very suitable for small groups. These properties have stairs, St Edward's in particular are very steep.



## Making Amendments

If you have any questions regarding your room allocations or need to make any amendments then please call us as soon as possible on 01328 820239. It is much easier to sort out any problems prior to your arrival.

## Paying the Balance for the Pilgrimage

The balance of your stay must be paid as a whole by the organiser during your time here. **Please do not send payment in advance.** Group payments can only be made between 9.30am & 4.30pm.

We can accept credit/debit cards, bank transfer or cheques made payable to WCTA Ltd. Please avoid paying by cash if at all possible. **Unfortunately individual payments are no longer possible.**

## Arriving at Walsingham

At Fakenham take the A148 (Norwich/Cromer road) then turn onto the B1105. Cars can then follow the road into Walsingham. Coaches and mini-buses should approach the village via the large vehicles' route on the B1105.

**Under no circumstances are coaches permitted to drive through the village or stop outside the main arch.** Coach drivers are requested to switch off engines while stationary. Your coach or mini-bus may drop off outside the Shrine Church, then must be moved immediately to the coach park or car park respectively.

Pilgrims then proceed through the garden to the Green Room in Stella Maris House, via the gate to the left of the Shrine Church, for their welcome and induction.

Only the organiser should come to Reception to notify us that you have arrived, please ask the rest of your group to wait in the Green Room. **If your group is travelling separately to Walsingham then please wait until all of your group has arrived before going to the Green Room** and letting us know you have arrived.

## Car and Coach Parks

We regret that parking permits are no longer available in reception. There is a pay & display machine located in the car & coach parks which will accept CARDS ONLY. **For the coach park, please call for the code to a key safe in which there is a key to open the barrier. Coach drivers must lock the barrier behind them both on entry & exit and return the key to the key safe!**

The car & coach parks are operated by the Walsingham Estate who can be contacted on 01328 820259. Unfortunately reception are unable to help with car park & coach park problems.

**Please do not park in the staff car parks even if it is just to load or unload your vehicle, our staff work shifts and access is required 24 hours a day!**

## Welcome and Induction

The Hospitality Team will be available to welcome all pilgrims on arrival and carry out an informal induction for all visitors who are staying at the Shrine. **The induction is mandatory even if you have been coming for many years!**

The Green Room is the ground floor lounge in Stella Maris House and the traditional place to meet for an introduction and welcome to Walsingham. To avoid congestion pilgrims should leave their luggage outside unless it is raining heavily.

On Mondays and Fridays there are often group arrivals at the same time. Please be patient as we want all of our pilgrims to receive a warm welcome on their arrival. If there is another group already in the Green Room then please ask your group to wait outside. We will endeavour to welcome the other group without delay before welcoming you.

On occasions we may find it necessary to change your room allocation at the last minute. We will ensure that this is only done if absolutely necessary, however you will be told about it immediately on arrival.

**Please note that rooms will not be available before 3:00pm.  
We kindly request that you do not arrive before this time.**

## Access to Buildings

Some buildings are accessed by a manual key pad with a code while others have an electronic fob system.

The electronic system is installed in Richeldis House, St. Joseph's House, The Milner Wing and Stella Maris House. If any of your pilgrims are allocated in these buildings there will be a key fob included with their room key for access.



For St Joseph's House the door will slide open automatically - it is important not to force it! Simply touch the key fob on the Paxton display and the door will unlock.

## The Refectory

Meals for pilgrims are served in the Refectory which is at the far end of the Shrine gardens above Nortons Café/Bar.

