

Trigonos

Guide for Group Organisers
2020



Everything you need to know about
booking and running your event

www.trigonos.org

WELCOME TO THE TRIGONOS GUIDE FOR GROUP ORGANISERS!

We are delighted that you are considering booking with us and hope that this guide contains all the information you need to help you to make a decision and, should you decide to book, to walk you through the process from your initial enquiry to the start of your stay.

Trigonos provides a perfect setting for many different types of workshop, training or event with its 18 acres of land on the edge of a lake with an uninterrupted view of Snowdon and its range of meeting rooms and workspaces.

Group leaders say that what they value about Trigonos is: the warm reception and friendliness of the Trigonos team; the fantastic vegetarian food and the way we cater for special diets; the comfortable but affordable residential accommodation and the freedom they feel in being able to arrange their programme the way they want to whilst getting unobtrusive support as and when they need it.

Our prices include many items normally seen as 'extras'. At Trigonos, there are no hidden costs so you can draw up a budget and keep to it.

Trigonos is:

- *Open to all people who are seeking a calm, nourishing and inspiring environment*
- *Rooted in sustainability and socially responsible values*
- *Committed to working holistically with our visitors, team, suppliers & local community*

This guide contains materials designed to provide you with all the information you need to make a decision and to plan your visit. However, if you want to know anything more, please do get in touch by phone or by email, and we will always be happy to help.

Kayleigh Hodgson
Lead: Business Development
Trigonos

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Bedrooms, Workrooms & Equipment

What follows are details of the facilities that are available to groups to help you plan your visit. The bedrooms vary in size and style and there is some flexibility in terms of adding an extra bed, where indicated. We currently have one en-suite bedroom which has wheelchair access, one (on the first floor) that has a wet room (suitable for someone with sight impairment) and we have facilities for hosting people (or groups) with hearing impairments. Please ask if you need more information.

Location	Occupancy	Access	Extras	Facilities
Garden flat	Rooms with shared facilities (x1 shower, x1 WC) near the Trigonos quiet room			
0	Single	Ground		Shared
1	Single	1st floor		Shared
2	Twin	1st floor	Has room for an extra bed	Shared
Plas	En-suite rooms in main house – full of character / different sizes			
3	Twin	1st floor	Has room for an extra bed	Bath with a shower
4	Twin	1st floor		Bath with a shower
5	Single	1st floor	Has room for an extra bed	Shower
6	Double	1st floor	Has room for an extra bed	Bath with a shower
7	Single	1st floor		Bath with a shower
8	Single	1st floor	Suitable for someone with a visual impairment	Wet room
9	Single	1st floor	Has room for an extra bed	Bath with shower
10	Twin	1st floor	Has room for 2 extra beds	Bath with shower
Courtyard	En-suite study bedrooms opening directly on to a small courtyard			
11	Single	Ground	Wheelchair accessible	Wet room
12	Single	Ground		Bath with shower
13	Single	Ground		Bath with shower
Dol Wennol	Ground floor rooms - all shared facilities (x2 showers, x2 separate WCs)			
14	Twin	Ground	Has room for an extra bed	Shared
15	Single	Ground	Has room for an extra bed	Shared
16	Twin	Ground	Has room for an extra bed	Shared
17	Single	Ground		Shared
18	Single	Ground		Shared
Dol Gwydion	Recently refurbished en-suite rooms			
19	Single	Ground		Shower
20	Single	Ground		Shower
21	Single	Ground		Shower
22	Double	First floor	Can be used as single	Bath with shower

Workrooms (photos available on the Trigonos website):

- **Gallery:** 35'6" by 16'6" (10.8m x 5m). Oakwood floor. Piano. Seats up to 35 in a circle and up to 70 in rows. The gallery adjoins the Small Meeting Room and the two rooms are often used together.
- **Small Meeting Room:** 19' by 18' (5.8m x 5.5m). Carpeted. Seats up to 15 in easy chairs.
- **Main Meeting Room:** 26'6" by 16' (8.1m x 4.9m). Carpeted. Large window provides good natural light and a view of the lake and the mountains. Seats 25 (circle) or 30 (theatre style).
- **Studio:** 35'6" by 18'8" (10.8m x 5.7m). Marmoleum floor-covering and under-floor heating. Huge windows provide excellent natural light and a view of the lake and mountains. Up to 25 people can do yoga or circle dancing or up to 15 people can work at tables / easels.

