



Welcome Information for Guests

We're really looking forward to welcoming you to St Columba's House soon! We thought you might like a bit of information about what to expect when you arrive for your stay with us.

St Columba's House is a small Christian retreat and conference centre in Woking, Surrey. We are a charity (our parent charity is called St Peter's Charity reg charity no. 1177879 and companies house no 11142467) and we run St Columba's House because we want people to take time out of their normal lives and experience our Christian hospitality. We welcome all Christian traditions to use our House and, of course, many other people for many different purposes. Whether you are visiting for work, a retreat, a hobby group or training, we hope you will have a lovely stay with us.

We're a bit different from a hotel.

To keep costs as reasonable as we can for our guests, we have a small staff team, most of whom work part time. Our bedrooms are simple and comfortable. They are mostly en-suite single rooms with a shower, though we have a few twins and doubles.

We have two lovely worship spaces – our large Chapel and small circular oratory – do feel free to use either of these for some personal time out if they are not in use by a group. You are also welcome to use our foyer, lounge area and gardens throughout your stay.

Since other groups may be on site at the same time as yours, please be mindful of others. Please don't use any meeting rooms which have not been booked for your group as they will have been cleaned and prepared, ready for others to use.

Checking in and out

Please check in on arrival, at our reception desk. We'll give you your room key and direct you to your room.

If you are arriving in the morning, your bedroom may not be available until later in the day but a room will be available to store your luggage in the meantime.

Check out is at 10am. If you are staying for the rest of the day, luggage storage space will be made available.

Our food & drink

To keep costs as affordable as possible for our guests, we have fixed meal times. And to minimise food waste we serve one meal for everyone – there are no menu choices. Breakfasts are self service and consist of toast and cereal (gluten free/dairy free available on request). Lunch and dinner are usually 2 course meals served in our refectory dining room.

If you have any dietary requirements you must let us know at least 10 days before your stay so that we can do our best to accommodate your needs. Sadly, there are some dietary needs we are unable to cater for. The main house has a professional catering kitchen which may not be used by guests. However, there is a microwave and fridge available in our dining room. We also have a self-catering kitchen in our annexe, Redwood House, which is sometimes available for guests who need to prepare their own food because of specialised dietary needs. You are welcome to call or email our staff in advance of your stay to discuss your needs on

admin@stcolumbashouse.org.uk 01483 766498.

There is free tea and coffee (and herbal tea) in our foyer which you are welcome to throughout your stay. Chilled soft drinks are available for a small charge and we have a Fairtrade snack stall you are welcome to purchase chocolate and snacks from.

We don't sell alcohol but you are very welcome to bring your own. We don't charge any corkage. Please put any empty bottles in our glass recycling bin outside.

Parking

We have limited parking available on site with 25 spaces which are on a first come first served basis (guests with mobility problems can reserve a disabled space in advance of their stay). Some nearby roads have no parking restrictions.

Towels and sheets

We provide towels, bedlinen and a bar of soap. You will find your bed made on your arrival. We ask guests to strip their beds and leave used bedlinen and towels outside their bedroom doors before they check out, to help our housekeeping team.

Other things

There is free Wi-Fi throughout the house. The password is maybury99

There are a few hairdryers and an iron and ironing board available to use on request – ask at the reception desk.

We have two buildings – the main house with 22 single en-suite bedrooms and 1 twin and Redwood House, a self-contained annexe 4 double/twin bedroom house in our gardens which can be used for self-catered groups or as additional meeting rooms and bedrooms as required.

There is a small Asda supermarket within 5 minutes' walk and also a lovely gastro pub called the Inn at Maybury, which is good for food or just a drink, a couple of minutes' walk along the road.

Staffing

Our reception office is staffed from 9am to 9pm when guests are staying overnight (or 9am-4.30pm weekdays if we have no overnight guests). Feel free to ask for assistance at the office during these hours. One member of staff remains on site all night on a sleeping shift and is available outside office hours in emergencies only on 07506 612308.

Getting here

Train – we are 20 minutes' walk or 5 minute taxi ride from Woking station which is 25 minutes from London Waterloo. Exit Woking Station from the Platform 5 exit.

Airport – Woking is closest to Heathrow and is served by a Heathrow airport bus service outside Woking Station which serves Terminals 2,3 and 5. Gatwick is also easy to reach by train with one change.

Car - you are welcome to drive to St Columba's House. Please be aware that we have limited parking on site and cannot guarantee a parking place. If you are disabled, you can reserve a parking space by letting us know in advance that you will need a space reserved for you. We do not currently have charging facilities for electric cars (but hope to install these before too long).

Disabled access information

We have a detailed sheet of information about our accessibility – do feel free to request it via our Front Office on admin@stcolumbashouse.org.uk or 01483 766 498.