



## Terms and Conditions

The Outdoor Guide will not accept any Walk Yourself Happy retreat booking for anyone under 18 years of age at the commencement date of the retreat.

These Booking Conditions form the basis of the Contract between you and The Outdoor Guide Limited ("The Outdoor Guide"). Please read them carefully before booking. Upon payment for your The Outdoor Guide · Walk Yourself Happy Retreat, you irrevocably agree to all the terms and conditions below.

### 1. Reservations

- Full payment is required to confirm your booking.
- Upon receipt of your payment, we will send you a confirmation email and formally reserve your place at your chosen retreat location.
- A contract will exist when the booking is confirmed in our system. We reserve the right to refuse a booking without explanation and will issue a refund if this occurs.
- For group bookings, you confirm and guarantee that you have the authority to accept these booking conditions on behalf of your whole party. Each member of your group will receive a registration form and a short health questionnaire via email, which must be completed and returned within 7 days.

### 2. Cancellation / Modifications by You

- **Cancellation**
  - You or any member of your party may cancel your reservation at any time by emailing [gina@theoutdoorguide.co.uk](mailto:gina@theoutdoorguide.co.uk). The cancellation notice date will be the date it is received by The Outdoor Guide.
  - Cancellation charges:
    - More than 4 weeks before the retreat start date: full refund minus a £50 administration fee.
    - 4 weeks or less before the retreat start date: you may move to another retreat date, and a full refund may be offered if we are able to fill the space.
  - Any cancellation fees for travel, accommodation, or other costs are solely your responsibility. No liability shall attach to The Outdoor Guide.
  - If you cancel or curtail your stay once the retreat has started, no refund or credit will be given.
  - If your cancellation reason is covered by your insurance, you may be able to reclaim these charges.
- **Illness or Injury**
  - If a medical condition arises less than 4 weeks before the retreat start date and you provide a medical certificate stating you are unfit to travel, you may request a refund (less any irrecoverable expenses) or transfer to another retreat within 12 months. This option ceases after 12 months.

### 3. **Modifications by The Outdoor Guide**

- While it is unlikely, we may need to change your retreat date or activities due to unforeseen circumstances.
- Major changes due to Acts of God or force majeure will result in refunds or alternative retreats, minus any irrecoverable expenses.

### 4. **Cancellation by The Outdoor Guide**

- We reserve the right to cancel your retreat up to 8 weeks before the start date if for example the minimum number of guests is not reached. You will be offered a full refund or an alternative retreat date.
- In cases of cancellation due to Acts of God or force majeure, refunds or alternative retreat values will be provided after deducting irrecoverable expenses.
- Any bank charges for refunds are your responsibility.

### 5. **Miscellaneous Issues**

- **Force Majeure**
  - We are not liable or obligated to pay compensation for cancellations or changes due to unforeseen circumstances beyond our control.
- **Formalities**
  - Ensure you have valid travel documents, insurance, and vaccinations if required.
- **Valuables**
  - We are not responsible for theft or damage of personal property. Please ensure you have adequate insurance.
- **Extra Activities**
  - We are not responsible for any damages incurred from activities outside the retreat.
- **Complaints and Arbitration**
  - If you have a problem during your retreat, inform our team immediately. Unresolved issues should be followed up in writing to [info@TheOutdoorGuide.co.uk](mailto:info@TheOutdoorGuide.co.uk) within 28 days.
  - Failure to report complaints during the retreat may affect your rights under this contract.
- **Responsibilities**
  - Photographs and illustrations promoting the retreat are for representation purposes and are not contractually binding.
  - Our liability for sea and rail travel is limited as per relevant International Conventions.
  - Facilities outside the retreat location are the sole responsibility of their providers.
  - We may offer advice and assistance for incidents during your retreat, but legal action requires our prior written consent.
  - Transportation providers' terms may affect your compensation rights.
  - Treat the venue and its contents with care. You are responsible for any damage caused by you or your party.

6. **The Outdoor Guide**

- The Outdoor Guide asserts its rights under the Copyright, Designs and Patents Act 1988. No part of our publications may be reproduced without written approval.

7. **Governing Law**

- These booking conditions are governed by English Law and the jurisdiction of the English Courts. You agree not to pursue legal action in any other jurisdiction.

(Dated Dec 2023)