

# May 2026 Oak and Wildflower Retreat

## Terms and Conditions:

Thank you for your interest in joining me on retreat! I look forward to sharing a great experience with you. Before you confirm your attendance and for best practice, I suggest you read through the Retreat Terms and Conditions detailed below. These follow general industry best practice. If you have any queries, I'd be happy to talk these through with you.

All participants must make themselves aware of the terms & conditions and each guest must be responsible for taking out the appropriate personal accident, holiday & cancellation insurance for the full duration of the retreat - this is a condition of booking one of our retreats.

Oak and Wildflower – Stef Stewart, known & referred to hereafter as “THE RETREAT LEADER”, accept bookings subject to the following conditions as laid out below:

### 1. BOOKING & PAYMENT:

Bookings are made via THE RETREAT LEADER. A non-refundable deposit is required when a booking is made. Until the deposit has been made, a booking is not confirmed.

It is possible to set up a payment plan after booking, this will be done in agreement with THE RETREAT LEADER, with all payments needing to be completed by the 18<sup>th</sup> of April 2026 (6 weeks prior to the start of the retreat)

One-off payments for the retreat (minus the deposit) must be made by the 4<sup>th</sup> of April 2026 (8 weeks prior to the start of the retreat) unless otherwise agreed with THE RETREAT LEADER.

Should a booking be made on or after 1<sup>st</sup> April 2026, I require the remaining payment to be made in full within 48 hours (Paypal Pay Later option available).

All bookings are provisional & are only confirmed when the deposit payment has cleared in my bank account.

Only bookings by those of an age of at least 18 years old will be accepted, but younger applicants will be considered on a case-by-case basis.

I THE RETREAT LEADER reserve the right to decline any booking at my discretion.

THE RETREAT LEADER will charge a late payment fee to those guests who do not pay in full within the time frame specified in the payment terms & conditions above. The late payment fee will be charged at £50.00 per person. Should a guest not pay in full within 14 full days in advance of a retreat start date then THE RETREAT LEADER will have the right to cancel the reservation without notice or compensation, in this case no refund will be due.

### 2. CANCELLATION POLICY:

If the client wishes to cancel the contract, they must advise THE RETREAT LEADER in writing as soon as reasonably possible. Any cancellation of the contract will be subject to the following

cancellation charges. For the avoidance of doubt the cancellation charges are based on the number of days before the arrival date of the services.

All cancellations will forfeit the deposit, unless made within the first 24 hours after booking.

**Cancellation Charge Schedule:**

Within the first 24 hours after booking – full refund will be given to the client, including deposit, minus any booking fees incurred by THE RETREAT LEADER.

25+ hours after booking, the following cancellation charges apply:

Less than 8 weeks prior to start of retreat – 100% of the fee will be retained by THE RETREAT LEADER

Between 8 and 12 weeks prior to start of retreat – 50% of the fee (minus the deposit) will be retained by THE RETREAT LEADER

12 weeks or more prior to start of retreat – 75% of the fee (minus the deposit) will be retained by THE RETREAT LEADER, unless cancelled within first 7 days of booking, then 100% will be refunded to the client, excluding the deposit.

**I strongly recommend, as best practice, that you have appropriate holiday/travel insurance cover, to help recuperate your costs in case of late cancellation.**

In the event of late arrivals or adverse weather conditions, I will do what I can to support and help you get to the Retreat destination. I will always aim to start the Retreat as scheduled. If you are going to be delayed please advise me on my mobile phone (details will be supplied prior to the start date) at your earliest opportunity to enable us to agree alternative arrangements where necessary.

If you choose to leave the Retreat early or are asked to leave due to unacceptable behaviour you forfeit the right to receive any refund.

**CANCELLATION BY THE RETREAT LEADER:**

THE RETREAT LEADER will always endeavour to fulfil confirmed bookings; however, I do reserve the right to cancel a scheduled retreat date or an individual booking / reservation. If THE RETREAT LEADER cancels a booking prior to the commencement of the services the client will be offered an alternative date, or a credit for future events. A refund will be given at the discretion of THE RETREAT LEADER. The exception being that if the cancellation is due to “special circumstances” which are beyond the control of THE RETREAT LEADER, in this situation an alternative date or a credit will be offered.

I will not be liable for any forced cancellations or changes that stem from adverse weather conditions, acts of God, fire, floods, terrorism, civil strife or riots, war, strikes, airport closures or

any other circumstance that is beyond our control resulting in force majeure. I will not have any other liability.

COVID-19: For peace of mind should the Government advice and regulations make the retreat non-viable on these dates (e.g. restrictions on travel, co-habitation etc.) your deposit and any payments made with respect to the cost of the retreat will be fully refundable. If the Retreat is already underway then refunds will not be offered.

### 3. VARIATIONS & AMENDMENTS:

THE RETREAT LEADER reserves the right to change any price or other particulars of the services before the contract becomes binding. Once your booking is made, the price you received is guaranteed unless changes to the booking are made by you.

If there is a major change THE RETREAT LEADER shall notify the client forthwith, and shall seek to offer the client arrangements as close to the original as is reasonably possible in the circumstances. If there is any other change other than a major change THE RETREAT LEADER is not obliged to inform the client in advance or obliged to pay any compensation.

