

Wellness Health Retreats Terms and Conditions

By booking an event with Wellness Health Retreats you agree to the following:

Taking part in a Wellness Health Retreats event is done at the participants own risk. All sessions and classes are delivered by fully qualified & insured therapists.

Wellness Health Retreats might present some physical and mental challenges, and carries with them the potential for death, serious injury and property loss. The risks may include but are not limited to:

- actions by other people,
- slipping on wet surfaces,
- tripping or falling,
- burns, hypothermia,
- lack of hydration,
- weather and/or other natural conditions.

The event hosts assume no responsibility for anyone attending this event. The event host will not be held responsible for any accident, injury or loss occurring as a result of any event or in connection with travel to such event, however caused.

When you book a Wellness Health Retreats event, you indicate that you accept these conditions and accept that no legal liability is accepted by the event host should an accident or injury occur.

Participants in Wellness Health Retreats are reminded that any outdoor activities undertaken whilst taking part in a Wellness Health Retreat need specialist equipment (boots, waterproofs, etc) and we do not provide these. Participants are responsible for assessing their own risk, the safety of themselves and the suitability of any equipment used.

CANCELLATIONS AND REFUNDS

The ticket price is fully refundable if Wellness Health Retreats have to cancel for any reason. Wellness Health Retreats do not accept responsibility for any additional costs. It is your responsibility to make sure you are suitably covered for any additional outlays you may incur to attend an event.

Events paid upfront with no deposit: If you are unable to attend, please let us know as soon as possible, and at least within 7 days of the event taking place. We will attempt to fill your place from a waitlist if the event is full and

there is a waitlist, or by re-advertising the place. If we are successful, you will receive a refund of the ticket price minus £50 admin fee. In the event that we are unable to fill your place we will give a refund of 50% of the ticket price minus a £50 admin fee.

Events where a deposit only is paid upfront: If you are unable to attend, please let us know as soon as possible, and at least within 7 days of the event taking place. The deposit is non-refundable. We will attempt to fill your place from a waitlist if the event is full and there is a waitlist, or by re-advertising the place. If you have not paid the balance, and we are successful in refilling the place, no monies are due by either party. If you cancel after having paid the balance, but before the 7 days of the event, we will again attempt to refill the place. If we are unable to refill the place, we will refund 50% of the balance of the ticket. If you have not paid the balance of the ticket by the due date (4 weeks before the event) we are entitled to resell the place and no deposit will be refunded.

CANCELLATIONS MADE WITHIN SEVEN DAYS OF AN EVENT CANNOT BE REFUNDED.

PLEASE BE COVID AWARE & COMPLY WITH ALL CURRENT RESTRICTIONS

Please do not book on/come to our events if you, or anyone in your household has any symptoms of covid, have tested positive, or are self-isolating. Please bring hand sanitiser and a face mask with you if you wish to wear one.

PRE-EXISTING MEDICAL CONDITIONS

You must make Wellness Health Retreats aware at the time of booking of any pre-existing medical conditions, medication/treatment, allergies and intolerances. As well as any surgeries that have been undertaken in the past 6 months in order that we can assess if there are any supplements that have contra-indications.

In the event that a Client fails to inform Wellness Health Retreats of any pre-existing medical conditions or regular medication that they are taking either at the time of Booking, upon arrival or in the Confidential Health Questionnaire, Wellness Health Retreats cannot not be held responsible for any health issues/complications that arise from possible contra-indications.

INAPPROPRIATE BEHAVIOUR AND CONDUCT

Any client that is found to be:-

Smoking anywhere within the building (please also read Breakages, Damages and Spillage)

Consuming or concealing food or alcohol in their bedroom

Taking or smoking illegal substances

Actively ignoring safety/health guidelines
Undertaking 'homestyle' DIY detox supplements or treatments of any kind
Abusing or Misusing of any property of Wellness Health Retreats
Will be asked to leave with immediate effect, and no refund will be given.
Any client asked to leave for any of the above reasons will no longer be welcome at Wellness Health Retreats.

ALCOHOL AND ILLEGAL SUBSTANCES

Any client that appears to be under the influence of alcohol or illegal substances upon arrival, or at any time during their stay will be asked to leave with immediate effect and no refunds will be offered.

Rapid withdrawal from alcohol can be extremely dangerous and in some cases life threatening. Wellness Health Retreats is not a rehab facility, and we do not have the medical staff on hand to deal with possible withdrawal issues. If you feel you have an alcohol issue, please discuss it with us before Booking.

UNFORESEEN CIRCUMSTANCES/ADVERSE WEATHER CONDITIONS

In the unfortunate event that Wellness Health Retreats is forced to cancel any programmed detox retreat due to unforeseen circumstances, we will endeavour to give the client as much prior notice as possible.

Client cancellations due to Adverse Weather conditions will be considered on an individual basis and will be determined by the weather conditions local to Wellness Health Retreats. Cancellation costs as detailed above will be incurred if the Management of Wellness Health Retreats feel that it is possible for a client to attend.

In the event of cancellation by Wellness Health Retreats due to adverse weather conditions in the local area the option will be given to transfer to an alternative date, or a full refund will be given.

In the case that Wellness Health Retreats has to cancel an individual guest or a group of guests due to Covid-19 risks, the option will be given to transfer to an alternative date. Refunds may be issued at the management's discretion.

In the case of either of the above situations Wellness Health Retreats cannot be held responsible for any expenditure already incurred by the client for travel to or from Wellness Health Retreats in the event of unforeseen cancellation. We highly recommend that guests take out the appropriate Insurance to cover themselves for travel costs in the event of cancellation. In the event of cancellation by Wellness Health Retreats you may either transfer your booking to the next available date, or we will reimburse the full

amount paid. Only one alternative date will be offered, once this is booked, the normal terms and conditions will apply.

PACKAGE CHANGES

Wellness Health Retreats reserves the right to change the inclusive elements of the retreat at any given time without prior notice.

BREAKAGES, DAMAGE AND SPILLAGE

Any breakages or damage to any fixtures or fittings on the premises will be charged to the client with immediate effect.

Under no circumstances must Nail Varnish, Hair Dye, Bleach or Tanning products be used. Any colouring found on Tiling, Carpets, Linens or any other fittings will be charged for.

Any Spillages that result in staining on carpets, bedding or furnishings will be charged for. Where possible, Wellness Health Retreats will attempt to get the staining removed, however if this is deemed impossible by our cleaning contractors the guest will be liable for the costs incurred by Wellness Health Retreats in replacing the item like for like.

Breakages, Damage, Spillages/Stains discovered after check-out, the client will be notified in writing and charged to the credit/debit card used for your last payment.

Any client found to be smoking in the house, will be liable to pay a £200 fine in terms with current legislation. An additional charge of £75.00 for the cost of deep cleaning the area the client was smoking in. If a client is found smoking in any bedroom the client will also be charged £200.00 per day for any time that the bedroom is unable to be used.