

## Retreats Booking Terms and Conditions

### ***Bookings***

To reserve a spot on one of our retreats at Tarrel Farmhouse, a non-refundable 20% deposit of the full asking price is required upon booking. The remaining balance must be paid no later than 6 weeks prior to the start date of the retreat. All bookings made within 6 weeks of the start date of the retreat are required to be paid in full upon booking. It is important that any mental or physical health conditions and or dietary requirements are declared at the time of booking.

### ***Cancellations***

Any cancellations must be notified via email at the earliest opportunity and will be subject to the following conditions:

- There is a cooling off period of 48 hours after booking to cancel your place on the retreat which will entitle you to a refund of the amount paid to us at the time of booking for all bookings made 6 weeks or more before the start date of the retreat.

Cancellations made after the 48-hour cooling off period are subject to the following conditions:

- If you cancel 6 weeks or more before the start date of the retreat you will be offered to transfer to another of our retreats or be refunded the full amount paid up to that date for your retreat, minus the 20% deposit.
- All cancellations within 6 weeks prior to the start of your retreat are all non-refundable and all monies paid will be forfeited. Where possible and subject to availability you will be offered the chance to transfer to another retreat with us.
- Transfer of any retreat bookings to another person will be subject to the discretion of the management team.
- We do not accept any exceptions to our policy for any reason.
- If you fail to arrive at our retreat, arrive late to our retreat or leave the retreat early you will not be entitled to any refund under any circumstances.
- We recommend you take out your own insurance in the event you are unable to attend our retreat. We recommend your insurance covers retreat activities, cancellation, sickness, losses and all usual risks.
- Should you take out insurance it is advisable to bring this with you to the retreat in case of emergencies.
- Tarrel Retreats Ltd, Nutrition and Cake, and Tarrel Farmhouse accepts no responsibility for delayed, missed or cancelled transportation to and from the retreat required by you to get to us, or any other activity or event in connection with or relating to your retreat.

### ***Cancellations by us***

If for any reason the retreat is cancelled or start date changed by the management of Nutrition and Cake, you will be entitled to transfer the sums paid to another retreat by Nutrition and Cake within a 1-year period. Alternatively, you may request a refund of any monies paid by you to Nutrition and Cake. Nutrition and Cake will not be responsible for your expenses incurred in preparation for any

cancelled retreats including but not limited to accommodation, airline tickets, loss of work, transportation and/or any other costs associated with preparing for your trip.

### ***Responsibilities of the Client***

If you become ill during the retreat or become ill prior to the retreat, you must let us know. We reserve the right to refuse your participation in retreat activities if we believe it is detrimental to yours or any other clients health at the retreat. You will be responsible for your personal medical requirements, clothing, and footwear for the duration of the retreat, and it is your responsibility to let the management team at Nutrition and Cake if you have any injuries or medical conditions. It is your responsibility to check with your health practitioner about attending the retreat should you have any injuries, medical conditions or are currently pregnant. You as the client acknowledge that all information provide on the retreats is for educational purposes and intended to be used as medical advice. It is your responsibility to organise suitable travel and health insurance for the duration of the retreat.

### ***Team Members and Retreat Schedule***

If one of our team members becomes unwell, injured or an emergency arises and forces them to leave the retreat we will endeavour to continue the retreat schedule where possible. We will always endeavour to adapt and reduce any potential impact on the retreat schedule and experience. There will be no refunds or compensation due to a change in schedule or activity.

### ***Video Release/Use of Photos***

Nutrition and Cake assumes the right and unrestricted permissions to use photographic images and videos in which you may feature during your time at the retreat for commercial and advertising purposes in association with retreats by Nutrition and Cake. You acknowledge that unless you notify the team at Nutrition and Cake in advance with a refusal of permission to use any photographic or videos in which you may appear that any and all claims and demands arising out of or in connection with the use of the photographs and video footage, including without limitation any and all claims for libel or invasion of privacy.

### ***Complaints***

If you feel that a complaint against Nutrition and cake retreats is warranted then the issue must be raised via email, [nutritionandcake@gmail.com](mailto:nutritionandcake@gmail.com), to the management team. Any retrospective complaint must be made in writing to Nutrition and Cake and within 14 days of the end of your retreat.

### ***Waivers and Health Questionnaires***

You agree to complete a health questionnaire and sign a waiver with Nutrition and Cake at the start of your retreat. You acknowledge that participation in all activities is voluntary, and you surrender

your right to any cause of action against nutrition and cake, their agents, contractors, employee's, and directors, arising from any loss or damage to any person or property that occurs during a retreat held by Nutrition and Cake up to and including death. All dietary requirements and allergies MUST be disclosed at the time of booking. Our retreats are not suitable for children under the age of 18 years, individuals that cannot climb stairs (due to bedroom locations) or with physical disabilities as we do not have the resources or expertise.

***Nutrition and Cake does not accept liability for:***

- Any of the above events, or others beyond our control
- Loss, injury, or damage (to you) or your personal property
- Physical, medical or psychiatric conditions developed during or after the retreat
- Please check that your insurance policy covers the potential situations that could arise as stated above