Meals are served at the following times:

Breakfast - 8am to 9.00am (Sunday 8am to 9.30am)

Lunch - 12.30pm to 1.15pm (Wednesday & Saturday 12.30pm to 1.30pm)

Supper - 6.30pm to 7.15pm

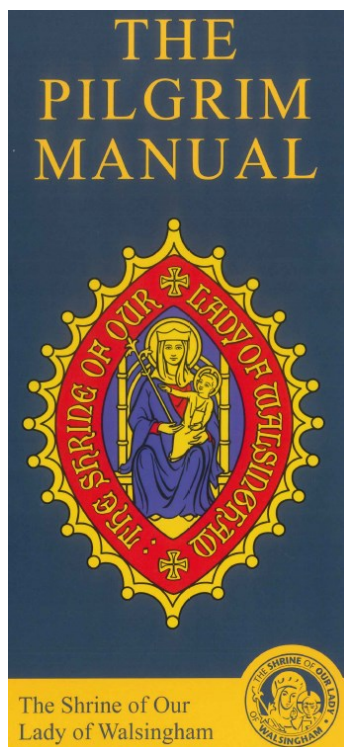
On arrival pilgrims will be issued with a coloured tag, please wear this at all times when in the Refectory as it helps staff identify who are entitled to which meals. Those who have completed a Special Diet Form will be issued with a special diet card. Please show this when collecting your meal from the servery.

If you have decided to go out for the day during your pilgrimage you can order a packed lunch to take with you or you may wish to take a packed lunch with you on the journey home. Please advise us of this requirement in writing when returning your bed list.

**It is essential that packed lunches are booked 10 days in advance with the Hospitality Team.**

# The Pilgrim Manual

A new version of The Pilgrim Manual was launched at the beginning of the 2023 season and has the cover shown below. If you have an old version then please do not bring this with you.



Please encourage all your group members to purchase the manual if they don't already have it and to bring it with them for all the Pilgrimage services, as it contains all the words and hymns that are used during the various liturgies and devotions.

The Pilgrim Manual costs £5. It can be purchased in advance either online or by telephone order from The Shrine Shop. It can also be purchased upon arrival at Walsingham from either Reception or The Shrine Shop.

**The manual is discounted to £4 each if you purchase 20 copies in one transaction!**

## During Your Stay

The Hospitality Team are available from 9.00am to 7.00pm at Reception in the Milner Wing and the Night Porters are available outside of these hours. Use the internal phones and dial 220 or call 01328 820239 in the event of an emergency at any time of the day.

**All of our buildings are designated NO SMOKING which includes electronic cigarettes & vaping.** You can smoke in the Shrine grounds but please be mindful and considerate of others around you.

It is important to remember that Walsingham is 25 miles away from the nearest hospitals. In a medical emergency it can take an ambulance well over an hour if not longer to arrive. Similarly the nearest doctor's surgery is 4 miles away in Fakenham (by appointment only) and there is no surgery open at the weekend.

**Please make sure pilgrims who are on medication bring this with them and be aware that the Shrine does not have anyone on site to deal with medical conditions or emergencies other than basic first aid.**

Please note that the entrances to the Shrine grounds are locked between 10pm and 11pm, with the Brandie Gate being last entrance to be locked at midnight. Therefore it is important for pilgrims to have returned to the site before then, unless you are staying in Richeldis, St Edwards or Mileham house. Please also encourage your group to be mindful of others when moving around the accommodation buildings late in the evening.

## Check Out

Pilgrims must vacate their rooms by 10.00am on the day of their departure, unless directed otherwise by the Hospitality Team. **Please ask your pilgrims to label their luggage clearly** with their name and preferably their room number so luggage items can quickly be reunited with their owners if lost.

**Please return all keys to reception on departure.**

There is a £15 charge for lost keys!

# Services Times

## Daily Programme

8.00am - Morning Prayer

12 Noon - Mass (8.30am on Sundays)

2.30pm - Sprinkling at the Well (Easter to end of October)

5.00pm - Mass. Guild of All Souls Chapel (4.30pm - 1st Sunday of the month)

5.30pm - Evening Prayer

6.00pm - Shrine Prayers

## Easter to end of October

### Mid-Week Pilgrimage Programme

#### Tuesday

8.00pm - Sprinkling at the Well, Benediction of the Blessed Sacrament and Healing Ministries

#### Wednesday

12 Noon - Solemn Pilgrimage Mass

8.00pm - Procession of Our Lady & Benediction of the Blessed Sacrament

### Weekend Pilgrimage Programme

#### Saturday

12 Noon - Solemn Pilgrimage Mass

8.00pm - Procession of Our Lady, Benediction of the Blessed Sacrament and Healing Ministries

#### Sunday

8.30am - Mass

2.30pm - Sprinkling at the Well, Procession of the Blessed Sacrament & Benediction and Last Visit to the Holy House

## November to Easter

If pilgrim groups of sufficient numbers are in residence a modified pilgrimage programme will be offered.

