

Accessible Hope International



Shalom Retreat Centre Manual

Accessible Hope Shalom Retreat Centre

The Shalom Retreat Centre (SRC) of Accessible Hope International is operated for multiple purposes:

- 1) To provide a place for AHI teams and administrative personnel to stay while in Sierra Leone,
- 2) To serve the spiritual care needs of ministers of the Gospel in Sierra Leone, and
- 3) To generate income for the program operations of AHI in Sierra Leone.

Accessible Hope International strives to continually increase the sustainability of its programs, with decreasing dependency on foreign funding. This retreat centre is a step toward that sustainability. All funds generated by the retreat centre above the cost of running the facilities go directly toward the programs and activities of AHI for the benefit of serving women affected by disabilities in Sierra Leone and around the world. It is also our prayer that our guests would find a place of rest and respite from the demands of ministry, a comfortable place to house and debrief teams, or just a place to take some time away from ministry.

Thank you for your contribution toward the development of women with disabilities in Sierra Leone! God bless you!

Rooms

The Accessible Hope SRC has a total of 8 bedrooms in 2 buildings. The main facility has 6 bedrooms, which sleep 2 people each. The two rooms on the main floor are disability-friendly for guests who need that accommodation. All upstairs rooms have a private balcony, private bathroom with hot water, and air-conditioning. The two disability-friendly rooms on the first floor share a bathroom.

Fees

Rooms (breakfast of bread with cheese or jam and tea/coffee included)

All rooms are \$50 per night whether for 1 or two persons.

Room 1 (upstairs)	King Bed
Room 2 (upstairs)	2 single beds
Room 3 (upstairs)	Double bed
Room 4 (upstairs)	2 single beds
Room 5 (downstairs)	2 single beds
Room 6 (downstairs)	2 single beds
Room 7 (small house)	King bed
Room 8 (small house)	2 single beds

Discount rates for large teams (greater than 10 people) can be negotiated with Accessible Hope. The small house, known as Chiles Cottage, is a fully-furnished, self-contained house with a living room/dining room, furnished kitchen, 2 self-contained bedrooms, an

office/store and half-bath. This facility is typically rented as a whole on a longer-term basis (by week or by month). However, for larger teams, these rooms can also be rented for the same price as the rooms in the larger house.

Meals and Food (per person or item)	Adult	Child (under 10)
Breakfast (hot – eggs, muffins, pancakes, etc.)	Le 40	Le 25
Lunch (rice & sauce)	Le 65	Le 50
Dinner	Le 80	Le 65
Cold Soft drinks	Can Le 20	

Laundry

One level basket of clothes	Le 40
Extra washing of bedspreads or sheets	Le 50

Long-term stay rates can be negotiated with the international office by contacting src@ahint.org.

Booking Reservation and Payment

All room fees should be paid online or by check to Accessible Hope International's US office. It is preferable that rooms are paid for in advance. Meal fees should be paid in Leones in Sierra Leone to the Retreat Centre staff. A receipt must be issued and a duplicate kept by the SRC Administrative Manager. If the room is available and occupied immediately, fees may be paid prior to occupancy or upon departure if the departure date is uncertain. Cancellations are refundable, minus a 15% administrative fee, if the guest cancels the reservation. If the guests need to reschedule the date, this can be done without a fee and any deposit paid may be applied to the new booking date.

Booking of rooms should be done online at www.AccessibleHope.org/SRC or by writing src@ahint.org. If a party wishes to have exclusive use of the retreat centre, a whole-center rate may be negotiated with Accessible Hope.

Accessible Hope teams and guests take priority over other guests. Whenever possible, those bookings will be made in advance. However, in an emergency when an AHI team or staff member is in need of lodging, other guests with reservations may be bumped from the guesthouse, or their room changed. In cases where the guest has to relocate to another facility, any funds paid will be refunded on a prorated basis. Once a reservation has been booked, the guest may check in at any point during the day reserved for arrival. If the guest does not arrive on that day and has not given notice of delay, the deposit and that night's fee will be lost.

Staff

The Accessible Hope SRC employs three staff members to care for guest needs. The internal staff members are the Hospitality Coordinator and the Operational Coordinator. At night, there is a Security Officer and Caretaker on duty. The internal staff work from 7:00 am – 7:00 pm when guests are present. The Security Officer/Caretaker works from 6:30 pm – 7:00 am. When guests are present, a staff member will be at the SRC at all times. If you find a problem with the guesthouse (ie/ something in need of repair, something that needs to be purchased, etc.) please notify the internal staff. If there is a problem with one of the guesthouse staff, please notify the SRC Administrative Manager, Fenty Conteh (078-348-475 – phone or WhatsApp) or email AHI at src@ahint.org as soon as possible.

