



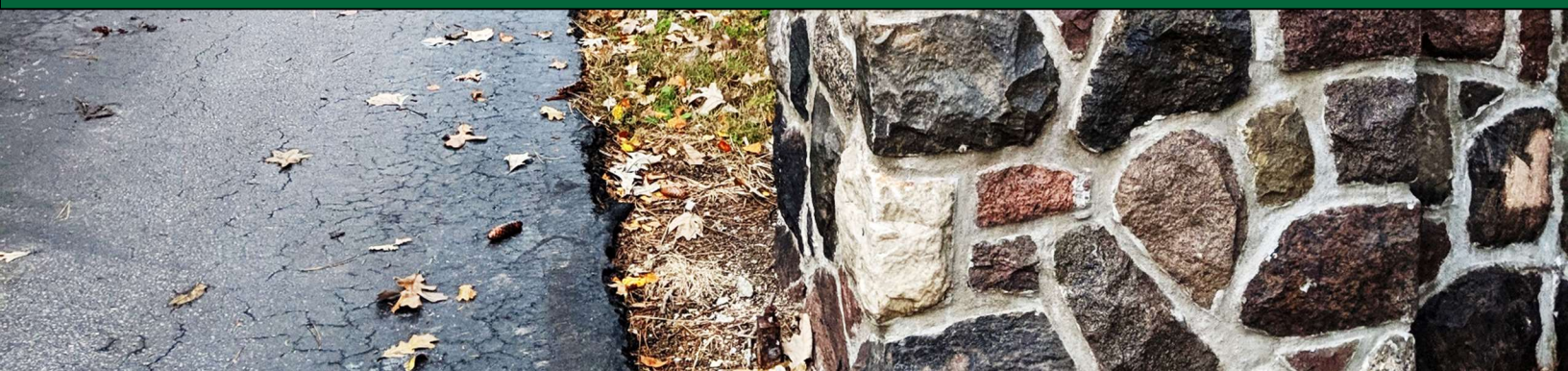
OUR LADY OF THE PINES RETREAT CENTER

Hermitage Retreat Packet

1250 Tiffin Street | Fremont, OH | 43420

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

www.pinesretreat.org





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.



Dear Hermitage Guest,

We are grateful you have chosen Our Lady of the Pines Retreat Center as the location for your retreat. We look forward to warmly welcoming you to our holy grounds.

In this booklet you will find helpful information to prepare for your retreat with us. We have also included our *Conditions for Use* for your reference. These *Conditions for Use* help us to do our part in making sure your retreat experience with us is both safe and unforgettable.

As your retreat approaches, you may find that you have some questions about what we have to offer; in this instance, we invite you to contact our office and we will do our best to assist you.

Furthermore, please know that we are praying for you as you prepare to open your hearts to God for this wonderful retreat experience.

Blessings,

Heidi

Heidi Chew Osborne

Executive Director

Our Lady of the Pines Retreat Center

A Ministry of the Sisters of Mercy of the Americas

1250 Tiffin St. Fremont, OH 43420

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Updated 1/15/2024

"The tender Mercy of God has given us one another." - Catherine McAuley

CONDITIONS FOR USE – STANDARD POLICIES

Introduction

Whether you are new to retreating at Our Lady of the Pines Retreat Center ("OLPRC"), or have been our guest many times, our hope is that each guest has a meaningful experience during his/her time here. We welcome each of our retreatants, hoping they can, as our mission statement reads, seek a deeper relationship with God, self, others, and all creation with each visit.

To best serve our guests, we have set the following *Conditions for Use* in place as part of our reservation agreement with you. We ask that all retreatants respect our facilities, staff, and the privacy of fellow retreatants by adhering to the following conditions.

Additional Cleaning

We reserve the right to charge an additional housekeeping fee should you leave the hermitage in an unsatisfactory manner that exceeds normal operation standards.

Adjustments to Reservation

In the event you would like to adjust your reservation to reflect different dates of arrival and/or departure, contact the OLPRC office at 419-332-6522.