## Day Groups

On one Saturday per month (April to October) the Shrine also offers a Day Pilgrimage Programme, please see our website for more details.

## Priests and Deacons Officiating in the Shrine Church

Please see below the policy set by the Guardians of the Shrine in relation to visiting clergy officiating in the Shrine Church.

**Male priests** with either a Bishop's Licence or PTO and who are also Priests Associate are welcome to celebrate the Mass in the Shrine. They are also asked to help and assist the Shrine clergy with the Healing ministries, Sprinkling from the Well, and the Sacrament of Reconciliation as required.

**Male deacons** with either a Bishop's Licence or PTO and who are also Deacons Associate are welcome to assist with the liturgies at the Shrine. They are also asked to help and assist the Shrine clergy with the Healing ministries and Sprinkling from the Well as required.

**Female priests and female transitional deacons** with either a Bishop's Licence or PTO are welcome to lead their groups in non-sacramental liturgies such as making a First Visit to the Holy House or leading Stations of the Cross. Female clergy are also welcome to sit in the Guardians' Stalls for all of the Pilgrimage liturgies and they are invited to assist with the Laying on of Hands during the Healing ministries.

**Female distinctive deacons** with either a Bishop's Licence or PTO and who are also Deacons Associate are welcome to assist during the Mass at the Shrine and they are also asked to help and assist with the Healing ministries and Sprinkling from the Well as required.

For more details and to apply to become a Priest or Deacon Associate please visit our website or contact the membership office.

**All visiting clergy, male and female, who intend to lead any form of group liturgy, sacramental or non-sacramental, must contact The Pilgrim Engagement Team in advance of their pilgrimage on [engage@olw-shrine.org.uk](mailto:engage@olw-shrine.org.uk), this is to facilitate the necessary safeguarding checks.**

## The Atmosphere Within the Shrine Church and Gardens

To foster an atmosphere that is conducive for prayer and worship we ask our pilgrims and visitors to be mindful of others while moving around the Shrine church and gardens and to be vigilant of any services that may be taking place.

Pilgrims will also find it helpful to maintain a few minutes of silence immediately before a service to allow themselves time to prepare for worship.

## The Sacrament of Reconciliation (Confession)

On Saturday and Tuesday during the pilgrimage season, priests will be available to hear confessions at the conclusion of the evening liturgy. Other times are available upon request.

Please do consider encouraging your pilgrims to make their confession and assure them that if this is a new ministry to them, the priest who hears their confession will gently guide them through the process.

## Worship With Your Own Group

The Pilgrim Manual contains a number of liturgies that groups are encouraged to lead on their own, these include:

First visit to the Holy House

Stations of the Cross

Intercessions in the Holy House

Veneration of the Relic of the True Cross

The Holy Mile and visit to the Slipper Chapel (Roman Catholic Shrine)

Last visit to the Holy House

If your group would like to conduct any of these liturgies (except the Holy Mile and visit to the Slipper Chapel) then it is important that you make contact with the Sacristy team in advance of your pilgrimage to book a time slot.



If any of the these liturgies are new for you or your group, please contact the Shrine Priest who will be happy to explain any of them in further detail. The Pilgrim Manual also contains further details regarding these liturgies.

## *Sacristy Meetings*

**All visiting clergy and group leaders are asked to attend the Sacristy meetings.**

The Sacristy can be entered by a door to the side of the High Altar and near the steps leading up to the Blessed Sacrament chapel.

During the week the Sacristy meetings take place immediately after Evening Prayer at 5.45pm.

On Saturday, the meeting is at 5pm.

Sacristy meetings are important as they allow groups to check the bookings that they have already made in advance, and if needs be, to request any additional liturgies during their stay.