When booking your workroom(s) we will need to know:

- Approximate times of **intended use each day** of your visit (for cleaning and heating purposes)
- **Set-up** of the room(s)
- Information about any **equipment you require** us to provide (any changes to the set up after arrival will need to be undertaken by the group)

Note: There is also a **quiet room** and a **library** which guests are warmly welcome to use, but these are available to all visitors at all times and not bookable by groups.

Equipment available (subject to availability when there are two groups in residence):

- Upright padded chairs with arms
- Fold up padded chairs
- Trestle tables
- Fold up tables (6 foot long)
- Digi projector
- Flipchart stands and paper
- Flip chart pens
- CD player with speakers
- Selection of cushions

Please note: We do not provide yoga/meditation mats, stools or bolsters

Prices for 2020

We offer a **fully inclusive rate** to make your budgeting easier and ensure no surprises!

Our prices include:

- Breakfast, lunch, dinner
- Morning coffee / tea with biscuits
- Afternoon team with a 'sweet treat'
- Teas, coffees and a fruit bowl available 24 hours
- Use of meetings rooms (as set out below)

Prices per person per 24 hours (all prices are inclusive of VAT):

	En-suite	Shared facilities	Notes
Single	£104	£90	Single used as a twin charged as twin
Twin	£98	£80	Twin used as a single: add £12
Double	£98	N/A	Double used as a single: add £12

See bedroom list on pages 3-4 to see how many of each type of bedroom is available.

Workrooms included in the price (see page 4 for list of workrooms available):

- Up to 14 in the group – 1 workroom
- 15-23 in the group – 2 workrooms
- 24+ in the group – 3 workrooms

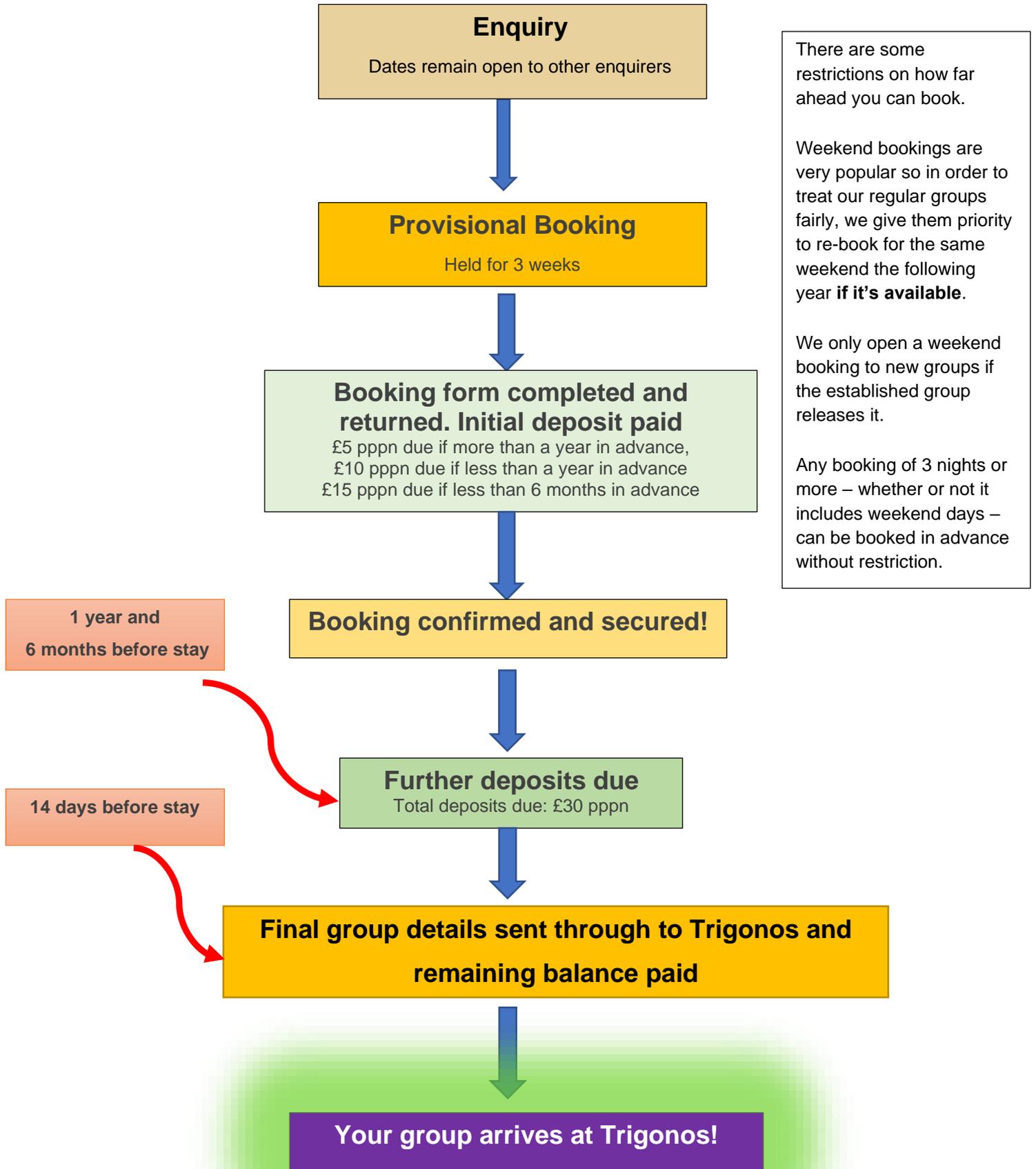
Additional workrooms (if available) charged @ £50 per day