Alcohol

It is not permissible for individual guests to bring alcohol for personal consumption onto the grounds or into the Retreat Center.

Amenities

Within each hermitage is a twin bed, wardrobe, full bathroom with a shower, a small kitchenette with sink, dishes, dish soap, a dormitory style refrigerator with freezer, hotplate, pots/pans, tea kettle, microwave, toaster, coffee pot, utensils and storage cupboard for dry food goods. Each cabin is equipped with heating and air conditioning. Bed, bath, and kitchen linens are included.

Hermitage retreatants have access to the following amenities in the Retreat Center (subject to Retreat Center hours/booked retreat space): art space, Chapel, guest laundry, library, and reflection spaces.

On the grounds: bicycles, small fire pit, labyrinth (finger and walking), Marian grotto, meditation deck, Stations of the Cross, Meditation Garden, hammock.

Animals/Pets

Animals and pets are not permitted to stay in the Hermitages, 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.

Arrival/Check-in Procedures

Check-In is available after 3:00 P.M. the day of your reservation. Your key and welcome card will be located in an envelope with your initials on it inside the breezeway of the Retreat Center. In the event you arrive before your approved reservation OLPRC may not be able to accommodate you.

Please park in Lot B to unload as parking in the Tullamore House driveway is restricted.

Upon arrival at the cabin, you will notice a sign hanging outside. This sign indicates to visitors and Retreat Center staff whether the hermitage is 'Occupied Or 'Vacant'. By flipping the flag to 'Occupied' when you arrive, you are helping us to ensure you are undisturbed during your stay.

Attire

For health and safety reasons, all persons entering the Retreat Center must wear appropriate attire. Tops, bottoms and shoes are required at all times when in a common area, including the dining area and hallways.

Booking

OLPRC uses Wix Hotels to reserve hermitage retreats. Payment may be processed by PayPal or Square POS. To reserve a hermitage, go to www.pinesretreat.org/hermitage-retreat and select your dates. Answer the prompts on the screen and reserve your retreat dates.

Payment in full is due at the time of reservation. If unable to pay in full, please call the retreat center to request a payment plan. There is a \$30/night non-refundable deposit associated with all reservations.

Business Hours

OLPRC is a business that operates during the following hours:

Monday – Friday

9:00 A.M. - 4:00 P.M.

The main house may be open outside of these hours, in which case the hours of operation will be posted in the breezeway of the Retreat Center.

Cancellation

To cancel a hermitage reservation, contact OLPRC and notify us of the desire to alter your reservation. Provide your postal address and best contact phone number at the time of cancellation. A refund request, minus the \$30/night refundable deposit, will be processed within 7-10 business days and will be posted to your account within 20 days. The refund process is based on the original method of payment and the standards set forth by our payment processors (Square/PayPal). If a cancellation occurs more than six months from the original payment date, our processors are unable to refund the transaction; therefore, a check will be sent to the address provided at the time of cancellation. If you are owed a refund and do not receive it within the time frames listed, please contact the office at 419-332-6522.

Candles

Open flames are not permitted in the hermitage. LED candles are acceptable.

Chapel Use

We welcome all retreatants to utilize our chapel for prayer and reflection. Please check with the Retreat Center office on availability if a retreat group is in the Retreat Center. As a Catholic chapel, the Blessed Sacrament is present in the Tabernacle.

Damages

In staying at OLPRC, you agree that any damage related to defacing or removal of any Hermitage property during a Hermitage stay will be billed to you.

Departure/Check-out Procedures

Check-out is scheduled for 1:00 P.M. Staying beyond your listed reservation is subject to availability and must be approved by OLPRC.

- In the event your stay is extended you may be charged accordingly and payment in full will be due before the extended stay can begin.
- If you have not been approved for an extended stay by OLPRC, you will be required to vacate the premises by 1:00 PM on the scheduled date of departure.