During the Sacristy meeting requests will be made for servers to assist with the Pilgrimage liturgies. If possible, please speak to members of your group in advance and encourage their participation if required.

**Please Note: The Priest Administrator and Shrine Priest rely on the generosity of priests and deacons who are on pilgrimage to volunteer their assistance at Shrine liturgies. We really do appreciate the willing help of clergy in order to provide the ministries we offer to pilgrims.**

## *Robes*

Pilgrims who are willing to serve at the Shrine are encouraged to bring their own robes with them. However, cassocks and cottas can also be borrowed if required.

Clergy are encouraged to bring a cassock and cotta and if they intend to celebrate the Mass, an amice, alb and girdle.

## Thanksgiving for the Upkeep of The Shrine

Traditionally, when pilgrim groups have offered Intercessions in the Holy House they have also taken a collection for the upkeep of the Shrine. Baskets for this can be provided by the Sacristy team.

All donations are gratefully received and they form a crucial role in securing the future of the Shrine for generations to come.

## Shrine Prayers

Ever since the Image was restored to the Parish Church by Fr Hope Patten in 1922 and then after its translation to the Shrine Church in 1931, the Rosary has been said daily, interspersed with intercessions.

Pilgrims are most welcome to attend. The leader stands at the window looking into the Holy House, and those participating sit on the benches and stools in the nave, facing the Holy House.

There are leaflets to assist with the prayers, and these will be offered to those attending before the liturgy begins. Shrine Prayers are now live streamed each day via our website and also on our social media platforms.

Pilgrims who would like to make a prayer request for Shrine Prayers are encouraged to use the slips and the box to the side of the Holy House near the entrance to the Fountain Courtyard. Alternatively, prayer requests can be made via our website.

## Pilgrimages for Children and Young People

Each year the Shrine offers specific pilgrimages for children and young people. In March we offer the Children's Pilgrimage which is aimed at 7 to 11 year olds, the Youth Pilgrimage in August for 11-18 year olds and the Families Pilgrimage in November is open to children of all ages.

Please see our website or contact the Education Department for more details.

# Bringing Young Pilgrims



## YOUNG PILGRIMS

If you have a young pilgrim with you at Walsingham (aged 0 – 16) then the Education Department can support you and them.

There is a bench in St Augustine's Chapel in the Shrine Church with a range of books, toys, colouring etc. which your young pilgrims are welcome to explore during services.

At the back of the Church there are 2 booklets for children-

- 1.A Children's guide to the Shrine Church
- 2.Young Pilgrim's activity booklet

For a small fee, we can provide craft sessions, tours of the Shrine and other activities. We also have children's versions of Stations of the Cross, First Visit etc.

Please contact Caroline Ward (Director of Education ) or Jane Southward (Education Officer) on [schools@olw-shrine.org.uk](mailto:schools@olw-shrine.org.uk) or on 01328 824205 or ask Reception to call us and we can come and meet you outside the Milner Wing.

Please note: an adult, known to the children, **MUST** be present at all times during activities.

## Cash Machine

Please note that Walsingham does not have a cash machine, the nearest are located in Fakenham. The Shrine Shop and Norton's Café/Bar do not offer a cash back service and as far as we are aware none of the village shops, cafés, bars or restaurants offer a cash back service either.

## Socialising at the Shrine

Groups are most welcome to meet together during the evening in one of the lounges in our accommodation buildings. However please do be mindful of the needs of others. We would ask that any gatherings are concluded no later than 11pm.

If you wish to book The Orangey, Pilgrim Hall or Green Room then please contact the Hospitality Team.

The Shrine also has its own on-site café and bar Norton's which is located under the Refectory. Serving food throughout the day and with the added advantage of also being a licensed bar, it is a great place for pilgrims to meet!

## The Shrine Shop

This is found in Common Place just outside of the Shrine gardens and up the road towards the High Street and car park. Stocking a wide variety of books, gifts, cards, rosaries, clerical shirts and sacristy supplies, it is well worth a visit during your pilgrimage.

It is also an excellent way for pilgrims to financially support the work and ministry of the Shrine. Please note, the Shrine Shop has its own website and orders can be placed and delivered throughout the year.

