



Guesthouse and Retreat Policies

Booking Information

Disability

Individuals with a disability should disclose their disability and necessary accommodations on their application. Brokenhearted-Healing Homes will do everything in our power to accommodate individuals with disabilities.

Add-Ons or Opt-Outs

Guests can add on services or opt out of services. The following table details what can be added on or opted out. See application for prices.

Add- On	Opt-Out
One to two nights	Consultations
Daily housekeeping service	Spa Package
Laundry service	Catamaran Tour
Tours: i.e. horseback riding, Bajan Food Walking Tour, Harrison's Cave	
Additional Consultations	
Car Rental	

Reservations

Brokenhearted-Healing Homes reserves the right to refuse any requested reservations of individuals who exceed our capacity to provide adequate services.

Check-In and Check-Out Times

Week Session (6 days and 5 nights): Check-in times are at 3:00 pm on Sunday and checkout times are 11 am on Friday.

Weekend Session: Check-in times are 3 pm on Friday and checkout times are 11 am on Sunday.

Transportation

Guests will be picked up from the airport and taken back to the airport. All in island transportation will be provided that relates to our schedule of activities or events. If guests would like to attend an unscheduled event, they may request our transportation services or use local transportation services. We are happy to provide information on local transportation services to our guests.



Tours and Outdoor Activities

Swimming

Brokenhearted-Healing Home Guesthouse has a swimming pool and swim spa on the premises. Guests who are not able to swim are encouraged to only use shallow sides of the pool or do not enter water past their chest. Floatation devices are available at all swimming areas. We do not have lifeguards on the premises, but we take the safety of our guests very seriously. Please follow all the swimming instructions provided.

Guest will be taken to beaches around Barbados. Most beaches do not have lifeguards. Swimming in allowed areas is done at your own risk. Floatation devices are always encouraged when entering water. If riding on watercrafts, life vests should be available or worn.

Hiking

Most hikes would be considered low to moderate in difficulty. Appropriate footwear is necessary for any type of hike. Long breathable pants are recommended to minimize exposure to bugs and scratches from local plants. Sunscreen and hats are also encouraged. Water should always be carried when going on a hike.

The National Trust Hike (optional) on Sunday mornings ranges from moderate to very difficult depending on the group you choose. These hikes are through the back country of Barbados, can be 3 hours or longer. They are a wonderful way to get scenic views of Barbados while exercising. They start at 6:00 am. There are four group levels for individuals of varying fitness. The “Stop and Stare” group is level 1 and is the group we encourage you to join. Hikers must wear appropriate clothing and bring their own snacks and water.

Dress

Guests should ensure they bring clothes for various occasions. For example, swimsuits, hiking shoes or sneakers, long pants (for hikes or horseback riding), dress clothes for dinners, church or other formal events. Casual wear appropriate for temperatures in the 80s should be the main form of dress. Please refrain from clothes that expose private areas, have derogatory or political messages. Military style camouflage clothing are illegal in Barbados.



Facility Services

Main House

Guests residing at the St. Thomas guest house can request use of music room, and instruments, the library or other living areas during the hours of 7 am-7 pm.

Amenities

Brokenhearted-Healing Home provides the following amenities: downstairs kitchen with cooking and eating utensils and an upstairs kitchenette, and air-conditioning in all living areas. TV in upstairs bedroom, closet and storage space clothes with hangers, towel racks, nightstands, iron, bedding, towels, toiletries. Washer and drier on premises.

Guest without Reservations

If you would like to invite another person who does not have reservations onto the premises, you would need to inform and get approval from Brokenhearted-Healing Homes. People without reservations are not allowed to stay overnight and visiting hours will be limited.

Outdoor Facilities

Guests have free use of the outside facilities including decks, patios, pathways, gardens, orchards, swimming areas, gym facilities and the courtyard. Please do not leave any garbage or personal items in these areas.

Lost and Found

In the event you lose or misplace an item let us know. We do encourage all guests to return any items to us they find that is not their own.

Services/Sessions

A schedule of services will be provided to guests upon their arrival. These services will include times of group discussions, exercise sessions, group devotion or Bible study and other events. Attendance for all or any of our services is voluntary.

House Keeping

Housekeeping includes changes of bedding and towels, cleaning bathroom, emptying garbage cans. This is typically done once (Tuesday) during the 5-night stay.



Food and Beverage

Brokenhearted-Healing Home serves plant-based foods only. Our prepared foods are delicious so don't discount them just because they are plant-based. Guests can expect a variety of nutritious and delicious foods for our continental breakfast. Lunch meals are always at local restaurants and supper meals can be eaten on or off the premises. We will provide Hors d'oeuvres, a soup and a deluxe salad bar.

Substance Use/Weapons/Behavior

Alcohol

Brokenhearted-Healing Homes are alcohol-free premises. Guests can purchase and store alcohol on the premises, but consumption is not allowed. Guests are free to consume alcohol outside of the premises, for example on tours, at restaurants or other events. Alcohol is served at all the restaurants included on our schedule.

Smoking

Brokenhearted-Healing Homes are smoking free premises. Smoking is not allowed in any Healing Home space whether indoor or outdoor. Smoking can only be done completely off of Healing Home premises.

Drugs

Illicit, street drugs are not allowed on the premises and must not be consumed on the premises of Brokenhearted-Healing Homes under no circumstances.

Firearms and Weapons

Any type of firearm or weapons guests bring must be disclosed to Brokenhearted-Healing Homes prior to coming on the premises. Firearms or weapons are not allowed in dual occupancy rooms unless there is consent from all parties. Firearms or weapons must be stored securely in a locked container.

Prescription Medications

Medications prescribed by a physician or other medical professional are allowed on premises and should be taken according to instructions. If in the event a guest forgets to bring or runs out of their necessary medications, Brokenhearted-Healing Home should be informed, and instructions will be given to obtain the medication if possible. Disclosing medications on our health form is voluntary but it does allow us to prepare for possible emergency situations in the event one does occur.



Lewd Behavior and Inappropriate Language or Outburst

Guests are expected to behave well and be respectful to other patrons and staff. Lewd or offensive behavior, derogatory language, racial discrimination or discrimination on any level will not be tolerated.

Guests should understand that everyone has their own experience and right to express their views. However, behavior or language that hurts, harms or demeans others are completely unacceptable.

Emergencies

Brokenhearted-Healing Home (BH-HH) will provide a brief orientation on the day of arrival to make sure all guests are aware of safety protocols and emergency procedures. Guests should be aware of the risk of natural disasters such as hurricanes, tropical storms, earthquakes, flooding and fires while on the island. In the event of such events, know that BH-HH has placed all proper emergency protocols in place for the safety of their guests.

In the event of a medical emergency, BH-HH has a risk management team which includes local physicians and staff from the Queen Elizabeth Hospital. Staff on site are trained in basic CPR and other rescue techniques. Any guests who feel ill or sustain an injury should inform our staff immediately. Forms will be provided to describe and record the event, and treatment will be given according to standard medical care procedures.

Guests are asked to maintain standard precautions for their safety when traveling around the island. Staying with a group ensures better security. We discourage people from walking or running alone. BH-HH has security fences and cameras installed. We also have smoke and carbon monoxide detectors in appropriate areas. Fire escape ladders are provided for 2nd story guests. Fire extinguishers and first aid kit are stores in both the upstairs and downstairs kitchen areas.