

Re:treat Booking Terms and Conditions and Privacy Policy

Last updated: 31.01.2023

1. Booking

(a) Your booking is not considered definite and no contract will exist until we receive a deposit of 50 per cent of your total fee. By booking a retreat with re:treat, you are accepting these terms and conditions.

(b) We do not share customer details with any third parties.

2. Payment

(a) The price is the exact amount to be received in full by us in GBP.

(b) The full payment amount is due 62 days before the first day of the retreat and can be paid by bank transfer to the account specified in your original confirmation email sent out after your booking is confirmed and your deposit has been received.

3. Your Travel Arrangements

All travel arrangements are your responsibility and at your own cost. We shall not be held liable for any consequences arising from delays or cancellations in any of the companies you may have made arrangements with, or for any irregularities in your documentation required for travel. Transfers to/from the retreat are at your own cost, unless otherwise specified.

4. Your Health

(a) It is your responsibility to let your hosts and exercise / yoga / pilates teachers know if you have any injuries and to be mindful at all times of your own body's capabilities during the retreat. If you experience any injury or discomfort during any activity during the retreat, then you must desist immediately.

(b) Please advise us of any mental or physical health conditions, allergies and dietary requirements before you book. If you have health conditions and dietary requirements that may be affected by the activities offered on our retreats we reserve the right to advise you to desist and in the interests of your health, or others, we may decline your stay at our retreats.

(c) Whilst all measures are taken to ensure a high standard of health and safety, we are situated in

the countryside where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

(d) We shall not be held responsible for any injuries sustained during our retreat activities.

5. Cancellation by you

(a) You (or any member of your party) may cancel your booking at any time, providing that the cancellation is made by the person submitting the booking form and is notified to us in writing. Cancellation will take effect the day such notification is received by us. If such cancellation is made before 62 days prior to the start of the retreat, we will retain the deposit of the retreat. If cancellation is made after this time, we will retain the full amount paid by you.

6. Amendments by us

Occasionally, changes may have to be made (e.g. specific programme of activities, exercise teacher, class times or other arrangements), which we reserve the right to do at any time. If your accommodation has to be changed, we will do our utmost to provide accommodation of a similar standard. If a significant change becomes necessary, we will inform you as soon as possible before your departure.

7. Cancellation by us

We reserve the right in any circumstances to cancel a retreat. In particular, our retreats require a minimum number of at least 75% of the participants to have booked by 62 days before the start date. If this minimum number is not reached by that date we may cancel and refund full payment to you.

8. Our liability to you

(a) We accept responsibility for ensuring that the retreats are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard.

(b) We do not accept any liability for cancellations, delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

(c) We are not liable for any injuries you may incur. Yoga, exercise, pilates classes and other activities are undertaken at your own risk. We are not liable for any medical or psychiatric conditions, which may develop during or subsequent to the retreat. We are not liable for loss of, or damage to, your

personal property.

9. Group Bookings

Where a booking is made on behalf of several individuals the booking is conditional on the person(s) paying having authorisation from all the individuals named on the booking form to enter into this contract. The terms of this contract will apply to each member of the group as though they had paid for their own retreat individually and directly to us.

10. No Liability for possessions

The accommodation will not be left empty and unlocked at any time. However, it is your responsibility to ensure that your possessions are kept safe at all times. This includes hire cars or other hired equipment. We cannot be held responsible for any loss or damage to personal belongings during the retreat.

11. Complaints

If you have a problem during your retreat, please inform the retreat host immediately and she will endeavour to put things right. Please note that we cannot be held responsible for the individual behaviour of any group member or other guest sharing your accommodation.

13. Privacy Policy

Re:treat may use Personal Data for the following purposes:

- To provide and maintain our Service, including to monitor the usage of our Service.
- For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with Us through the Service.
- To contact You: To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To provide You with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.

- To manage Your requests: To attend and manage Your requests to Us.
- For other purposes: We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

Re: treat will retain Your Personal Data only for as long as is necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

We may use Your Personal Data to contact You with newsletters, marketing or promotional materials and other information that may be of interest to You. You may opt-out of receiving any, or all, of these communications from Us by following the unsubscribe link or instructions provided in any email We send or by contacting Us.