

Terms & Conditions

- Retreats 2023



Updated: July 2022

General terms and conditions

1. All bookings are considered provisional until the online booking form has been completed and a 25% deposit has been received (non refundable, except in certain COVID-19 conditions; see below).
2. The balance payment for the retreat is to be paid one month (30 days) before the event.
3. The price of your Los Olivos retreat covers all elements specified on the website and retreat programme. Should a guest decide not to participate in a particular element of a retreat, no refund is due as a result.
4. The price of your retreat does not include travel (national or international) to the retreat location.
5. The electronic booking form is a contractual agreement between the guest and Los Olivos Retreats.
6. In the unlikely event that a retreat programme is significantly changed after you book, due to exceptional circumstances (e.g. illness of retreat leader or unavailability of venue), alternative arrangements will be made (e.g. new leader and/or venue). Should retreatants not wish to accept these, they will be entitled to a full refund.
7. In accordance with UK Law your personal details given during the booking process will be stored safely in an electronic database managed by Los Olivos Retreats. Should you wish to access, rectify, or erase your details from this database, you may do so by writing to Los Olivos Retreats at: losolivosretreats@outlook.com.
8. Ticking the acceptance box of the Terms and Conditions in the electronic booking form implies the full acceptance by the guest/s of all the Terms and Conditions described in this document.

Los Olivos Retreats is a Christian ministry with an inclusive and ecumenical ethos. We welcome people of all faiths and none, and of every race, gender and sexual orientation. Guests are expected to respect this ethos during their stay.

COVID-19 specific terms and conditions

9. If a retreat is cancelled due to COVID-19, participants booked on the retreat will be offered a full refund of their booking deposit (and balance payment if paid), or alternatively given the option to move their payments to a future programme event.
10. While Los Olivos Retreats will comply with COVID-19 safety measures and national regulations at the venues and during activities outside the venue, guests may be exposed to COVID-19. This risk of exposure to COVID-19, inherent in most activities where people interact or share common facilities, is beyond Los Olivos' control, and cannot be eliminated under any circumstances. Retreatants accept this risk when accepting this Terms and Conditions document.