When departing the hermitage:

- Please remove all unused food from the refrigerator and storage cupboard.
- Please wash all used dishes, silverware and cookware and put them back where you found them.
- Lock the door upon the last exit.
- Flip the marker on the outside of the cabin to indicate the hermitage is now 'Vacant'.
- Take the key to the main entrance of the Retreat Center and place it in the designated drop box inside the breezeway.
- In the winter, please leave the water on to prevent the hermitage pipes from bursting.
- Housekeeping will dispose of all trash; there is no need to take trash to the dumpsters.

Emergency Procedures

In the event of a severe storm warning or tornado, please proceed to the Retreat Center if the building is open to take shelter. When the Retreat Center is closed, proceed to St. Bernardine Home to take shelter. In the event of a fire, evacuate the hermitage immediately, call 911 and proceed to the Retreat Center if it is open. When the Retreat Center is closed, proceed to St. Bernardine Home. In the event of a blackout, there is a flashlight on a hook next to the front door.

Environmental Policies

- Turn off lights and fans when leaving the hermitage or rooms in the Retreat Center.
- Keep the door and windows closed when the heating/air conditioner is on.
- Recycle paper, glass, and plastic in the designated bins in the Retreat Center.

Firearms and Weapons

Firearms and/or weapons are not permitted in the buildings or on the grounds.

Gift Certificates

Our Lady of the Pines Retreat Center has gift certificates available for purchase in the Gift Shop of the Retreat Center. If you have a gift certificate you would like to use to pay for your hermitage stay, please let the retreat center know when making your reservation; it is to be surrendered at check-in.

Housekeeping

If you need extra linens, toilet paper, paper towels, or cleaning supplies, notify a member of staff and they will be provided. Bed, bath, and kitchen linens are provided. Extra linens can be found in the wardrobe during your stay. If needed, cleaning supplies can be found either underneath the bathroom sink or in the closet next to the shower.

If you would like to have the hermitage cleaned during an extended stay (five days or more), notify a member of staff and indicate the dates and times that you would like this service to be completed.

Keys

When you arrive, the key for the hermitage you will be staying in can be found in the Retreat Center breezeway in the envelope with your name on it. In the event you lock yourself out of the hermitage or lose your key during business hours, you can get a spare key from the Retreat Center. In the event you lock yourself out of the hermitage or lose your key outside of business hours, go to Saint Bernardine Home and ring the doorbell. Someone will answer the call and you just need to let them know you are locked out of your hermitage and they will provide you with a key to get in.

Kitchen/Food Safety

The kitchen at OLPRC operates under the Ohio Health Code and is a licensed kitchen in good standing. No retreatants or guests are allowed in the industrial kitchen area.

Laundry Services

While OLPRC does not offer laundry services, there is a washer and dryer in the laundry room of the Retreat Center that is available for guest use.

Maintenance Service and Emergencies

Should the hermitage need a maintenance repair during operating hours, please contact the office via phone at 419-332-6522, or by stopping into the office and speaking to a member of staff. In the event light maintenance is needed and it is outside of operating hours, please leave a message with the office at the number listed above. If it is a severe maintenance emergency, please contact our Executive Director at 419-707-2340; please leave a message if there is no answer. (Ex: broken pipes, no heat/air, etc.)

Mass

Guests are welcome to attend Catholic Mass at St. Bernardine Home at 11:00 a.m. on Sundays, Tuesdays, Wednesdays, Thursdays, and 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 to check on the possibility of attending Mass there.

Massages

If you would like a massage during your stay, please contact Kim at Wright Vibe Massage to schedule your appointment (419-307-5705). Let her know the dates you are staying in a hermitage at Our Lady of the Pines Retreat Center; she will do her best to accommodate your request for a massage at the retreat center.

Meals

Hermitage guests are responsible for their own meals. A dormitory style refrigerator with a mini freezer is in the hermitage. If there is a group in the retreat house, meals may be available for hermitage guests. These need to be reserved in advance of your stay; current pricing for meals can be found on our website. Please call the retreat center to inquire about meal availability during your stay.

