

Terms & Conditions for Spanish Retreat

1. Deposit Payment

To reserve a spot at the retreat, guests must pay a *non-refundable deposit equal to 50% of the total cost per person. Confirmation of your booking and deposit will be sent via email within 24 hours – please read point '11' for our cancellation policy.

2. Final Payment

The full balance is due 60 days prior to the arrival date. If you are booking within the 60 days of the Retreat, full payment must be made. The specific deadline will be communicated at the time of booking. Failure to pay the full amount by the deadline may result in the cancellation of your reservation, with all previous payments being non-refundable. Confirmation of your final payment will be emailed to you. Your booking is only considered confirmed once full payment has been received.

3. Payment Methods

We will send you an invoice for both the deposit and final payment – payment can be made via BACS payment. Unfortunately, American Express and Diners Club cards are not accepted.

4. Health and Fitness

Guests should consult a doctor to confirm they are fit for the retreat's activities, including yoga and other physical programs. Any existing health conditions must be disclosed at the time of booking. A health questionnaire will be sent to you prior to the event.

- We reserve the right to cancel bookings or deny participation in the retreat if health concerns arise.
- If a health condition is inconsistent with prior disclosures, we may ask the guest to leave without a refund.
- Certain health conditions (e.g., severe heart issues, active chemotherapy, pregnancy, or addictions) may render the retreat unsuitable.
- In case of discomfort or injury during any activity, stop immediately and consult staff or seek medical attention at your own expense.

5. Holistic Therapies

Guests receiving treatments may be asked to complete a health questionnaire to ensure the safety and effectiveness of services provided.

6. Program Amendments

We reserve the right to make changes to the retreat program when necessary, including adjustments to session times, yoga instructors, or other arrangements. Should significant changes arise, we will notify you promptly if time allows before your arrival.

7. Check-In and Check-Out Times

Check-in at the villa is from 1:00 PM, and check-out is required by 11:00 AM on your departure day.

8. Travel Arrangements

Guests are solely responsible for arranging and covering the costs of their travel. We are not liable for any issues resulting from delays, cancellations, or irregularities in your travel plans, including flights or other transportation.

9. Travel Insurance

Travel insurance is mandatory and should be arranged at the time of booking. Your policy should cover all activities at the retreat, cancellations, sickness, losses, and emergencies. Guests are advised to bring a copy of their insurance policy.

10. Local Requirements

Spanish law requires accommodations to register guests' information with local authorities. Upon check-in, all guests over 16 years of age must provide a valid ID card or passport and complete a registration form.

11. Cancellation by the Guest

In the event of cancellation, the following refund policy applies (exclusive of the non-refundable deposit):

- Within 24 hours of booking: A full refund will be provided, minus a £50 administration fee.
- More than 60 days prior to arrival: A full refund will be issued, minus the non-refundable deposit.
- 60 days or less prior to arrival: No refund will be issued.
- *If cancelling due to a new medical condition or sickness, we will require a sick-note/letter from your GP/consultant to enable you to receive a full refund.

12. Cancellation by Queen Bee & Co

If unforeseen circumstances require us to cancel the retreat, a full refund of all payments made will be provided. This excludes cancellations caused by situations beyond our control, such as government-imposed closures, pandemics, force majeure, acts of war, or terrorism.

13. Liability

While we strive to deliver a high standard of service, we are not liable for:

- Injuries incurred during retreat activities or use of facilities.
- Cancellations or disruptions due to force majeure, war, terrorism, industrial actions, natural disasters, or other events outside our control.
- Loss of or damage to personal property.

14. Lost Property

Guests should check their rooms thoroughly before departure. If you discover you've left items behind, notify us in writing within two weeks.

- Retrieval and return of items are the guest's responsibility, including arranging and paying for a courier.

15. Smoking and Vaping

The retreat is strictly non-smoking, including the use of e-cigarettes and vaping devices. Smoking or vaping is prohibited in rooms, communal areas, and all retreat premises. A cleaning fee of £100 will be charged for violations.

16. Behaviour Policy

Our retreat is designed to foster a tranquil environment. Guests displaying unreasonable, disruptive, or abusive behaviour toward staff or other guests will be asked to leave immediately without a refund.

17. Damage to Property

Guests will be charged for damage caused by deliberate or negligent acts to the retreat's property, fixtures, or furnishings. If damage is discovered after departure, costs will be charged to the guest's credit/debit card or invoiced.

18. Unauthorised Removal of Property

Items taken without consent will be charged at full replacement value, including delivery costs. Charges will be applied after departure if necessary.

19. Complaints

We value guest feedback. If an issue arises during your stay, please notify the retreat organiser immediately.

Complaints made after departure should be submitted in writing within 7 days.

These terms and conditions are in place to ensure the comfort, safety, and enjoyment of all our guests.

Thank you for your cooperation.