**[www.shrineshoponline.co.uk](http://www.shrineshoponline.co.uk)**

## Booking for 2026

Group Bookings for 2026 open at the beginning of April 2025. Please call the Hospitality Team on 01328 820239 to check availability and to make your booking.

# Membership

## **The Society of Our Lady of Walsingham**

The Society was founded by Fr Hope Patten in 1925 as part of the Shrine's outreach to enable pilgrims and visitors to keep in touch with the Shrine and its work.

The Society prospers today with around 5,000 members. Members of the Society receive a membership badge & card and the current edition of the Shrine's magazine "The Walsingham Review".

Thereafter members receive two Walsingham Reviews a year, at Assumptiontide in August and Candlemas in February.

Members are also entitled to discounted accommodation when staying at the Shrine on an individual pilgrimage, however this does exclude special events. Please ask at Reception or the Membership Desk for more details.

## **Cells of the Society**

Groups of Society members are invited to create a Cell of Our Lady of Walsingham for mutual support and to pray for the work of the Shrine.

The group needs to be led by a Priest Associate of the Holy House, who becomes the Cell Superior.

**For more information and to join please visit our website or contact The Membership department.**

We hope that you  
enjoy your pilgrimage!

## Contact Details

If you would like to make a booking, or if you have questions relating to your existing booking, please contact the **Hospitality Team**:

Tel: 01328 820239

E-Mail: [accom@olw-shrine.org.uk](mailto:accom@olw-shrine.org.uk)

If you would like to book any services for your group during your pilgrimage please contact the **Sacristy Team**:

Tel: 01328 824202

E-Mail: [sacristy1@olw-shrine.org.uk](mailto:sacristy1@olw-shrine.org.uk)

If you would like to contact the **Shrine Priest**, please call Fr Edward Gunn:

Tel: 01328 824203

E-Mail: [shrine.pr@olw-shrine.org.uk](mailto:shrine.pr@olw-shrine.org.uk)

If you would like to know about the services and resources that we provide for children and young people, please contact our **Education Department**:

Tel: 01328 824205

E-Mail: [schools@olw-shrine.org.uk](mailto:schools@olw-shrine.org.uk)

If you are interested in joining one of the membership groups, please contact the **Membership Team**:

Tel: 01328 820582

E-Mail: [membs@olw-shrine.org.uk](mailto:membs@olw-shrine.org.uk)

If you would like to contact the **Shrine Shop**:

Tel: 01328 824201

E-Mail: [shop@olw-shrine.org.uk](mailto:shop@olw-shrine.org.uk)

If you would like to contact the **Priest Administrator's PA**, please call Venetia Davies:

Tel: 01328 824204

Email: [v.davies@olw-shrine.org.uk](mailto:v.davies@olw-shrine.org.uk)

