

THE FIT LUXE

TRAIN ANYWHERE, TRAVEL EVERYWHERE

THE FIT LUXE RETREAT TERMS AND CONDITIONS

Please read carefully before booking your retreat with The Fit Luxe Ltd.

By booking this retreat, you (“the guest” or “traveller”) confirm that you have read, understood, and agreed to the following terms and conditions, and acknowledge you are entering into a contractual agreement with The Fit Luxe Ltd (“we”, “us”, or “The Fit Luxe”).

1. ELIGIBILITY & RESPONSIBILITY

- All guests must be 18 years or older at the time of booking.
- You acknowledge you are in good physical and mental health and capable of participating in the retreat.
- It is your responsibility to ensure you are medically cleared for physical activity and international travel.

2. BOOKING & PAYMENT POLICY

- A **non-refundable deposit** is required at booking to secure your place.
- The remaining balance will be split into equal installments.
- You may pay in full at any time.
- Failure to pay by the due dates may result in cancellation of your booking and the loss of your place on the retreat. A £30 late fee may apply for each week a payment is overdue.

3. ROOM OPTIONS

All rooms are premium boutique-style doubles. If you are sharing a room with another solo traveller, an additional bed will be provided. These are arranged on a first-come-first-served basis to ensure comfort for all guests — there's no additional fee for this.

4. CANCELLATION POLICY

4.1 CANCELLATION BY YOU

The retreat is sold as a complete experience and individual elements are not refundable.

We understand that plans can change. All cancellations must be made in writing by emailing info@thefitluxe.co.uk.

Please note the following refund policy:

Deposit:

- The retreat **deposit is non-refundable** under all circumstances.
- **More than 90 days** before retreat start:
 - A full refund of any additional payments made (minus the deposit).
- **60–89 days** before retreat start:
 - 50% refund of the total retreat cost (minus the deposit).
- **Less than 60 days** before retreat start:
 - No refund will be issued unless your spot is resold.

If we are able to resell your space, you may be eligible for a refund of any payments made minus a £100 admin fee.

4.2 CANCELLATION BY THE FIT LUXE

- We reserve the right to cancel the retreat due to low enrollment, unforeseen circumstances, or force majeure. In this case, all monies paid will be refunded excluding any travel expenses incurred by you.
- The Fit Luxe is not responsible for reimbursement of flights, travel insurance or other costs.

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5. CHANGES TO ITINERARY

We reserve the right to make changes to the schedule, accommodation or included activities if necessary. All efforts will be made to deliver the advertised experience but flexibility is sometimes required due to weather, local conditions, or partner availability.

6. TRAVEL & INSURANCE

- You are responsible for purchasing your own flights and travel insurance.
- Insurance must cover: trip cancellation, illness, injury, medical expenses, theft, loss, and flight delays.
- The Fit Luxe is not responsible for any loss incurred due to travel disruptions, missed flights or personal expenses.

7. HEALTH & PARTICIPATION

- Participation in fitness activities is voluntary.
- By attending, you confirm you are medically able to participate in physical exercise.
- If unsure, you must consult your physician before attending.
- We reserve the right to deny participation to any guest displaying behaviour that is unsafe or disruptive to the group.

8. ASSUMPTION OF RISK

You acknowledge the inherent risks of participating in travel, excursions and physical activity. By signing up, you accept full responsibility for your wellbeing and release The Fit Luxe Ltd and its affiliates from liability for any injury, loss, or damages incurred.

9. LIABILITY WAIVER

Nothing in these Terms shall exclude or limit liability for death or personal injury caused by negligence, or any liability which cannot legally be excluded.

Subject to this, The Fit Luxe Ltd shall not be liable for any indirect or consequential loss, including travel disruption, missed flights, or third-party failures.

10. GRATUITIES & ADDITIONAL COSTS

- Gratuities for included services (meals, hotel staff) are covered.
- Tips for private drivers, excursion leaders, local guides and optional services are not included and are at your discretion.
- Guests are responsible for all personal expenses, optional excursions, minibar charges, and meals not listed in the itinerary.

11. PHOTOGRAPHY & MEDIA

By attending, you agree that photographs or video taken during the retreat may be used for marketing and promotional purposes by The Fit Luxe. If you do not wish to be photographed, please inform us in writing before arrival.

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12. NOT INCLUDED IN THE TRIP PRICE

- Airfare, baggage fees, passports, visas, vaccinations and travel insurance are not included.
- Meals and drinks outside of those listed in the retreat itinerary are not included.
- Personal purchases, minibar charges, optional excursions and other individual costs are your responsibility.

13. OPTIONAL EXCURSIONS

- Any activities booked outside of the official itinerary are considered optional excursions.
- These may be operated by third-party providers and are not part of The Fit Luxe retreat.
- You assume full responsibility and risk for participation in any optional excursion.

14. TRAVEL DOCUMENTS (VISAS & PASSPORTS)

You are responsible for obtaining and carrying a valid passport, visa (if required) and any health documentation.

15. WI-FI & CONNECTIVITY

- Wi-Fi may be limited or unavailable depending on the location and cannot be guaranteed.
- The Fit Luxe is not responsible for poor or interrupted connectivity.

16. THIRD-PARTY PROVIDERS

- You are responsible for obtaining and carrying a valid passport, visa (if required), and any health documentation.
- The Fit Luxe is not liable for issues related to denied entry or border delays.

17. LANGUAGE & CONDUCT

- The retreat will be conducted in English.
- Disruptive, unsafe, or discriminatory behavior may result in your removal from the retreat without a refund.

18. LIMITATION OF LIABILITY

- Nothing in these Terms shall exclude or limit liability for death or personal injury caused by negligence, or for any other liability which cannot be excluded under applicable law.
- Subject to the above, The Fit Luxe Ltd shall not be liable for any indirect or consequential loss, including travel disruption, missed flights, or third-party failures.

19. AMENDMENTS CLAUSE

- These Terms & Conditions may be updated from time to time.
- Only The Fit Luxe Ltd reserves the right to make amendments.
- Please refer to our website or email info@thefitluxe.co.uk for the most recent version.

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20. NATURE OF BOOKING

- The Fit Luxe retreat is sold as a complete, bundled experience which includes accommodation, activities, and curated services.
- Individual elements are not sold separately and therefore cannot be individually refunded, substituted, or exchanged.
- By booking, you acknowledge that you are purchasing a full retreat experience rather than individual components.

21. FORCE MAJEURE

The Fit Luxe Ltd shall not be held liable for cancellations, delays, or changes caused by events beyond our control, including but not limited to:

- flight cancellations or airline disruption
- war, civil unrest, or geopolitical instability
- natural disasters
- pandemics or public health events
- government restrictions
- In such cases, no refunds will be provided for services already contracted or paid for.