



## RETREAT

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### Terms and Conditions

#### Overview

You are purchasing a Redemption Retreat which comprises of the following:

- ❖ 5 hours per day practical cooking in the kitchen
- ❖ 3 energising yoga classes
- ❖ 3 blissful meditations
- ❖ Nutritional therapy masterclass
- ❖ Shared plant-based dinner every evening
- ❖ 5\* private room accommodation and airport transfers included

The courses run for 7 days / 6 nights as follows:

Group 1 | Saturday 8th of February to Friday 14th of February

Group 2 | Saturday 15th of February to Friday 21st of February

- ❖ Redemption Retreat is a wellness retreat and as such the food is wholefood plant-based, there is no alcohol served, no smoking, and positive energy is encouraged.
- ❖ No prior culinary experience is required.
- ❖ Please bring with you a bottle for water (no single use plastics), a notepad and pen.

Arrival / getting there:

**Flights:** please fly to Porto, Portugal (Francisco Sá Carneiro Airport, OPO) arriving around 3pm on either 8<sup>th</sup> February 2020 (Group One) or 15<sup>th</sup> February 2020 (Group Two) and we will meet you from the airport where we will pick you up.

We will arrange a transfer back to the airport during the afternoon of the last day once guests have advised us of their return flight times.

Flights are not included and are the responsibility of the guest.

Location of retreat:

Paco de Vitorino Hotel  
Rua do Paço, n<sup>a</sup> 270  
Vitorino das Donas  
4990-800 Ponte de Lima  
Portugal  
+351 258738578

Booking process:

Guests are required to pay in full up front for their retreat. Please purchase your place via Redemption's website. [www.redemptionbar.co.uk](http://www.redemptionbar.co.uk)

We accept payments via Visa or Mastercard credit and debit cards.

On receipt of the payment, Redemption Retreat will send you an email confirmation of your booking and a receipt.

Full payment received is taken as confirmation of agreement to the Redemption Retreat booking terms and conditions.

It is the customer's responsibility to check the reservation and ensure that the particulars contained therein are correct.

In order to be accepted on a retreat we request that you complete and return a health questionnaire. This will be sent to you by email.

## Full Terms and Conditions

Cancellation policy – cancellation by you, the guest:

- Guests cancelling their attendance after December 1<sup>st</sup> 2019 will be refunded 50% of the fee
- Guests cancelling their attendance after January 1<sup>st</sup> 2020 will not be eligible for a refund.

Cancellation policy - cancellation by Redemption Retreat

We reserve the right in any circumstances to cancel a retreat, in which case we will offer a full refund of all monies paid.

Amendments by you, the customer

If you wish to amend your booking, you can do so up to 7 nights before your arrival. Any changes or amendments to your booking for your visit will be subject to an administration fee of £50 per booking. Each time you make a change to your booking, an amendment fee will be applied. These amendments could include but are not limited to: change of flight arrival or departure time, change of flight number, change of flight date, change of guest details.

Amendments by Redemption Retreat

Occasionally, changes may have to be made to the program (e.g. yoga teacher, class times or other arrangements), which we reserve the right to do at any time. If your accommodation has to be changed, we will do our utmost to provide

accommodation of a similar rating or better. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your arrival.

Minimum age

The retreat has a minimum age of 18 years.

Travel Insurance

Redemption Retreat reserves the right to insist that you take out travel insurance at the time you book your retreat. Your travel insurance should cover the activity of this retreat as well as unexpected cancellation, sickness, losses and all the usual risks. You should bring the policy with you in case of an emergency.

Local requirements

Portugal has rules which require hotels and other accommodation providers to ensure that their guests' information is registered and shared with the law enforcement authorities. When you check in, we will request that you show your ID Card/Passport. We may also request you to complete and sign an entry form.

Your Travel Arrangements

All travel arrangements are your responsibility and at your own cost. We shall not be held liable for any consequences arising from delays or cancellations in any of the companies you may have made arrangements with, or for any irregularities in your documentation required for travel. This includes flights and travel within your home country.

Transfers from Porto Airport (OPO)

We provide a free transfer from Porto Airport to the hotel if you can please arrive around 3pm on day one of the retreat (Group One, Saturday 8<sup>th</sup> February – Group Two, Saturday 15<sup>th</sup> February 2020). Free transfers between Porto Airport and the retreat are included in the price of your retreat.

Please be aware that your transfer from the airport will be grouped with other flights arriving within 1 hour of each other. Please therefore expect a wait of up to 90 minutes at the airport.