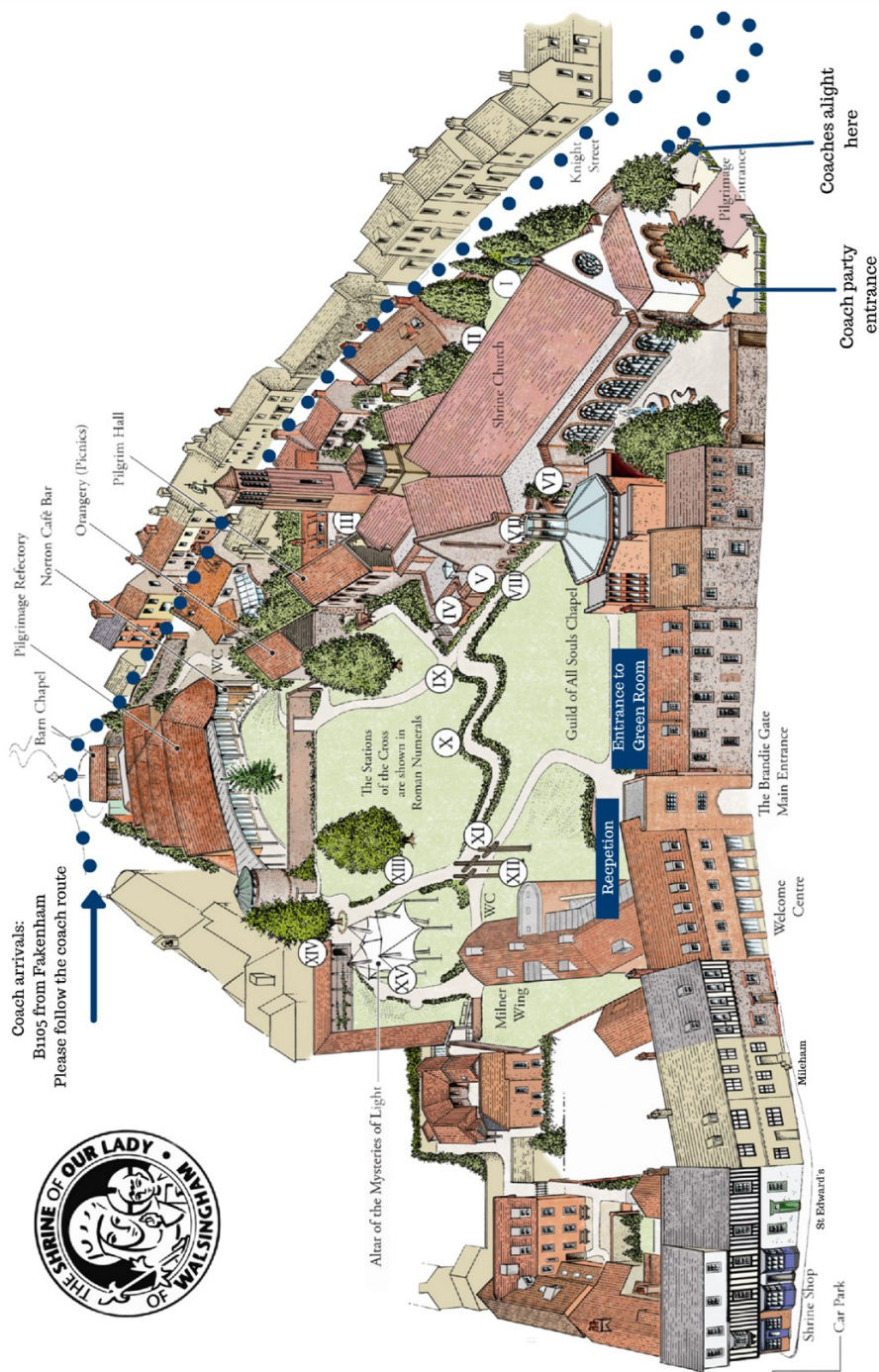
If you would like to contact the **Priest Administrator**, please call Fr Ben Eadon:

