

Terms & Conditions



Updated: September 2021

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. In most cases, however, a complimentary transfer will be offered from the nearest main city to the retreat venue – please see the website for details.
5. Retreatants are strongly advised to purchase a suitable travel and health insurance plan which helps protect them from many unforeseen circumstances that may arise before or during the trip, including, particularly, necessary medical, quarantine or repatriation expenses related to COVID-19.
6. Guests will have to show a valid ID (passport) upon arrival at the retreat venue, in accordance with Spanish law.
7. The electronic booking form is a contractual agreement between the guest and Los Olivos Retreats.
8. 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.
9. According to the Spanish Law of Information Services' Society and Electronic Mail, and the Spanish Data Protection Act of Parliament, 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.
10. 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

11. All retreatants must have received the required dose(s) of a COVID-19 vaccine approved or authorized by the EMA at least 14 days prior to the date of the retreat.
12. An electronic copy of the vaccination certificate must be received by Los Olivos Retreats, no later than 7 days prior to the scheduled retreat date. Any guest who fails to comply with the vaccination and documentation requirements will not be able to take part in the retreat, and will not be eligible for a refund or compensation.
13. If a guest is not able to travel and join the retreat due to a positive PCR/Antigen COVID-19 test shortly before the scheduled retreat date, the guest will be offered a transfer of their booking to a future retreat free of charge.
14. If a guest were to test positive for COVID-19 during a retreat, Los Olivos will assist with arranging private medical transport to an appropriate facility, provided by your travel and health insurance company (see no.5).
15. 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.
16. 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.