



EVERYTHING  
*retreat*

# Everything Retreat

## Statement of Operations

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**Everything Retreat**

Pendle View

Primrose Lane

Mellor

BB2 7EQ

# Introduction

## Business Overview

Everything Retreat is a luxury lodge and wellness retreat located in the Ribble Valley at Pendle View, Primrose Lane, Mellor, BB2 7EQ. The Retreat offers high-quality holiday lodge accommodation, specialising in wellness retreats and corporate wellbeing programmes.

Since opening in July 2022, in just 3.5 years, the business has grown from strength to strength. The site has gone from a muddy field to a stunning retreat of 12 luxury lodges, with an on-site bar and dining room.

We have attracted guests from all over the UK and even overseas. They travel to experience our luxury facilities, meticulously designed with a high attention to detail. Our guests whilst staying with us visit many places in the Ribble Valley providing tourism business for our local eateries and attractions. We also have a strong supply network throughout the Ribble Valley, contributing to the local business economy.

We are proud to have many repeat customers with guests returning time and time again all leaving 5-star reviews. We are immensely proud of being nominated for and winning over 15 awards.

We are constantly trying to evolve and keep up with the wellness boom that is travelling worldwide. Since Covid, guests are looking for a new level and style of staycation, wanting activities and experiences to boost their wellbeing.

Our turnover has gone from £0 to just approaching £1 million in this timeframe, which in itself proves our facilities are in demand. Demand which is ever-increasing - guests want and expect more facilities and experiences such as yoga, pilates, sound baths, cold water therapy, and specialist therapies or treatments. Our future plans are to continue advancing and improving our facilities to allow us to develop the business.

## Current Offering

Everything Retreat provides:

- Luxury holiday lodge accommodation.
- Structured group wellness retreats.
- Corporate wellbeing and leadership retreats.
- Yoga, Pilates, meditation and exercise sessions.
- Workshops and talks.
- Nutritional dining experiences.
- Holistic wellness treatments.

The site is regularly booked for exclusive group retreats, during which all lodges and facilities are used across multiple days. At other times, we host couples and individuals seeking short wellness breaks.

The exclusive group retreats offering is programme-led. Guests follow curated itineraries throughout the day, using communal facilities in addition to their private lodges. These whole-retreat bookings typically occur over multiple days, mid-week.

Weekends are popular for couples and individuals. Who use our facilities add-hoc when they are available, based on their own timeframe.

## Reasons for the application

### **Operational Challenges - Repurposing the same space**

The main communal building currently contains a bar area, kitchen, multi-purpose room and WC. At present, the multi-purpose room must function as a dining room, meeting and workshop space, and a yoga/ pilates/ exercise studio.

During group retreats, the day typically includes:

- Breakfast, lunch and dinner served as a group in the multi-purpose room from the on-site kitchen.
- Talks and workshops within the multi-purpose room.
- Corporate meetings or leadership sessions within the multi-purpose room.
- Yoga, pilates, meditation or exercise classes within the multi-purpose room.
- Residing to the bar in the evening for drinks and snacks.

Because all but one of these activities occur within the same multi-purpose room, staff must:

- Setup the room for dining to serve breakfast / arrival refreshments.
- Fully remove dining tables and chairs.
- Reconfigure layout for meetings.
- Reset again for lunch and refreshments.
- Clear furniture again for exercise sessions.
- Reset again for evening dining.

This process happens multiple times each day. This arrangement is highly inefficient, labour-intensive for the team, restrictive in how sessions are programmed, and limits the quality of guest experience. Guests have to wait in the bar area or go to their lodges while the staff change over the rooms, and it restricts the type of activity we can offer.

The constant re-purposing of the same space constrains how we operate and reduces flexibility in our daily schedules.

### **Operational Challenges - No exercise classes at weekends**

When the retreat is used for individuals or couple guests who are booking their individual lodge for a staycation, we have to ensure that food / drink and refreshments are available at any given time - the bar and dining room needs to remain set-up to offer food on-site, and whilst the building has opening times, individuals aren't governed by set dining times. This means we can't offer exercise classes over the weekend as the dining room needs to remain setup at all times. We always have weekend requests for yoga / pilates / meditation or exercise classes, and we have to say this is not available to book at the weekend.