Tel: 01328 824204

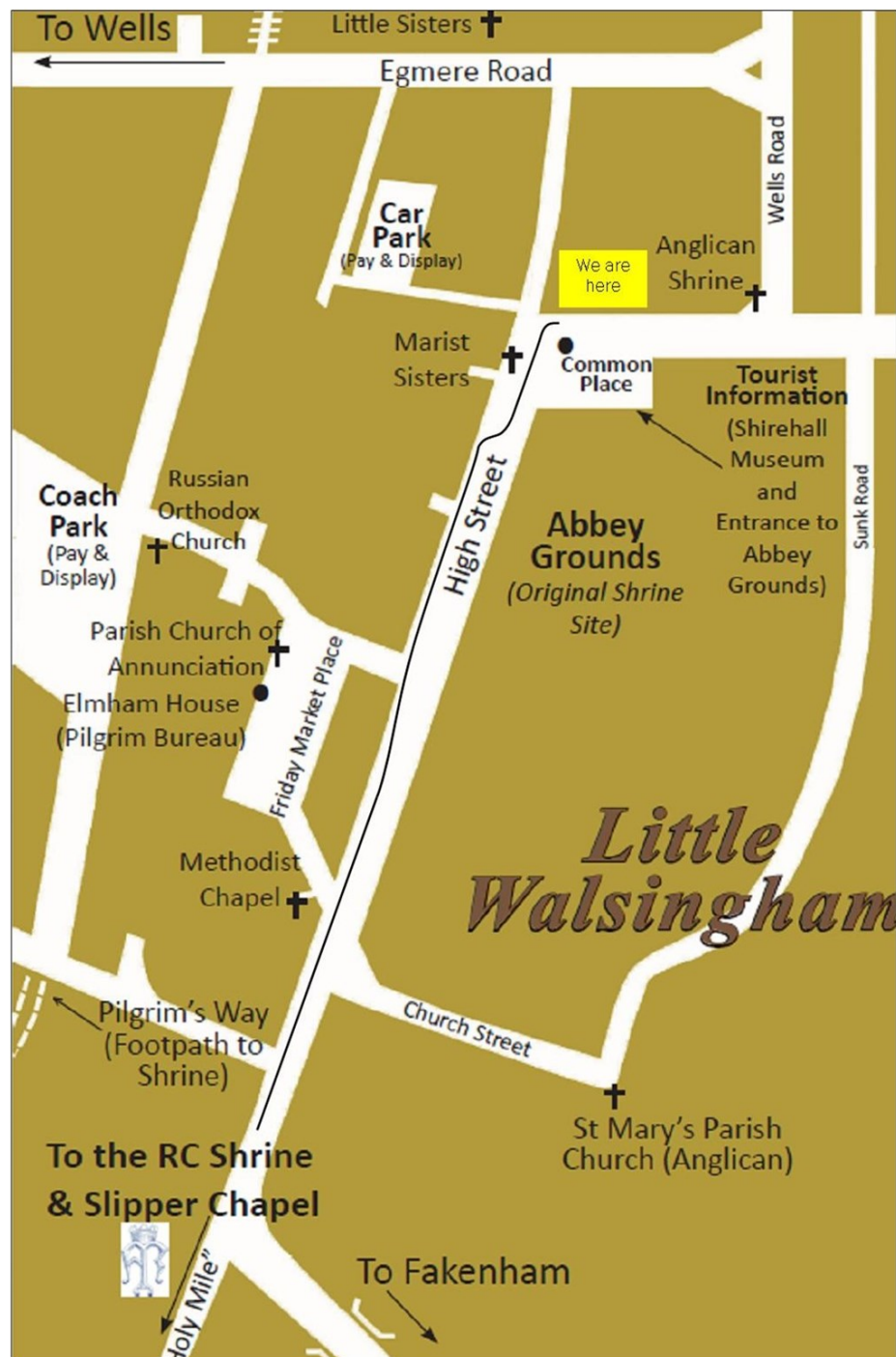
Email: [pr.adm@olw-shrine.org.uk](mailto:pr.adm@olw-shrine.org.uk)



# Map of The Shrine Grounds



## Map of Little Walsingham





## **The Shrine of Our Lady of Walsingham - Hospitality Terms and Conditions for Groups**

### **1. Terms of Booking**

- a. Group bookings for any year can only be made after 1 April in the previous year.
- b. A booking enquiry can be made by telephone, email, letter or in person, and must be confirmed within 30 days by payment of a £20.00 booking deposit per person. This is non-refundable in the event of cancellation.
- c. Organisers who fail to confirm the booking with the payment 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.
- d. 60 days before the date of the pilgrimage, a further non refundable deposit of £20.00 per person must be paid and the bed list should be returned for allocating of rooms.
- e. The Shrine can give no guarantee that single rooms or en-suite rooms will always be available, especially in busy times during the pilgrimage season. There is currently no single room supplement.
- f. The Organiser must pay the remainder of the outstanding amount in full during their stay (including any extra costs incurred for additional goods or services). Payments can generally be made in Reception between 09:30 hours to 16:30 hours, seven days per week. At busy times organisers may be asked to return when a staff member is available to settle your account.
- g. The Shrine reserves the right to alter tariffs.