Discounts:

- Light lunch or packed lunch options = £8 discount per person per night
- Mid-week bookings (Monday pm to Friday pm) = £5 discount per person per night

Exclusive use will be given to groups with 22 or more resident guests. Any groups with less than 22 resident guests may be sharing Trigonos with other guests

Overview of booking process



There are some restrictions on how far ahead you can book.

Weekend bookings are very popular so in order to treat our regular groups fairly, we give them priority to re-book for the same weekend the following year **if it's available**.

We only open a weekend booking to new groups if the established group releases it.

Any booking of 3 nights or more – whether or not it includes weekend days – can be booked in advance without restriction.

TRIGONOS BOOKING FORM
TO BE COMPLETED AND RETURNED WHEN DATES HAVE BEEN AGREED

Name of group/organisation: Invoices to be made out to: (if different from above)	
Name of contact person:	
Address:	
Land line:	
Mobile:	Email:
Arriving on / / DD MM YY	Departing on: / / DD MM YY
Day of Week:	Day of Week:
Time of Arrival (4pm unless agreed otherwise):	Time of Departure (2pm unless agreed otherwise):
First Meal (afternoon tea unless agreed otherwise):	Last Meal (lunch unless agreed otherwise):
When arrival is 4pm, we will receive guests between 4pm and 6pm. Arrangements will be made for late arrivals.	
Total number of residents: (including group leaders / organisers, partners who are not part of the group and / or children)	
Bedrooms required: (Number and type) (a word version of the detailed bedroom list can be sent upon request)	
Workspace(s) required (tick box) Workspace will be reserved for the whole period unless otherwise indicated <input type="checkbox"/> Main Meeting Room / <input type="checkbox"/> Gallery & Small Meeting Room / <input type="checkbox"/> Small Meeting Room / <input type="checkbox"/> Studio	
Other requirements - please specify: (eg exclusive use, silent periods, wheelchair access, etc)	
Meals Trigonos meals are all vegetarian and we cater for vegan or other diets and essential food requirements. Our group requires:	
<input type="checkbox"/> Full board with full lunches <input type="checkbox"/> Full board with light lunches <input type="checkbox"/> Full board with packed lunches (please specify the days these will be required):	

AGREEMENT TO TERMS AND CONDITIONS

*This document forms your contract with Trigonos once you have made a provisional booking.
Please read it carefully, complete & sign to indicate your acceptance*

Trigonos seeks to work in a way that will support your visit as fully as possible and to this end, we have specified the terms, conditions and responsibilities that pertain to your stay. These are set out below.

