



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](http://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 Sponsored Ministry of the Sisters of Mercy of the Americas*

1250 Tiffin St. Fremont, OH 43420

heidiosborne@pinesretreat.org

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*“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.

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### **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.

### **Animals/Pets**

Animals and pets are not permitted to stay in the Hermitages with the exception of service

animals accompanying their owners. Please contact the Retreat Center if you will be bringing a service animal.

### **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](http://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 within 14 days of making the reservation and can be paid via credit card upon creation of the reservation, or a check can be sent to:

Our Lady of the Pines Retreat Center  
1250 Tiffin Street | Fremont, OH 43420

For those belonging to a religious order who cannot pay up front, please select 'pay offline' and send a security deposit of 35% of the total stay to the address listed above.

### **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. If a cancellation occurs within 14 days of the date the reservation was created, you will be refunded in full via the original method of payment. If a cancellation occurs more than 14 days from the date the reservation was created, a cancellation fee of 35% of the total balance will be applied, and any remainder will be refunded

A refund request 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.
- Place all used dishes, silverware and cookware (even if washed during the stay) in the labeled dish bin for sanitation.
- 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.

### **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 an emergency kit containing a flashlight and a first aid kit in the wardrobe of the hermitage.

### **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 present it 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 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 custodian Bill Barbour at 567-201-6535. (Ex: broken pipes, no heat/air, etc.)

### **Meals**

Hermitage guests are responsible for their own meals. A dormitory style refrigerator with mini freezer is in the hermitage.

### **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.

### **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 both cancelled their reservation and received a cancellation confirmation via email 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 within 14 days of making the reservation and can be paid via credit card upon creation of the reservation or a check can be sent to:

Our Lady of the Pines Retreat Center  
1250 Tiffin Street, Fremont, OH 43420

## **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. 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.

## **Security Deposit**

OLPRC no longer collects partial payments for hermitage stays unless the retreatant belongs to a religious order and is unable to pay up front. If this is the case, the security deposit will be 35% of the total balance. This amount equals the cancellation fee.

## **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.

## **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](mailto:olprc@pinesretreat.org).

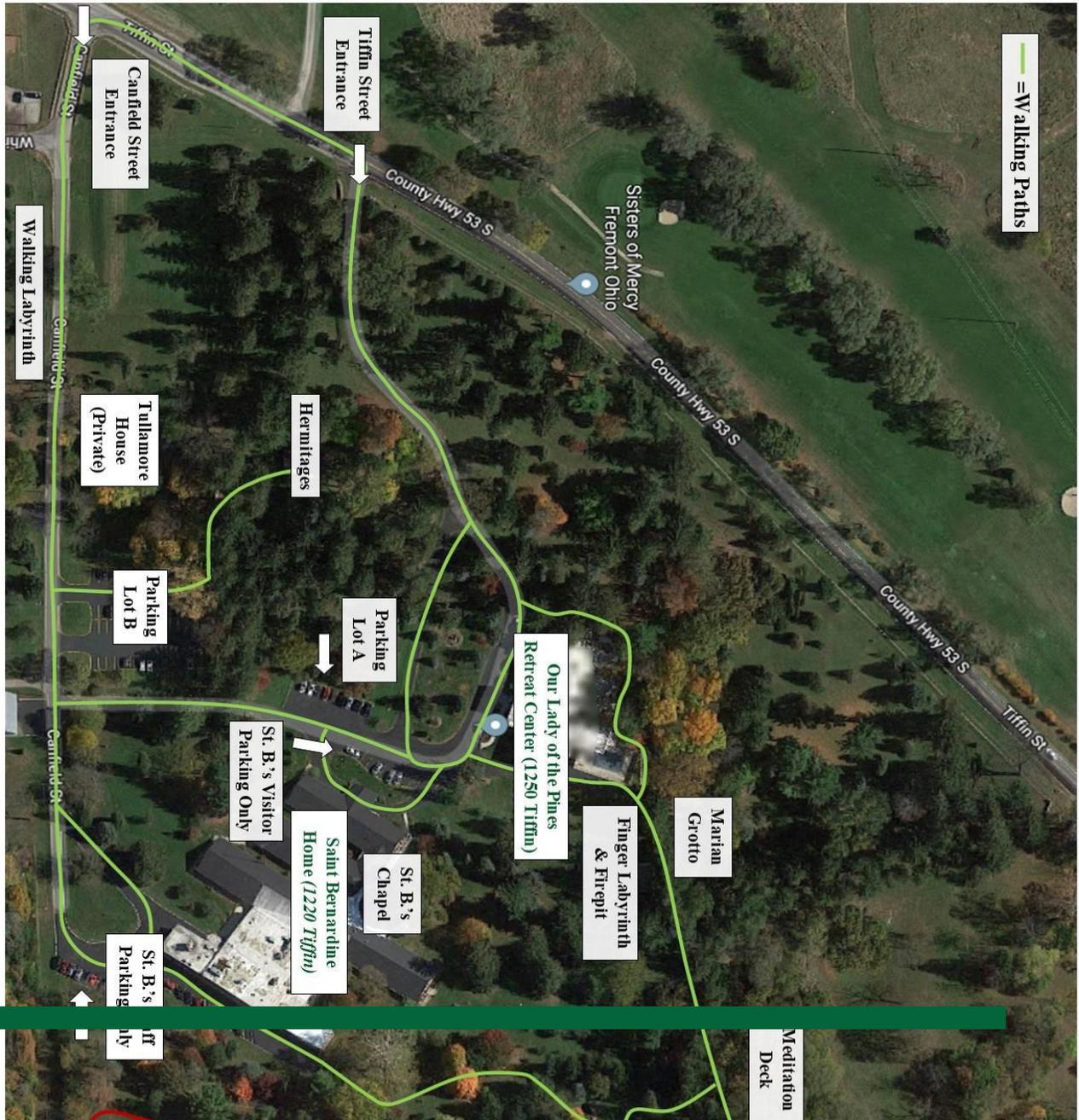
## RATE LISTING

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

	Reservation Type	2021	2022	2023
Charged per cabin, per night	Bellbrook Hermitage	\$80.00	\$82.00	\$84.00
	Carlow Hermitage	\$80.00	\$82.00	\$84.00

**\*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 SPONSORED 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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