### **2. Variations in Booking**

- a. Any bookings (if space available) received after the 60 day booking deadline must be accompanied by a £40.00 deposit (stage 1 and 2) prior to arrival.
- b. Full/Half board bookings shall be charged the full amount irrespective of pilgrims opting out of pre-booked meals unless the Hospitality Department is notified ten days in advance.
- c. The Organiser may pre-arrange packed lunches as a substitute for meals providing the Hospitality Department is notified ten days prior to the request. In the event of Organisers opting to order a packed lunch after this time, they shall be charged the full meal price.
- d. 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 endeavour to offer the Organiser a suitable alternative.
- e. The Shrine without prejudice reserves the right not to accept any booking or to 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**

- a. The Organiser shall be responsible for the completion of the Bed List. This document shall indicate to the Hospitality Department the final number of pilgrim bookings and the type of room required. Whilst the Shrine will endeavour to accommodate all special requirements we cannot guarantee specific buildings or rooms. The Shrine reserves the right to make changes to your room allocation at the last minute in the event of circumstances beyond our control.
- b. At busy times when we cannot meet the demands for single rooms the Shrine will contact Organisers to ask pilgrims to share rooms wherever possible.
- c. Pilgrims may only use the rooms which have been allocated to them.
- d. Rooms are not available until 15:00 hours on the day of arrival. Pilgrims must vacate their rooms by 10:00 hours on the day of departure unless specific arrangements have been made with the Hospitality Department.

### **4. Risk and Property**

- a. Pilgrim Groups must have their own abuse insurance cover in place before visiting the premises.
- b. The Shrine cannot be held liable for the loss or damage to any person's property whilst on the premises.
- c. Keys and key fobs will be distributed to Groups at the Welcome and Induction meeting. All keys shall be returned to Reception on the day of departure. There will be a charge of £15.00 in the event of a key not being returned/or lost.
- d. Pilgrims 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**

- a. Organisers shall refer to the Organisers' Guide when arranging their pilgrimage. This document explains what is required in order to ensure the highest quality of service is given by the Hospitality Department.
- b. Organisers shall report to Reception on arriving at the Shrine. The Hospitality Department shall inform the Organisers of any changes to their original room allocation list.
- c. Dogs/pets are not permitted within the Shrine grounds or within the buildings, with the exception of registered Guide Dogs or Assistant Dogs.
- d. Pilgrims will not display signage, promotional material or other such items anywhere within the Shrine grounds or buildings without the consent of the Shrine.
- e. The Shrine operates a 'No Smoking Policy'. Smoking is not permitted in any of the buildings whatsoever. The burning of candles or incense is not permitted in any building other than the Shrine Church.
- f. All pilgrims shall acknowledge that some people come for a quiet retreat and noise shall be kept to a minimum from 23:00 hours to 07:00 hours. Organisers shall be responsible for ensuring the good and orderly behaviour of their pilgrims whilst staying at the Shrine. Groups wishing to hold a party should contact the Hospitality Department in advance to book specific venues. Parties in residential buildings should end by 23:00 hours.
- g. The Shrine grounds and accommodation buildings are unlocked at 06:00 hours each morning and 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 and gates are locked up at night.
- h. Refectory meals shall be served at the following times, breakfast 08:00–9:00 hours, lunch 12:30–13:15 hours and supper at 18:30–19:15 hours. On occasions when these times may vary, pilgrims will be notified during the Welcome and Induction talk.
- i. 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 and Services in writing, as soon as it is reasonably practicable.
- j. The Shrine does not employ qualified nurses or carers and consequently, Organisers and Pilgrims must be responsible for making their own medical arrangements. It is the responsibility of the Organiser to ensure that pilgrims requiring special care or those who suffer from dementia or mental illnesses are accompanied by a carer.

### **6. Force Majeure**

- a. 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, by-laws, prohibitions or measures of any kind on the part of any governmental or local authority.

### **Important - COVID-19 Information**

There are currently no Government COVID-19 restrictions or additional Shrine COVID-19 terms & conditions in place. If you are unable to visit us due to COVID-19 your booking would not be transferrable or refundable as per our standard terms & conditions above. Should the Government reintroduce COVID-19 restrictions then The Shrine will follow these and reserves the right to reintroduce COVID-19 terms & conditions without prior notice which your booking would then be subject to.