Food

A light breakfast of bread with jam or cheese and tea or coffee will be provided for any guest who sleeps at the retreat centre. If a more substantial or hot breakfast is desired (see list at the back of this manual), the guest will pay the breakfast rate listed above. Any guests wanting lunch or dinner should make those reservations in advance, preferably by 24 hours, but at least by the morning of the day the food is desired. Lunch will be local food (rice with sauce). Dinner options include other types of foods that are available locally. Food restrictions or allergies will be accommodated as much as possible. Please notify the staff in advance of any food restrictions. If you are with a group, the entire group must decide on the same meal, and it will be served “family-style.”

Outside cooks may not be brought in by the guests for food preparation. Guests may feel free to eat outside the facility on their own, but may not bring their own cooks in to the facility. Guests may not prepare their own foods in the SRC kitchen, except by special arrangement with AHI. Personal food that does not have to be cooked may be kept in the SRC fridge.

Room Cleaning

If you are staying in a room for an extended period, the room will be cleaned *with your permission*. If you do not wish to have your room cleaned, please communicate that to the SRC staff. This also applies to the bathrooms within the bedrooms.

Electricity

Makeni has fairly consistent electricity, usually 24 hrs/day. Blackouts generally last less than 10 minutes. If there is a power outage that lasts beyond 20 minutes while guests are present, the generator will be run from 7:00 – 10:30 pm. Each room is equipped with a power outlet strip, a ceiling fan, and an air conditioner. If there is a problem with the electrical appliances in your room, please notify the SRC staff. Please be conservative with the electricity and turn off all appliances and lights when not in use or when you leave. If lights, fans, or AC units are left running after the guests have left the premises, the Retreat

Centre staff will enter the room to turn them off. ***When the generator is running, the AC units and the water heaters may not be operated.***

The power generated by both city power and the generator is 240 volts. Please be careful when using electrical appliances. Neither Accessible Hope International, nor the SRC, is responsible for damaged electrical appliances. Power fluctuations are very common and can cause appliance damage.

Wi-Fi

And Orange (Airtel) wifi device is available at the SRC. But because internet is paid for by data usage, you will need to buy “top-up” for the device to use while you are there. The SRC staff can get this for you at your request with prepayment. There are flyers in the notebook at the SRC with data package pricing. Please verify the most current prices, as they do change.

Wifi: AHI – SRC

PW: Dignity

Water (and Showers)

Running water from the tank supplies the house. Water for the tank is pumped into the tank from a borehole well. There may be problems with the water supply at times, especially at the height of dry season (March – April). It is advisable to use the water with discretion so as not to run out or create excess work for the caretaker. Toilets should be flushed only when necessary. Please notify the caretaker or Manager of any water supply problems.

The borehole well on the SRC site supplies all of the water for the Centre. We do not recommend that the water from the well should be used for drinking. Guests should either bring their own drinking water, or use the white, US-approved water filter at the SRC for drinking water (on the small table next to the kitchen door). Brushing teeth with the water in the sinks is safe, but at your own discretion.

Water pressure in the showers is maintained by using the pressure pump during shower use. The switch for the pressure pump is located at the top of the stairs. Please ask the staff for help if you need it. The pump should be switched on when you are ready to take a shower, and **must be switched off** as soon as you are finished with the shower.

Laundry

If you wish to have clothes laundered while staying at the SRC, you may request this service of the SRC staff the night before you need it. During rainy season, laundry will be done at the discretion of the SRC staff, and will require 2 days for drying. Thus, clothes should not be washed the day before traveling, as they may not dry in time to pack.

If you soil a bed and the linens need to be washed prior to your departure, you should inform the SRC staff so that new linens can be supplied and the soiled ones washed. Fees applying to this situation are outlined under “Fees.” Normally bed linens will not be changed during your stay and towels will be washed twice weekly. If you have an extended stay, bed linens may be washed after 1 week.

Supplies

The SRC provides and maintains the following supplies for guest use:

- hand soap
- bar soap for showers
- toilet paper
- mosquito coils
- towels and bed linens
- cleaning supplies
- coffee, tea and condiments
- Filtered water
- Soft drinks* (please request if desired)

* Additional cost

If you require other supplies, you may purchase them yourself, or request them from the SRC staff and pay the costs related to the purchase of such supplies.

