

RETREAT TERMS & CONDITIONS

Return Back to YOU | Bali, 4-8 November 2026

These Terms & Conditions apply to all bookings made for the retreat hosted by **Lucy Wood and Roxanne Oldham** ("the Retreat", "we", "our", "us"). By booking your place, you acknowledge that you have read, understood and agree to the following Terms & Conditions.

1. Booking & Payment

- A non-refundable deposit is required to secure your place.
- Your booking is only confirmed once your deposit has been received.
- All remaining balances must be paid in full on or before 31 October 2026.
- If full payment has not been received by 31 October 2026, we reserve the right to cancel your booking and retain any monies already paid.

2. Deposits

All deposits are **strictly non-refundable and non-transferable**.

Your deposit secures your accommodation, venue, planning costs and retreat preparations, all of which are committed well in advance.

3. Cancellation & Refund Policy

We understand that unexpected situations can arise. However, significant planning, venue commitments and accommodation bookings are made well in advance to create your retreat experience. For this reason, the following cancellation policy applies.

Deposits

All deposits are **strictly non-refundable and non-transferable**.

Final Payments

All payments made towards the retreat are **non-refundable**. If you choose to cancel your booking for any reason, no refund will be issued.

Exceptional Circumstances

Refunds will only be considered in the event of exceptional circumstances, including:

- Serious illness or injury that prevents you from travelling (supported by appropriate documentation).
- The death of an immediate family member.

- Other unforeseen tragic circumstances, **at the sole discretion of Lucy Wood and Roxanne Oldham.**
- Where a refund is approved, any unrecoverable costs already committed on your behalf (including accommodation, venue, payment processing fees and administration costs) will be deducted.

Transferring Your Place

If you are unable to attend, you may request to transfer your booking to another person, subject to the approval of Lucy Wood and Roxanne Oldham.

The replacement guest must meet any retreat requirements and all outstanding payments must be settled prior to the retreat.

4. Retreat Changes

Occasionally, circumstances outside our control may require changes to:

- Accommodation
- Facilitators or guest teachers
- Activities
- Daily schedule
- Venue facilities

Any changes will always be made with the intention of delivering the highest quality retreat experience.

5. Cancellation by the Organisers

If the retreat is cancelled by Lucy Wood and Roxanne Oldham due to unforeseen circumstances, participants will be offered either:

- A transfer to a future retreat; or
- A full refund of all monies paid directly to the organisers.

The organisers are not responsible for additional expenses including flights, visas, travel insurance, airport transfers or any accommodation booked outside of the retreat dates.

6. Travel Insurance

Comprehensive travel insurance is mandatory for all attendees.

Your policy should include cover for:

- Trip cancellation
- Medical expenses
- Personal belongings

- Flight delays or cancellations
- Emergency evacuation (where applicable)

7. Health & Wellbeing

By attending the retreat, you confirm that:

- You are physically and mentally fit to participate.
- You have disclosed any relevant injuries, allergies or medical conditions prior to the retreat.
- You understand that participation in all activities is voluntary.

The retreat may include movement, breathwork, meditation, nervous system regulation practices and energy work. You agree to participate within your own physical and emotional limits.

8. Medical Disclaimer

The retreat is designed for personal development, education and wellbeing.

Lucy Wood and Roxanne Oldham do not provide medical, psychological or psychiatric treatment. Nothing offered during the retreat should be considered a substitute for professional medical advice, diagnosis or treatment.

9. Personal Responsibility

Participants are responsible for:

- Their own health and wellbeing.
- Their own travel arrangements.
- Their personal belongings.
- Respecting fellow retreat guests, facilitators, staff and the local community.
- Following all reasonable health and safety instructions throughout the retreat.

10. Alcohol & Recreational Drugs

To maintain a safe and supportive environment, recreational drugs are strictly prohibited throughout the retreat.

Alcohol should be consumed responsibly and must never interfere with retreat activities or the experience of other guests.

The organisers reserve the right to remove any participant whose behaviour is unsafe, disruptive or disrespectful, without refund.

11. Photography & Media

Photographs and videos may be taken during the retreat for future marketing and promotional purposes.

If you would prefer not to appear in any content, please notify Lucy Wood and Roxanne Oldham in writing prior to the retreat commencing.

We will always respect your privacy and avoid capturing or sharing sensitive personal moments without your consent.

12. Confidentiality

To create a safe and supportive environment, all participants agree to keep personal stories, experiences and discussions shared during the retreat confidential.

This commitment helps foster trust, openness and respect for every participant.

13. Limitation of Liability

To the fullest extent permitted by law, Lucy Wood and Roxanne Oldham accept no responsibility for:

- Personal injury.
- Illness.
- Loss or damage to personal belongings.
- Airline cancellations or delays.
- Travel disruptions.
- Events beyond our reasonable control.

Participation in the retreat is undertaken voluntarily and at your own risk.

Nothing within these Terms & Conditions excludes any rights that cannot be excluded under applicable consumer protection laws.

14. Force Majeure

Lucy Wood and Roxanne Oldham shall not be liable for any delay, alteration or cancellation caused by events beyond their reasonable control, including but not limited to natural disasters, pandemics, government restrictions, war, terrorism, civil unrest, severe weather or transportation disruptions.

15. Respectful Community

Our retreat is built upon kindness, compassion, inclusion and respect.

Any form of bullying, harassment, discrimination or behaviour that negatively impacts the safety or experience of others may result in immediate removal from the retreat without refund.

16. Acceptance

By completing your booking and making payment, you confirm that you have read, understood and agree to these Terms & Conditions.

We can't wait to welcome you to Bali and share this transformational experience with you.