Please book your return flight for some time during the afternoon of the last day of the retreat (Group One, Friday 14<sup>th</sup> February – Group Two, Friday 21<sup>st</sup> February). Please be aware that your transfer to the airport will be grouped with other flights departing within 1 hour of each other. Please therefore expect a pick-up time at the retreat of up to 3 hours prior to flight time.

## Amendments to transfers

Any amendments to your transfer must be made more than 48 hours before flight time. Any amendments made from the time we arrange the transfer until 24 hours before arrival are subject to a £10 administrative fee. These amendments could include but are not limited to: change of flight arrival or departure time, change of flight number. If you do not arrive between 11am - 1pm on the first day of the retreat, Redemption Retreat has no obligation to provide the free transfer. Therefore you would be asked to make your own way to the retreat at your own cost. If you choose to make your own way to the retreat there will be no money discounted for not using the transfer.

## Your health

We recommend you consider consulting a doctor to check that you are sufficiently fit and healthy to undertake the classes and other physical activities that take place at the retreat.

Please be sure to advise us of any health conditions or allergies before you book. We reserve the right to decline your application to stay at Redemption Retreat. If your health conditions are clearly inconsistent with that confirmed by you in the

Whilst all measures are taken to ensure a high standard of health and safety, we shall not be responsible for any injuries caused by our activities inside or outside the retreat.

Our retreats may not be appropriate if any of the following apply:

- you are currently being treated for a life threatening illness (e.g. cancer), or are receiving chemotherapy or radiotherapy
- you have severe heart problems
- you are pregnant or breast feeding
- you have addictions (past or present) to alcohol, drugs or other similar substances

If any of these conditions apply to you at or after the time of booking your retreat, we reserve the right to request written confirmation from your registered health practitioner before attending that you are well enough to participate in the retreat. We also reserve the right to ask you to cease participation in any class if we feel this is appropriate for health reasons.

If you experience any injury or discomfort during any activity during the retreat, then you must stop immediately and consult a member of the Redemption Retreat team.

## Dietary change

Redemption Retreat serves plant-based food, with no alcohol, caffeine, processed sugars or added salt. This can be a change in diet for many people. Sometimes this dietary change can lead to symptoms including (but not limited to), headaches, nausea and sickness. We recommend that people cut down or exclude these items

3-7 days before coming to the retreat: tea, coffee, alcohol, sweets and products containing sugar, tobacco, salt. We also strongly recommend that you increase the amount of water that you drink. If you are concerned about the possible effect a diet change may have, we recommend that you speak to your health care professional in advance of attending the retreat.

#### Smoking

Redemption Retreat is a non-smoking retreat. If you do smoke in your room, the hotel reserves the right to add a £100 cleaning charge to your bill, to cover the additional costs of deep cleaning to remove the smell and signs of smoking.

#### Left property

We request that you take care to check your room before you leave. If you leave something behind, please let us know as soon as you realise. There is a minimum charge of £15 to return left property to you. If you wish us to return the item(s) to you using recorded delivery or tracking, there may be an additional cost, depending upon the item and the charge made by the post office. Redemption Retreat is not liable or responsible for any items left at the retreat. Unclaimed items will be donated to a local charity shop or discarded after 30 days.

#### Our liability to you

We accept responsibility for ensuring that the retreats are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard.

We do not accept any liability for cancellations, delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

We are not liable for any injuries you may incur. Activities at the retreat are undertaken at your own risk. We are not liable for any medical or psychiatric conditions which may develop during or subsequent to the retreat. We are not liable for loss of, or damage to, your personal property.

#### Unreasonable, unsociable and unacceptable guest behaviour

Redemption Retreat aims to provide a tranquil environment for retreat guests and our staff. Anyone with unreasonable, unsociable or unacceptable behaviour will be spoken to by one of the management team. If a guest is abusive towards a member of staff or another guest, or if a guest continues to disrupt the retreat experience for other guests La Crisalida Retreats reserves the right to request that this guest leaves immediately, with no refund.

#### Damage to retreat property

We reserve the right to charge a guest the cost of rectifying damage caused by the deliberate, negligent or reckless act of the guest to the retreat's property or structure.

Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card or send an invoice for the amount to the registered address.

We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Removal of retreat property

We reserve the right to charge guests the cost of replacing any items that are removed from the retreat by them without consent.

The charge will be the full replacement amount of the missing item, including any carriage charges.

Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address

Complaints

If you have a problem during your retreat, please inform the retreat manager immediately and he/she will endeavour to put things right - Redemption Retreat cannot deal effectively with complaints made after guests have left.

Last updated: 30<sup>th</sup> November 2019