

The Spring Surrender Retreat – Terms and Conditions

Thank you for choosing to join **the Spring Surrender Retreat**.

Please read these terms carefully. They help keep the retreat experience safe, fair and sustainable for everyone.

1. Booking and Payment

You can reserve your place by choosing either:

- **Pay in Full**, or
- **A monthly instalment plan**

Once your first payment is made, your place is secured, and all payments become part of your retreat booking.

All instalments must be paid in full before attending the retreat.

For bookings made within **6 weeks** of the retreat start date, full payment is required at the time of booking.

2. Cancellation Policy

Because this retreat is small and each room matters, all payments made are **non-refundable**.

If you need to cancel:

More than 60 days before the retreat

Your payments can be transferred to another programme, retreat or service within 12 months.

There are **no refunds**, and an admin fee of **£75** may apply to move your booking.

Between 30 and 60 days before the retreat

Your place can be transferred to another woman **if you find someone to take your spot.**

A **£100 admin fee** applies.

If no replacement is found, all payments are non-refundable and non-transferable.

Within 30 days of the retreat

Cancellations cannot be refunded, moved or transferred, as all retreat costs are already committed.

You may gift your place to a friend if the room type allows.

If we need to cancel the retreat

If we must cancel the retreat, you will receive a full refund of all payments made. We cannot refund travel costs, so please ensure you have adequate travel insurance.

3. Travel and Insurance

Travel to and from the retreat location is not included.

We will provide helpful travel guidance, including instructions on joining the group transfer.

We strongly recommend travel insurance that covers:

- Cancellations
- flight delays
- Illness
- emergencies
- weather or travel disruption

Airport transfers or taxis are your responsibility unless otherwise stated.

4. What's Included

Your booking includes everything listed on the retreat sales page, such as:

- Three nights accommodation
- all meals, drinks and snacks during the retreat
- workshops, practices and group sessions
- rituals and activities
- access to walking paths and common areas
- *A Touch of Stillness* (your retreat care bundle)

Any additional extras listed as included on the sales page are included in your booking.

5. What's Not Included

- travel to and from the retreat
 - travel insurance
 - alcohol
 - optional treatments or private sessions
 - extra drinks or snacks outside the retreat programme
 - additional nights before or after the retreat
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6. Health, Safety and Liability

Your well-being is important to us.

Please take care of your own physical and emotional needs during the retreat.

Participation in all activities is voluntary.

You agree that you take part at your own risk.

We are not liable for:

- personal injury
- loss or damage to your belongings
- travel disruptions
- medical issues that arise before or during the retreat

It is your responsibility to let us know about medical conditions, allergies or dietary needs at the time of booking.

We cannot accept responsibility for information not provided in advance.

7. Behaviour and Group Environment

We aim to create a kind, respectful and supportive environment.

Disruptive behaviour, disrespect or anything that impacts the group experience may result in removal from the retreat without refund.

8. Special Requests

If you have special requests (dietary, room preference, mobility needs), please let us know when booking.

We will do our best, but these cannot be guaranteed.

9. Changes to the Programme

We may make changes to the schedule, activities or timings if necessary due to weather, safety or other unforeseen circumstances.

Any changes will be communicated clearly.

10. Photography and Media

Photographs or videos may be taken during the retreat to capture the experience. These may be used for promotional purposes. If you do not wish to be included, please let us know before the retreat begins.

11. Force Majeure

We are not responsible for changes or cancellations caused by events outside our control, such as:

- natural disasters
- illness
- pandemics
- travel restrictions
- severe weather

We will always handle such situations with care and communication.

Acknowledgement and Agreement

By booking your place, you acknowledge that you have read, understood and agreed to these Terms and Conditions.