THIS AGREEMENT is made between TRIGONOS and XXXX (name of group leader / organiser) on behalf of YYYY (name of group).

It covers a booking for the following dates:

FROM:

TO:

CONFIRMED BOOKINGS

A booking is confirmed upon receipt of a fully completed booking form, a signed Terms & Conditions document and the payment of the initial deposit. These need to be received by Trigonos within three weeks of the date of the provisional booking or the provisional booking will lapse. In this event, Trigonos reserves the right to offer the dates to other groups.

BOOKING FORM

All sections of the booking form need to be completed in full and signed by the group organiser, or someone nominated by him/her.

BEDROOMS

The allocation of people to bedrooms is the responsibility of the group organiser. Additional bedrooms, if required, can be booked at any time (subject to availability). Trigonos may let bedrooms & workspaces not reserved by the group to other visitors unless 'exclusive use' is agreed.

Bedrooms must be vacated by 9.30am on the day of departure unless otherwise agreed in writing and in advance. Luggage may be left in the main sitting room until the time the group leaves.

Separate costs apply to any group member that is non-resident – details will be discussed and the daily rate agreed once it is known what meals and any other facilities they will require.

ESSENTIAL DIETARY REQUIREMENTS

Trigonos has a good reputation for meeting essential dietary requirements. But to do this, we rely on the information given to us by the individuals concerned via the group leader. The "Essential Dietary Requirements" form must be completed and sent to Trigonos at least 14 days before your visit to enable the catering team to plan menus and purchase any necessary special food. Trigonos cannot accept responsibility for meeting dietary needs if the information is not provided.

DEPOSITS

All deposits are non-returnable.

A deposit of £30 per person per night (pppn) is required six months in advance of the arrival date. The payment of the deposit is split into stages as outlined in the Group Organisers Guide – the dates for payments for your group are set out below.

Payment Schedule	Date payable	Total amount due
Initial deposit Due at time of booking the dates		
Second deposit payment Due 6 months before arrival		
Final Payment due 14 days before arrival unless otherwise agreed in writing and in advance		

METHODS OF PAYMENT

Payments in GB£s can be made by the following methods:

- **BACS / internet banking** (please quote invoice number, group name or booking dates)
Co-operative Bank • Account name: Trigonos • Account no: 6533 4863
Sort Code: 08 92 99 • IBAN: GB10 CPBK 0892 99 653 348 63 •
BIG code: CPBK GB 22
- Personal or business cheque payable to TRIGONOS (UK banks only) (please quote invoice number, group name or booking dates)
- Bankers draft payable to TRIGONOS (please quote invoice number, group name or booking dates)
- Debit and credit cards
- Cash

We regret that we are not able to accept either cheques drawn on non-UK banks or foreign currency

REDUCTION IN GROUP NUMBERS:

In the event of any changes by the group that results in fewer people attending than given in the confirmed booking, the following conditions will apply:

- From the point of confirmation of the booking till 48 hours before the event - £30 per person per night (ie the deposit paid) will be retained
- Within 48 hours of commencement of the event, the full amount will be charged (group organisers are advised to take account of this when putting their budgets together and to notify their group participants of their individual financial obligations)

CANCELLATIONS

Should the group booking be cancelled any time up to a month before the arrival date, Trigonos will retain the full deposit that has been paid. Should the group be cancelled between a month and 14 days before, 75% of the full projected cost will be invoiced and payable to Trigonos within 30 days of invoicing.

WELCOME / ORIENTATION

All groups must agree to give space in their schedule for the welcome / orientation session (lasting approximately 15 minutes) at an appropriate time soon after the group arrives. It is the group leader's responsibility to ensure that information covered at the session will be relayed to any late comers

GROUP LEADER / ORGANISER'S ADDITIONAL RESPONSIBILITIES

In advance of your visit:

- To provide a list of names of the members of the group and any additional people (e.g. partners)
- To return the list of allocated bedrooms
- To provide any details of group members with special needs / requirements
- To provide a detailed and accurate list of food intolerances or allergies for any group members
- To inform group members about arrival times
- To be familiar with Trigonos health and safety policies (information on fire safety and other issues will be provided in advance of arrival)

