



RETREAT TERMS & CONDITIONS

WOMEN'S WELLBEING RETREAT, Sunday 25th January 2026

INTRODUCTION

These Terms relate to the delivery of The Wellbeing Hub, Women's Wellbeing Retreat, Sunday 25th January 2026, an in-person day retreat.

We pride ourselves in providing a high level of customer service and ensuring that you are clear in respect of all of your rights relating to your participation at the retreat. **PLEASE READ THESE TERMS CAREFULLY BECAUSE THEY SET OUT IMPORTANT INFORMATION RELATING TO THE DELIVERY OF OUR SERVICES AT THE RETREAT.**

This Event Waiver and Release of Liability ("the Agreement") is between Lisa Denniss The Wellbeing Hub ("the Company") and you, the retreat guest ("the Participant").

1. The Women's Wellbeing Retreat

- 1.1 The Retreat is including: 1 day of wellbeing activities.
- 1.2 The Participant will have access to activities delivered by the Company and third-party experts.
- 1.3 Lunch is provided, any food preferences or allergies should be communicated to the Company as soon as possible and no later than 14 days prior to the date of the Retreat.

2. Payment, Refund and Cancellation Rights

- 2.1 The Retreat is priced from £179.00. To secure a place at the Retreat, the Participant may either pay the full amount upfront or opt for a payment plan.
Of the total amount, £50 is a non-refundable booking fee, which reserves the Participant's place.
- 2.2 Alternatively, the Participant may secure their place by paying the £50 non-refundable booking fee at the time of booking with the remaining balance to be paid in monthly instalments on a schedule agreed in writing with Lisa (The Wellbeing Hub).

- 2.3 Regardless of the payment method, the full balance must be paid no later than 6 weeks before the scheduled retreat start date. Failure to pay the balance by this deadline may result in the cancellation of the booking with a refund.
- 2.4 **Cancellation by You** - If you wish to cancel your retreat booking, you may do so by providing written notice. The refund policy is as follows:
120 days or more before the retreat start date: You will receive a refund of all monies paid, minus your non-refundable deposit.
Less than 120 days before the retreat start date (or in the case of no-show): No refund will be given.
- 2.5 The Company reserve all rights to postpone or cancel the Retreat for any reason due to illness, extreme weather, COVID-19, or any other reason, whether foreseeable or unforeseeable, and in such circumstances the Company shall provide the Participant with as much notice, including a revised date if available, as possible. As a result, the Participant should ensure that all of their travel arrangements can be flexible, insured and can be moved to an alternative date if required. The Company shall not be responsible for sums associated with travel costs for any reason. The maximum liability that the Company shall have under this Agreement is the total sum received by any paying retreat guest.
- 2.6 Where a Retreat is rescheduled, the Participant will be reserved a place for the revised date. In circumstances where the Participant is unable to attend the revised date the Company will, at its complete discretion, permit attendance at another in-person event. In no circumstances will a monetary refund be offered by the Company.

3. Health & Safety

- 3.1 At all times participant health and safety is of paramount importance to the Company. Participants must disclose all prior health conditions prior to attending the retreat.
- 3.2 At all times participants must comply with the rules and safety instructions provided to them by the Company in order to protect the health and safety of all in attendance.
- 3.3 The Company is not responsible for the vaccination status and/or risks associated with the transmission or exposure of COVID-19 or any other illness. The Company reserves the right to implement COVID-19 secure measures at their total discretion.

3. Warranties, Disclaimers and Liabilities

- 4.1 Participants will be a guest at Utopia Retreat. It will be the Participant's responsibility that the accommodation remains in a good condition.
- 4.2 The Participant must hold valid travel insurance for the destination of the retreat to cover their own risks including baggage, medical expenses, flight and/or transfer cancellations or travel disruption, howsoever caused. Any claims for non-attendance at the retreat must be directed to participant's insurance.
- 4.3 Failure to hold proper or valid insurance is a decision taken at the Participant's own risk and the Company can offer no compensation in such circumstances.

- 4.4 The Company make no representations as to the content, timetable or delivery of the Retreat which is subject to change at short notice. The Participant should place no reliance, or expectation, on any earlier retreats or events as to the experience or results to be obtained from attending this Retreat.
- 4.5 Nothing in these terms will (a) limit or exclude any liability for death or personal injury resulting from negligence; (b) limit or exclude any liability for fraud or fraudulent misrepresentation; (c) limit any liabilities in any way that is not permitted under applicable law; or (d) exclude any liabilities that may not be excluded under applicable law.

5. Data Protection, Confidential Information and Intellectual Property

- 5.1 Any personal data collected by the Company in connection with the performance of this Agreement will be handled in accordance with the Company's Privacy Statement: [Privacy Policy — The Wellbeing Hub](#)
- 5.2 During the course of the retreat participants may have access to confidential information, in particular the personal and business affairs of others on the retreat. In accepting these terms, the Participant agrees not to use or disclose to any person, organisation or company, and shall use their best endeavors to prevent the publication of any confidential information relating to any other retreat participant.
- 5.3 Participants accept that any unauthorised disclosure of personal or confidential information belonging to another may amount to immediate dismissal from the Retreat.
- 5.4 The Company requires that all participants respect the rights of others in respect of their behaviour and privacy. The Company will not be responsible for the action of any participant, including for any disclosures made by any participant based on information which has been shared during the Retreat, and each participant should be aware that whilst all participants have been requested to maintain the strictest confidentiality, private information should not be shared if wider disclosure could cause further implications.
- 5.5 All participants are requested to be kind and courteous to other participants, contractors or employees at all times. The Company reserves the right to remove any participant from the retreat immediately should they consider that there has been inappropriate behaviour. The Wellbeing Hub do not tolerate bullying, racism or sexism of any kind.
- 5.6 All intellectual property rights within training delivered throughout the Retreat by the Company are owned by Lisa Denniss – The Wellbeing Hub and the reproduction, distribution, whether by gift or sale, of any information or materials provided is strictly prohibited. This means that whilst participants are free to use the material or print out a copy for their own use, participants are not permitted to copy, distribute, adapt, edit or share our products with third parties.

6. Law and Jurisdiction

- 6.1** These terms and any claim or dispute arising in relation to them will be governed by English law. The courts of England shall have exclusive jurisdiction to settle any such claim or dispute.
- 6.2** No breach of any provision of this Agreement shall be waived except with the express written consent of the party not in breach.
- 6.3** If any provision of this Agreement is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions of this Agreement will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect (unless that would contradict the clear intention of the parties, in which case the entirety of the relevant provision will be deemed to be deleted).
- 6.4** Neither party may without the prior written consent of the other party assign, transfer, charge, license or otherwise deal in or dispose of any contractual rights or obligations under this Agreement.
- 6.5** This Agreement is made for the benefit of the Parties and is not intended to benefit any third party or be enforceable by any third party. The rights of the Parties to terminate, rescind, or agree any amendment, waiver, variation, or settlement under or relating to this Agreement are not subject to the consent of any third party.
- 6.6** This Agreement shall constitute the entire agreement between the Parties in relation to the subject matter of this Agreement, and shall supersede all previous agreements, arrangements and understandings between the parties in respect of that subject matter.