

# BOOKING & CANCELLATION POLICY

## Bookings:

- Bookings are taken on an individual or shared basis. Shared rooms are offered on a single sex basis, unless the room is booked as a couple/group.
- The triple room contains a king-size bed, a single bed and a single truckle (low level bed). Price is based on bed size.
- A deposit of £200 per person secures the booking.
- The final balance is due 30 days before the retreat start date.
- Payment options include bank transfer, cash (if local), credit/debit card or PayPal (note: Stripe/PayPal fees may apply).

## Cancellations:

- Cancellations made up to 60 days before the retreat start date will be issued a full refund of the deposit paid.
- Cancellations made within 60 days of the retreat start date are not entitled to a refund of any monies paid unless the retreat space is resold. Any refunds are discretionary and subject to a £50 administration fee.
- Where a cancelled space is successfully resold, you will only be issued a refund equivalent to the resold price, minus a £50 administration fee. No liability is held for any other costs you may have incurred, such as travel or accommodation.
- With this in mind, it is highly recommended that you take out suitable travel insurance which covers you for all personal circumstances that may prevent you from attending the retreat, including injury and illness.
- In the event of the retreat being cancelled, a full refund will be issued and where possible, alternative retreat dates will be offered. This excludes any additional costs incurred such as travel arrangements.

## RETREAT TIMETABLE & ACTIVITIES

The retreat timetable provided on the website is indicative only. A confirmed timetable is provided in your Information Pack, which is emailed to you 30 days before the retreat start date. Please note that further changes to the timetable may be required relating to outdoor activities that are weather-dependent. In the event that an activity is cancelled due to adverse weather conditions, a suitable alternative will be arranged for the group.