During your visit:

- To encourage the group to use Trigonos resources with care and attention (e.g. turning down radiators in their bedrooms when warm enough, closing outside doors in cold weather, turning off lights when workrooms are not in use)
- To be sure that any electric equipment brought in by the group is used has been tested and is safe
- To alert the group to health and safety issues (e.g. swimming in the lake)
- To remind the group, if necessary, that our heating operates with biomass which is very effective but can take time to adjust when the weather changes
- To remind the group that each member is responsible for his / her own wellbeing – Trigonos cannot provide medical or first aid services
- To alert the group that Trigonos is committed to building bio-diversity and to rewilding so whilst guests are welcome to enjoy walking in the gardens and fields, they must not cut any plants or trees and, since some species on site are poisonous, they must not eat anything they see growing in the wild

INSURANCE:

Trigonos advises that all group leaders should consider having event insurance cover, which is easily obtained at a reasonable cost to cover any eventualities that may lead to unexpected payments to Trigonos (e.g. in the event of a cancellation).

I enclose a deposit of £ (Cheque should be made payable to “Trigonos”)

I have sent a deposit by bank transfer of £.....

Trigonos bank details: Trigonos • Co-op Bank • A/C No: 65334863 • Sort code: 08 92 99

I would like to pay by credit / debit card and will phone Trigonos to make the payment

I would like to pay by another method (see options above) – please specify:

Note: All prices quoted by Trigonos are inclusive of VAT

I have read, understand and accept the terms and conditions outlined above:

Signed: Date:

Group:

Please return a completed and signed version of this agreement to:

Trigonos • Plas Baladeulyn • Nantlle • Caernarfon • Gwynedd LL54 6BW

Or an electronic version to: info@trigonos.org

When you arrive

Arrival:

It is important that groups do not arrive before the agreed time to ensure that all the cleaning and preparations are completed and that there is a Trigonos host to greet you and your group. If you, as the group leader, need to arrive early to set up your workroom(s), then please confirm this in advance. We will always do your best to make this possible.

Office hours and responsibility for your group:

The Trigonos office is normally open from 9-5 Mondays to Saturdays and 9-3 on Sundays (unless it is an arrival day). During your stay, members of our team will all do their best to assist you if you need anything. We do not, however, have resident staff – the place is for you to make your home whilst you are here – but one of our senior team is always available and can be reached out of office hours, in the case of anything that needs urgent attention.

For most eventualities you, as group leader, will carry responsibility for your group (see sample agreement on pages 8-11)

Meals:

- Breakfast 8am
- Morning break 11am
- Lunch 1pm
- Afternoon break 4pm
- Evening meal 7.00pm

If you need to change these times, please discuss this with us before you arrive so we can make the necessary arrangements in advance. Please note that we are not able to serve breakfast before 8am or the evening meal after 7pm.

A note on sharing the space:

If your group doesn't have exclusive use, then it is likely that there will be other visitors staying at Trigonos (either another group or B&B guests). You will have been told of this in advance and we will always do our best to ensure that arrangements work well for all concerned. Where there are two groups, we will introduce the group leaders on arrival and have a 3-way discussion to ensure that any concerns are able to be raised and any necessary adjustments agreed.

Welcome talk / orientation:

On arrival you and your group members will be met at our reception, taken to their bedrooms and shown where the various facilities (the dining room, library, quiet room and work rooms) are. Tea and a 'sweet treat' will be available from 4pm on the day of your arrival. At an agreed time one of our team members will give a brief talk designed to: welcome the group; share a little background about Trigonos; explain any comfort, health & safety issues and to answer any questions the group members may have.

Communications during your stay:

If there are messages from Trigonos to you as group leader, or to any of your group members, these will be left on a noticeboard in the main house. Similarly, any messages from you or your group can be left for the Trigonos team. All messages will be picked up regularly. Guests have access to wi-fi and though mobile phone signal is poor, there is a pay phone available for guests.

FOR MORE INFORMATION OR TO MAKE A BOOKING

E: info@trigonos.org T: +44 (0) 1286 882 388