### 4. RESPONSIBILITIES OF THE CLIENT:

#### **Travel:**

The fee does not include travel to & from the retreat's location at which the proposed services shall be provided & this shall be the sole responsibility of the client unless otherwise agreed in writing with THE RETREAT LEADER.

#### **Accommodation:**

The fee includes shared space to camp overnight either indoors or outside for the Saturday night, but does not include camping equipment. The client is responsible to bring their own tent, sleeping bag, air bed, blankets/bedding or anything else required for comfort unless otherwise agreed in writing with THE RETREAT LEADER.

If you are traveling a far distance and need accommodation for the Friday night before the retreat, please contact THE RETREAT LEADER as camping may be available for a small fee. Please note there are toilets available at the retreat centre, but no showers.

If the client does not want to camp, there may be local accommodation (ie. Airbnb) available to the client at their own expense. THE RETREAT LEADER can provide a list of local accommodation. Booking outside accommodation is at the discretion of the client and THE RETREAT LEADER does not recommend or vouch for any specific accommodation provider, and is not responsible for the quality of experience they provide.

#### **Clothing & Equipment:**

The client is responsible for their own personal medical requirements, clothing & footwear for the duration of the services unless otherwise agreed in writing with THE RETREAT LEADER. I will be in contact prior to the retreat in relation to equipment (ie: blankets, cushions, tents – etc).

The retreat centre requires no outdoor shoes to be worn indoors. It is the client's responsibility to bring indoor shoes or slippers. If the client wears outdoor shoes inside, the client may be responsible for a fine of £30.

**Medical & Diet:**

It is the client's responsibility to inform THE RETREAT LEADER in writing of any past, present or potential health issues and allergies that may make them unsuitable to participate in the services agreed, or cause potential for harm.

Failure to disclose any such information may result in THE RETREAT LEADER terminating the contract & withdrawing the client from the services without refund, notwithstanding conditions of cancellation by THE RETREAT LEADER. If a letter of suitability is required from a guest's medical professional, then this must be sent to THE RETREAT LEADER a minimum of 14 days prior to a retreat start date.

It is the client's responsibility to inform THE RETREAT LEADER in writing of any food allergies or dietary needs/restrictions at least 14 days prior to the start of the event. THE RETREAT LEADER will then inform the client if these needs can be catered to. THE RETREAT LEADER and the retreat caterer will try to accommodate dietary needs where reasonably possible, and will inform the client in writing if this cannot be accommodated. No refunds will be issued if client dietary needs cannot be met.

All meals offered will include vegan and gluten free options.

**Payment:**

It is the sole responsibility of the client to ensure that the balance for the cost of their retreat place is paid in full & on time as per the terms set out by THE RETREAT LEADER.

It is the client's responsibility to ensure that they have purchased sufficient & appropriate travel & medical insurance for the full duration of their retreat.

The full retreat fee is payable 8 weeks before the commencement of the course unless agreed otherwise on confirmation of booking. It is the sole responsibility of the client to ensure that their payment is made on time & by the due date, as per the terms & conditions.

**5. CONDUCT:**

The client must refrain from any illegal act or any conduct physical or verbal which may give offence or cause danger or damage to any person or property. If THE RETREAT LEADER or any of its team, venue staff, consultants or agents become aware of any such action then THE RETREAT LEADER or any of its team, venue staff consultants or agents may at their absolute discretion insist that you leave immediately from any property or facility without refund or compensation. THE RETREAT LEADER will have no liability whatsoever to the client under such circumstances.

The retreats are alcohol free, and illicit substances are also prohibited. By signing up to the retreat, you are agreeing to abide by these rules.

## 6. COMPLAINTS:

If there is a problem during the retreat, the client must report it as soon as possible to any retreat facilitator, so that all efforts may be made to resolve the problem promptly & effectively. In the unlikely event that the problem cannot be resolved & the client wishes to make a complaint then the client must notify THE RETREAT LEADER in writing within 7 days of the end of the services / retreat.

Failure to provide notice of the complaint in accordance with the above will preclude the client from being entitled to take any further action against THE RETREAT LEADER.

## 7. LIABILITY:

None of the exclusions & limitations in these conditions are intended to limit any rights the client may have under statute or common law which may not be excluded, nor in any way to exclude or limit liability to the client for personal injury or death resulting from THE RETREAT LEADER'S negligence or that of its employees or agents, or for any liability incurred as a result of fraud or fraudulent misrepresentation by THE RETREAT LEADER.

The client understands that attending any activity or service provided by THE RETREAT LEADER involves some level of risk. By attending any activity or service provided by THE RETREAT LEADER the client agrees to assume these risks & agrees to release & discharge THE RETREAT LEADER & its Directors, employees & agents from any & all claims for liability.

Neither THE RETREAT LEADER nor any of its Directors, employees, agents or partners will be liable for any loss or damage to any personal property or vehicle belonging to the client during the services.

\*\*\*It is the sole responsibility of the client to purchase full & adequate medical, personal injury & holiday insurance for the full duration of their stay with THE RETREAT LEADER.\*\*\*

Please do get in contact if you have any questions about these Terms and Conditions, or require any support.

Kind regards,

Stef Stewart

Oak and Wildflower – Wild Wellness

[stef@oakandwildflower.com](mailto:stef@oakandwildflower.com)

**Oak and Wildflower**