### **Operational Challenges - Back-of-house facilities**

At present the existing stable block is used for back-of-house storage and housekeeping (stock, laundry, kitchen and bar storage and even gardening). There is no staff area, the kitchen is too small, and the team have to go outside to access their stock. The only staff office is within the reception building to the South of the car park, and the chef would benefit from an office space. The team have to use the visitor facilities such as the bar to work or have meetings.

## **Operational Challenges - Designated treatment rooms**

The final issue the retreat experiences is the high demand to provide on-site treatments. At present despite planning being achieved for part of the existing building to provide a number of treatment rooms and wellness reception, the space has been used as a small bar and multi-purpose room.

Being a wellness retreat, we have to offer treatments to provide a full wellness experience. Treatments are currently being carried out using a holiday lodge, which prevents the lodge from being rented out. It also restricts the type of treatments on offer due to relocating equipment and furniture between treatments, and not being able to offer treatments when all lodges are occupied.

## Operations - Mid-week Group Retreat (Full Site Booking)

### **Typical Corporate Retreat Itinerary (Current Arrangement)**

When one company or group exclusively books the full site, all lodges and facilities are occupied for a number of days. This is typically during the week, as weekends are fully booked by couples and individuals.

Day 1-3

- 09:30 Arrival, check in and refreshments (Bar and multi-purpose room)
- 10:30 Corporate strategy session (Room reset for meeting layout)
- 12:30 Lunch (Room reset for dining)
- 14:30 Workshop session (Room reset again)
- 17:00 Yoga or Pilates (Furniture fully removed)
- 19:00 Dinner (Full reset for dining)
- 20:30 Bar and snacks (in the bar area)

This cycle continues throughout the retreat. Because the same room must serve three distinct purposes, we cannot:

- Run parallel sessions.
- Offer simultaneous yoga and meeting activities.
- Maintain consistent ambience for each activity.
- Maximise the efficiency of the programme.

The proposal seeks to extend the current building to create designated spaces for:

- Dining
- Meetings and workshops
- Exercise (yoga/pilates/exercise/meditation)
- Treatments

This will eliminate the need to re-purpose one room several times per day. Importantly, this does not increase guest numbers beyond the site's accommodation capacity. It redistributes activity into purpose-designed areas, improving the existing facilities and overall guest experience.

# Operations - Couples & Individual Lodge Bookings

## Typical Weekend Retreat Itinerary (Current Arrangement)

When the site is not exclusively booked for one group, couples and individuals use the facilities more flexibly.

Currently:

- Guests check-in at 3pm.
- Both the dining room and bar are open between 1pm-10pm Wednesday to Saturday, 12pm-8pm on Sundays. This is needed to allow guests to provide food and beverages on-site when required. If all guests were to dine at a similar time, the bar and dining area needs to be open and remain set-up as such.
- 10 dining guests can be accommodated in the bar area, and 12 dining guests in the dining room, with additional various informal seats and bar stools.
- Yoga / pilates / meditation or exercise classes are not available.
- Treatments are limited by space constraints, usually within 1 lodge (if available).
- Breakfast is served at each lodge.
- Guests check-out at 10.30am.

With designated spaces, couples could:

- Have their breakfast in the dining room.
- Attend yoga / pilates / meditation or exercise classes booked throughout the day.
- Dine or attend a group workshop without interruption from furniture changes.
- Book treatments without affecting lodge availability.
- Attend any of the above while other activities are occurring.

The extension therefore improves accessibility of facilities rather than creating underused space.

## Back-of-house

### Back-of-House Operational Limitations

The existing Stable Block is currently used for:

- Stock storage.
- Kitchen and bar supplies.
- Housekeeping / laundry.
- Gardening equipment.

There is:

- No dedicated staff room.
- No staff WC.
- No back-of-house office for the chef.

- Insufficient kitchen space.
- No internal stock access.

Staff must go outside to access supplies, and team meetings often take place in guest areas such as the bar. The only office space is within the reception building to the south of the car park.

This arrangement is operationally inefficient and does not reflect the quality of a premium wellness destination.