The SRC does not provide mosquito nets for the beds. There are screens on all windows and doors at the retreat centre. If you notice mosquitoes or other insects in your room, please notify the SRC staff so they can spray your room while you are gone. Mosquito coils may also be requested. ***Please place mosquito coils on the floor on a paper, not on the furniture, as the coils can tip during the night and burn the furniture.***

If non-consumable supplies are found missing following a guest’s stay, replacement fees will be charged to the guest upon departure. This may also prohibit the guest from returning to the Retreat Centre. If a guest inadvertently breaks or destroys SRC property, this should be reported to the SRC staff and payment should be made for replacement or repair.

Security

The Retreat Centre compound is relatively secure, however, anything can happen. ***Please be sure that all external doors are locked prior to going to sleep at night.*** If all guests have gone to bed and the security guard finds a door unlocked, he will wake a guest to lock the door from the inside.

During the day, a member of the Guesthouse staff will be present at all times and locking the house upon departure is not necessary when a staff member is present. If the staff has to go to the market, they will lock the house. If you think you will return during the day, please let the staff know so that they can make arrangements for keys. Individual rooms

may be locked at the guest's discretion. We trust our staff, but guests should not leave valuable items or cash lying around in rooms or public areas of the house as a matter of prudence. *Again, if lights, fans or AC units are left on, the staff will enter the room in your absence to turn them off.*

Policies

The Shalom Retreat Centre is a smoke-free facility. Also, drunkenness and prostitution are not permitted on the compound. Guests who violate these policies will be asked to leave without a refund.

Retreat Packages

All-inclusive retreat packages may be reserved and purchased from Accessible Hope or by contacting the Shalom Retreat Centre. These packages include lodging, food, and a guided retreat experience. Retreat options for individuals or groups include: day retreat (no lodging), overnight retreat, or 2-night retreat. Facilitated retreats are also available upon request. Brochures for retreat options are available at the SRC or on our website at www.AccessibleHope.org/src or emailing SRC@ahint.org.

Contact Info

If you need assistance during your stay, please contact one of the following people:

SRC Staff Member on call (phone or WhatsApp)	075-877-333
Fenty Conteh, Administrative Manager (phone or WhatsApp)	078-348-475
AHI staff member on call (phone or WhatsApp)	+1-901-218-5243
	SRC@ahint.org

You may be contacted by email to complete a short survey regarding your stay at our retreat centre. Thank you for helping us to improve our service!

Please sign the Retreat Centre guest book upon your arrival and provide us with your email address. It will only be used for following up on your stay here and will not be given out to anyone or used for solicitation.

If you wish to receive our email newsletter about the activities of Accessible Hope, you may subscribe on our website at www.AccessibleHope.org.

For any questions or concerns regarding the Shalom Retreat Centre – please contact our International office at:

Phone:	+1-901-218-5243
Email:	src@ahint.org

Meal Options for the SRC

Meal choices will be made from this list (as available) by the SRC staff. If you desire a particular menu item or have food allergies which prevent you from eating certain items, please communicate this to the SRC staff. Vegetarian meals can be prepared if notified in advance.

Hot Breakfast (Le 40 for other than bread, jam and tea/coffee)

Pancakes
Eggs (fried, boiled, scrambled, or omelet)
Banana or Pumpkin muffins
Scrambled French Toast w/ syrup
Pancakes (with syrup or fruit)
Donuts
Bulgar or Oatmeal (hot cereal)
Fruit or fruit salad (seasonal)

Lunch (Le 65 – all served over rice)

Groundnut stew
Potato Leaf stew
Cassava Leaf stew
Pumpkin stew
Okra Stew
Chicken curry
Groundnut soup
Boil soup
Chicken or fish ball stew
Binch (Beans)
Greens
Kren-kren

Dinner (Le 80)

Main

Roast meat kabobs
Grilled pepper chicken
Meat pies (empanadas)
Yams/potatoes/cassava with meat gravy
Pizza with chicken or ground beef
Couscous with gravy
Pasta with sauce
Veggie kebabs
Fried luncheon meat sandwiches
Sardine sandwiches with veggies
Chicken or veggie wraps w/ Lebanese bread
Dinner salad (mixed greens, veggies, chicken)

Sides

Chips (French fries)
Cassava fries
Cucumber/Tomato salad
Akara (with pepper sauce)
Fried plantain
Steamed vegetables (in season)
Lettuce salad (in season)
Sweet potato fries
Fruit (in season)
Mixed Salad (cabbage, spinach, lettuce, moringa)