Medical

In case of a life threatening emergency, call 911 immediately. Below is the address and description of the hermitages:

1250 Tiffin Street, Fremont, OH 43420

Cabins located behind the white house (Tullamore) near Canfield St. entrance.

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 at the Retreat Center. Do not dispose of needles in trash receptacles.

For minor injuries, there is a small first aid kit in the cabinet below the bathroom sink.

Minors

It is the policy of OLPRC that hermitage guests/retreatants must be at least 18 years of age.

No-Shows

Any guest who fails to arrive for their reservation without having notified the retreat center will be charged for their entire reservation. The reservation will be held until 12:59 P.M. the day after the scheduled arrival, and at 1:00 P.M. the room will be released.

Occupancy

Each hermitage is designed for *single person occupancy* and cannot accommodate additional guests.

Outside Lighting

Exterior path lights leading to the hermitage can be turned on with the switch located on the front porch of each hermitage or on the first post stepping onto the sidewalk from Lot B.

Parking

Designated parking for the Hermitages is in Lot B; parking in the Tullamore house driveway is restricted. All vehicles parked on the property are at the risk of the owner and OLPRC assumes no responsibility or liability for lost or damaged vehicles while parked or operating on the property.

If you have an electric car, you can plug it in to the post at the corner of Lot B and the sidewalk to the hermitage. Please do not plug the car in at Saint Bernardine Home.

Payment

Payment in full is due at the time of reservation. If you are unable to pay in full, please call the retreat center to request a payment plan. A non-refundable deposit of \$30/night is required with all bookings.

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 into a safe location for reclaiming, for up to 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.

Rates and Price Variations

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 reason. OLPRC 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

Smoking or vaping in the hermitage is prohibited. There is one designated smoking/vaping area on the OLPRC grounds with a receptacle for cigarette butts, adjacent to the fenced in area behind the Retreat Center. Smoking inside the hermitage cabin will automatically incur an extra \$100 cleaning fee, which will be charged to your account.

Snow/Weather Emergency

In the event your arrival is scheduled while snow covers the ground, use the Canfield Street entrance for your safety. In the event of a Level 2 or Level 3 Snow Emergency or extreme severe weather predicted for Sandusky County prior to the start of a hermitage stay, OLPRC will contact the retreatant prior to arrival to discuss reservation options.

Toiletries

Retreatants are responsible for providing their own toiletries (shampoo, body wash, toothpaste/brush, etc). The Retreat Center does keep a small stock of these items in case you forget something, but it may not be guaranteed that we have what you are looking for.

WIFI (Wireless Internet)

The hermitages do have wireless capability (WIFI) and the passcode is posted inside the hermitage. The WIFI may go out from time to time - if this happens please wait a few minutes and try again. If the WIFI still cannot be accessed you can try over at the Retreat Center using the login posted inside the building. If there is an issue logging onto both wireless networks after several attempts, notify a member of staff and they will call the provider to check for known outages or have a technician sent out.

Changes to our Hermitage Policies and Procedures

It is our policy to post any changes we make to our hermitage *Conditions for Use*. You are responsible for periodically visiting our website and this page to check for any changes.

Terms and Conditions

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.