### **Proposed Back-of-House Improvements**

The proposal includes demolishing the existing stable block and replacing it with an extension to the communal building to provide purpose-built, back-of-house facilities, including:

- A larger kitchen.
- Dedicated storage areas.
- Housekeeping facilities.
- Staff room and WC.
- Plant and services area.
- Chef's office.

The current kitchen area will be reconfigured to provide:

- Two guest WCs (one of which is an accessible WC).
- An improved connection between the bar and dining area for patrons and staff.

This will significantly improve how we operate, including staff welfare, and guest facilities without intensifying site use.

## Meeting the demand for Wellness Treatments

### **Back-of-House Operational Limitations**

One of the most significant operational constraints is the high demand for on-site treatments. Planning permission has previously been achieved for part of the existing building to provide treatment rooms and a wellness reception. However, due to spatial pressures, that area has instead been used as a small bar and multi-purpose space.

As a result:

- Treatments are currently carried out within one of the holiday lodges.
- This prevents that lodge from being rented.
- Equipment must be relocated between treatments.
- The range of treatments offered is restricted.
- Treatments cannot be offered when all lodges are fully occupied.

As a wellness retreat, the inability to reliably provide regular and consistent on-site treatments is a significant disadvantage. Guests increasingly expect integrated wellness experiences without leaving the site.

The proposed extension allows treatment spaces to be reinstated within the main building, freeing lodges for their intended purpose and restoring full operational capacity.

## Vehicle and People Movements

### Existing Employees

- 8 no. full-time employees (inc myself).
- 5 no. part-time employees (inc housekeeping and bar / waiting-on).
- 2 no. part-time therapists / instructors (when required).

### Additional Employees

- Existing therapists / instructors would go full-time.
- 1 no. additional instructor / treatment therapist, when required.
- 1 no. assistant chef.

### Deliveries

- Food delivery is every Wednesday at 8.30am (approx).
- Wine merchant delivers once a week at 11am (approx).
- General deliveries occur 3 times per week between 8.30am -8.45am.

### Hours of Operation

Our reception is open from 9am until 6pm this will not be impacted by the development.

Both the dining room and bar are open between 12pm-10pm Wednesday to Saturday, 12pm-8pm on Sundays. This will not be impacted by the development.

The outdoor pool will be used for guests for an outdoor / natural swimming experience. The use will be managed by using a pre-bookable system allowing guests use the pool for 30-minute swim slots. This feature will set us apart from other our competitors, with a unique offering to the Everything Retreat.

## Conclusion

As the Owner and Founder of the Everything Retreat, I confirm the site is operating successfully and regularly at capacity. The existing communal space is used to serve multiple different functions each day, resulting in staff having to repeatedly dismantle and reconfigure the same room for dining, meetings and exercise classes.

The back-of-house facilities are inadequate for a growing premium retreat business, and treatment demand exceeds current provision and restricts lodge availability.

The proposed extension will provide us with designated dining, meeting and exercise spaces, along with purpose-built back-of-house facilities to improve our operational efficiency. Having designated treatment rooms setup for specialist in-demand therapies, will improve our current offering for guests and allow us to match and exceed our competitors.

Overnight accommodation guests and staff numbers will remain as existing, and the improvements will not intensify site activity beyond the existing capacity.

Instead, it will improve how we operate the business and site by removing inefficiencies. It will allow activities to occur at the same time, and ensure we can provide consistent on-site treatments, whilst improving staff welfare and operational flow.

All new spaces are directly tied to existing demand and current operational pressures. The development represents qualitative improvement, not quantitative expansion beyond sustainable limits.

Everything Retreat is a successful tourist destination in the Ribble Valley, which contributes to the local visitor economy of the borough. The business operates by employing local people, with a supply chain of local businesses. Guests of the retreat also visit villages and towns across the Ribble Valley, spending money in the wider community and bringing economic benefits to the local area.

The development is essential for Everything Retreat to retain its status as a high-quality wellness tourism destination in the Ribble Valley. While operating within the existing scale of accommodation and demand, the proposal will improve and enhance the existing facilities on offer and provide an overall improvement to our guest experience.

The impact of not achieving approval for the proposed improvements would result in the business not being able to grow or develop to meet the needs of our guests and team.

We hope that the information provided satisfies any concerns and clarifies how the site and building will be used. If you require further clarification on any element, do not hesitate to contact the agent.