

MRCC Group Policies

1. Our policy is to mark our calendar in pencil when a contract goes out. We give a two week window for contracts to be signed. If the contract is delayed beyond the deadline, then we remind the group's leadership to get the contract in. If another query comes in for the same date, we contact the group that is penciled in, and ask that they return the contract with a deposit, or lose the date to the other group.
2. Deposits can be paid in installments upon agreement of the director, and by signing a promissory note.
3. When a date is confirmed with a signed contract and a deposit, we reserve the right to fill any unused rooms with individual guests or another group. We may consult with the group already booked so we can make the best possible decision for both groups.
4. Every group staying at the Madonna Center must have a Certificate of Liability Insurance on file and/or have applied and granted coverage through Catholic Mutual Insurance.
5. Requests for early arrivals and late departures are subject to availability. All arrangements must be with the group's leadership at least 14 days in advance, and be prepaid. There are no refunds if plans change.
6. Individuals looking for a place *where they can pursue personal reflection and growth in an atmosphere of peace and comfort conducive to Christian renewal, human development, and personal growth* are welcome to stay at the Madonna Center. A reservation, prepayment for the stay, and sufficient identification is required.
7. We allow the day use of bedrooms only when space is needed for small group meetings, and none of the other areas are available. The lower price of \$10 is meant to cover the cost of cleaning but not changing linens in that room. Bedrooms with bath are not available for day use only.
8. No furniture, plants, or accessories are to be moved without specific permission granted by the director or center staff. If permission is granted to move the furniture, the group agrees to return it to its proper place. Failure to do so will result in a furniture moving fee being added to the final bill.
9. NO ARTWORK IS TO BE REMOVED FROM THE WALLS AT ANY TIME FOR ANY REASON.
10. The chapel in the Madonna Center is intended for Catholic Christian worship. Groups are welcome to use our chapel for quiet reflection, meditation, and prayer. However, it is not to be used for a meeting room, and the room cannot be rearranged in any way without permission from the director.
11. Adults, including chaperones accompanying minors, will not be permitted to share bath facilities with youth. The only exception is for family groups housed exclusively in the same corridor, and the washroom is designated as a family washroom.
12. Check out from bedrooms is 10:00 AM and check in is 3:00 PM unless previous arrangements have been made.
13. Renting a conference room or classroom for a whole day means 8:30 AM to 8:30PM unless previous arrangements are made.

14. Renting conference rooms for partial days is allowed as long as groups completely vacate the room by the time prescribed, and the starting time and ending time is continual. Partial days can be broken into halves—8:30 AM to 2:00 PM and 3:00 PM-8:30 PM. Set-up time is counted as part of the rental time.
15. Overnight guests are welcome to a complimentary tea and coffee service from 7:00 to 10:00 AM in the snack room. If groups want coffee before that time, arrangements should be made with the Monitor on duty. The Monitor will instruct the group on how to make the coffee, if necessary.
16. The Madonna Retreat Center's all day beverage service is available to groups using the Madonna Center or Lourdes Hall at the rate of a minimum of \$20 or \$1 per person per day, whichever is greater. The beverage Service includes:

- Fair Trade Coffee (Regular and Decaf)
- Hot water and assorted black and herbal teas
- Drinking water
- Iced Tea/Hot Cocoa/Hot cider in season
- Condiments including sugar, sweeteners, dry creamer, and half and half

17. Groups who provide their own beverage service should not depend on Madonna staff to make the coffee, etc. As per our supplier, the snack room coffee maker is not available to guests for their own beverage service unless they purchase coffee through our supplier. Other coffee makers including a 60 cup percolator, and three Bunn coffee makers in which any brand may be used.
18. We cannot make copies, send or receive faxes, or provide guests with phone usage or email access via Archdiocesan computers or phones. We offer free Wi-Fi in the lobby and in some rooms for the use of our guests. There are pay phones and a house phone for guests' use in the lobby. Other office services should be secured via outside vendors.
19. The Madonna Center no longer allows group organizers to make final room assignments. If a group wishes to give us input on room assignments (such as roommate requests) we are happy to accommodate those requests as best we can. However, in order to be good stewards of our resources, all room assignments will be made with cooling or heating concerns, as well as the needs of all our guests, in mind.
20. Groups with commuters who choose not to stay overnight at the Madonna Center will be charged a \$5/person/day guest fee.
21. No group can reserve all of the rooms with bath unless they are willing to sign a contract for at least 38 rooms (day rooms do not count toward this total) or are willing to pay an exclusivity fee.
22. The exclusivity fee is equal to the single occupancy rate for rooms left empty over the weekend (Thursday night to Saturday night) of your stay. We will charge you \$33/night per room for the privilege of keeping that room empty, rather than having a second group booked that weekend.
23. We do not accept packages addressed to MRCC guests that are delivered by the U.S. postal service. Packages should be sent either UPS or Fed Ex to our 4040 St. Joseph's Place location, should include the name of the group they are with, and arrive during the time a guest is in residence at MRCC. Packages arriving after the guest leaves will be refused.