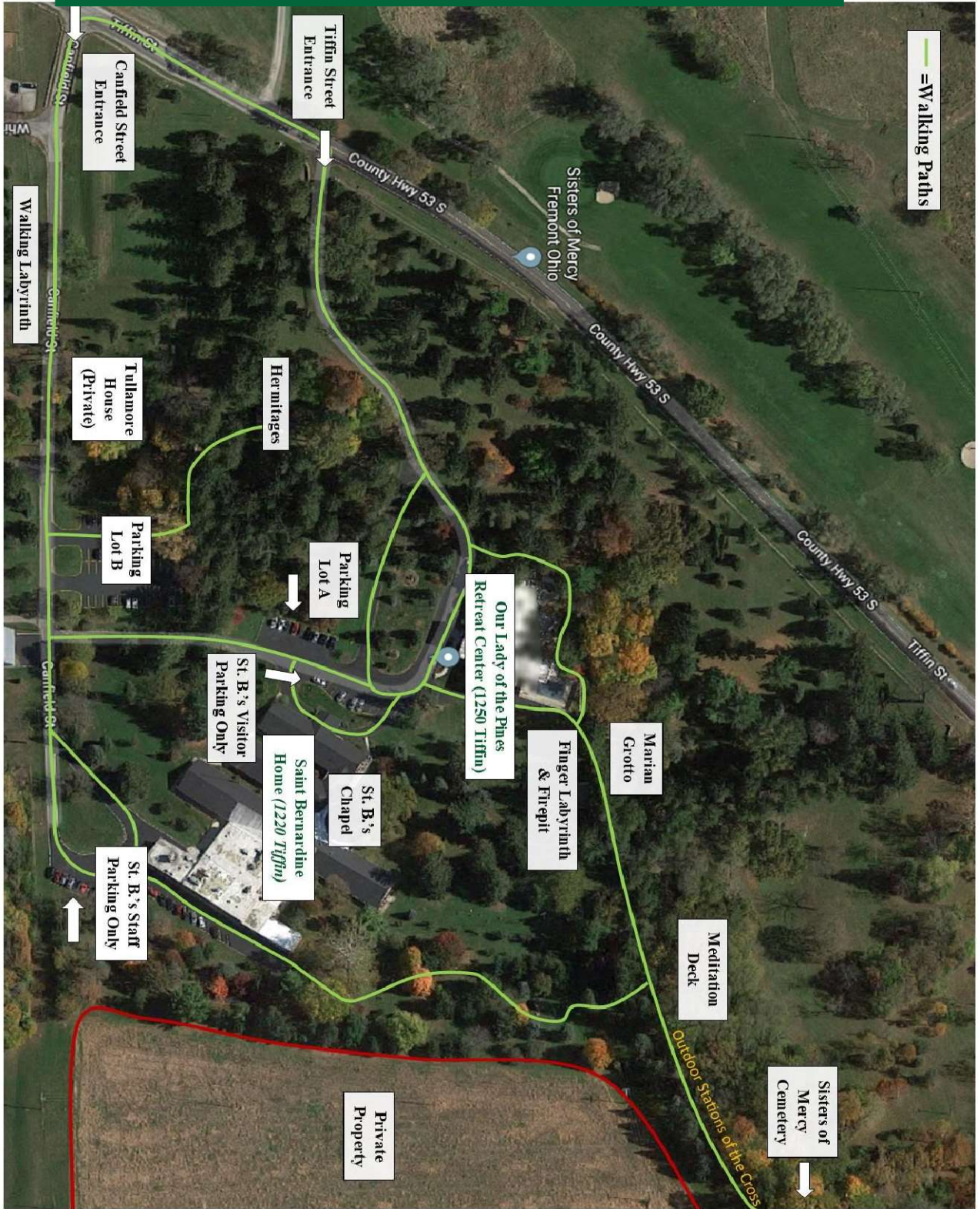
To ask questions or comment about these *Conditions for Use*, contact us at: olprc@pinesretreat.org.

RATE LISTING

Below are the current rates for the hermitages at Our Lady of the Pines Retreat Center.

	Reservation Type	2024	2025
Charged per cabin, per night	Bellbrook Hermitage	\$92.00	\$95.00
	Carlow Hermitage	\$92.00	\$95.00

***The Retreat Center is subject to the Sandusky County Bed Tax. This tax is not included in the above rates. All guests are required to pay this tax if they are staying overnight in the Retreat Center or the hermitages.**



GROUNDS MAP

OUR LADY OF THE PINES RETREAT CENTER

A MINISTRY OF THE SISTERS OF MERCY OF THE AMERICAS



"YOU'RE MY PLACE OF QUIET RETREAT; I WAIT FOR YOUR WORD TO RENEW ME."
(PSALMS 119:114)

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