

Terms and Conditions - Retreats

Accommodation is limited, so to secure the best price and privacy options we recommend that you book early. If a retreat does not sell out room upgrades are offered at our discretion. Generally early birds will be prioritised.

Rooms are deluxe superking or king for couples, twin singles either to book with a friend, or share with another guest, or one king plus two single sharing in a family room. The king bed may be shared by two friends, but you should inform us first of this intention.

If you wish to book and share a room with family, or friends of your choice please cross reference your bookings so we are aware who you intend to share with. Otherwise you will be allocated by us.

Where bathrooms are shared showering curfews between 11pm and 6am will be in place to allow all guests a good night's sleep.

Itinerary Amendments

Your retreat has been carefully planned using a long field experience of both the locality and its wildlife to optimise the range of spectacular events, species and outdoor experiences we can show you.

However, variables such as the weather can affect activity of wildlife, where and when we can do outdoor activities such as yoga. We cannot therefore guarantee every item on the itinerary.

We reserve the right to modify the event, or retreat itinerary as necessary to optimise your opportunity, and the safety of the group.

Travel, medical and cancellation insurance

You must inform us of any allergies, or intolerances. We cannot be responsible for any medical reason that might preclude you from any physical activity offered as part of the retreat. It is your responsibility to supply us with a completed medical form.

We strongly recommend purchasing your own medical and travel/ cancellation insurance as we cannot be held responsible once you have booked.

Cancellations

If you need to cancel please let us know immediately and we will attempt to re-sell your space for you through the website.

If unsuccessful, and at our discretion we will offer you a refund for any services included in your event or retreat which have not already been allocated for you, or purchased for you by us. This will be paid back to you by the same method it was paid.

If we have to cancel an event/ retreat you will be offered a place on a future retreat, or a full refund. No further compensation will be available.

Pricing

Prices are per person, unless otherwise indicated. The only exception is for a double bed in the family room, this can be for two or one, but you should still inform us.

Prices can change without notice until a booking is confirmed.

Prices do not include staff tips, bus tickets, entrance fees, or additional food and beverages which supplement retreat catering. Alcoholic drinks are not supplied by us.

Start and End of Tour

The start and end of a tour is designated in the joining instructions. It is your responsibility to make travel arrangements to these localities on time from your home.

We can advertise for lift sharing within the group, and give public transport advice if you contact us.

We cannot delay the start of an event, or offer late check out from a retreat, so please be punctual with both.

In the event of a delay please contact info@newnormalfitness.co.uk with your projected arrival time. As soon as we can help you to join an event, or retreat that has started we will respond from this e-mail with instructions.

Once on the retreat we operate a lift sharing system using a car pool from guests and staff. Please be prepared to offer others a lift on fair rotation.

Damages, Late Check Out Fees

It is your responsibility to let us know of any accidental damages to the accommodation property, or our optical equipment during your stay.

You will be responsible for any loss in deposit, fee, repair, or replacement.

We are not responsible for any loss, or damage to your personal property during the retreat.

Behaviour

We will not tolerate bad behaviour to staff, or other guests and reserve the right to terminate your booking with immediate effect should a serious, or repeated violation occur.

Photography

Photography, by both guests and staff is a large focus at these events. Any photographs taken by staff, or shared with us by guests may be used on our website, and social media.