



Renaissance Retreat

1. BOOKING CONDITIONS

YOUR CONTRACT IS WITH Renaissance CB. All holidays advertised by us are sold subject to the following conditions.

2. BOOKING PROCEDURE

(a) On making a booking with us, each person travelling must accept the terms of these Booking Conditions and pay a non refundable deposit of 30% of the total cost of the holiday. For bookings made within 8 weeks of departure, the full payment becomes due immediately upon written or verbal confirmation.

(b) Your booking is considered definite and a contract will exist between you and Renaissance CB only when the deposit has been received and an email letter of confirmation sent to you. No contract will exist between us, prior to our issuing the confirmation letter. The balance must be paid 8 weeks before your arrival. Failing this, we reserve the right to cancel your holiday and retain your deposit.

3. HOLIDAY PRICE

Our holiday price includes accommodation, airport transfers, all meals and soft drinks, and a comprehensive schedule of activities as stated on our website. The price excludes flights and travel insurance.

4. CANCELLATION

You (or any member of your party) may cancel your holiday at any time. Cancellation will take effect the day such written notification is received by us. All deposits paid are non refundable, however, the reason for cancellation should be covered under the terms of an insurance policy.

Once your holiday has commenced, no refund or part refund or unused portion of your holiday will be repaid in the event of cancellation by you. At the Retreat we encourage a positive attitude. If the Retreat Management has to speak to you regarding your conduct because it is affecting other guests and you are asked to leave, no refund will be made.

Since we incur costs in cancelling your Package, a charge will be made which varies with the amount of time between us receiving your written confirmation of your cancellation and commencement of your holiday.

The charges made are as follows:

Up to 42 days before departure Loss of deposit

41-28 days before departure 50% of total price

27-14 days before departure 65% of total price

13 days or less before departure 100% of price



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5. INSURANCE & HEALTH

WE STRONGLY RECOMMEND THAT YOU HAVE FULL TRAVEL INSURANCE TO COVER THE ACTIVITY ON YOUR HOLIDAY.

We have arranged suitable public liability insurance that will cover you for all the activities we have arranged during your holiday. You need to have your own travel insurance and provide us with those details in case of emergency. You should also check with your doctor that you are sufficiently fit and healthy to undertake pilates classes and the physical activity we have arranged. Please check with your own doctor that you are adequately fit. If you experience any injury or discomfort during any activity organised for you, then you must stop immediately and consult a member of the Renaissance team.

6. AMENDMENTS BY YOU

If, after our confirmation letter has been issued, you wish to change any part of your holiday arrangements, or wish to change departure date, we will do our utmost to make the changes, provided that notification is received in writing at our offices from the person who made the booking, at least 8 weeks before departure.

7. AMENDMENTS BY US

It is unlikely that we will have to make any changes to your holiday. Occasionally, changes may have to be made to itineraries, which we reserve the right to do at any time. Changes are normally minor and we will advise you at the earliest possible date. :

8. CANCELLATION BY US

Renaissance CB reserves the right in any circumstances to cancel your holiday, in which case we will offer a refund in full of all monies paid.

In no case will we cancel your holiday less than 8 weeks before the scheduled departure date, except for reasons of force majeure, or failure on your part to pay the final balance.,

9. FLIGHTS

Flights are your personal responsibility but transfers to and from the airport are provided within the terms of the holiday.

When you travel with an airline, the conditions of carriage of that carrier apply, some of which may limit liability. Your flight provider will be responsible for your tickets and any delay or liability.

10. OUR LIABILITY TO YOU

(a) We accept responsibility for ensuring that the holidays that you book with us are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness (see below).



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b) Optional trips booked locally are not our responsibility.

However please note the following:-

- There are risks inherent with any activity holiday and with physical exercise and the other activities mentioned on your itinerary.
- We strongly recommend that you consult your doctor before travel to advise on your ability to undertake strenuous exercise. You should make him and us aware of any medical condition which may affect your ability and comfort when undergoing vigorous exercise.

11. COMPLAINTS

If you have a problem during your holiday, please inform a member of our team immediately, who will endeavour to put things right.

12 PASSPORTS, VISAS AND HEALTH REQUIREMENTS

(a) EC passport holders do not require a visa to enter Spain. However, please ensure that your passport is valid for at least six months beyond your date of entry. For non-EC passport holders you should enquire with the Spanish Consulate or Embassy.

(b) There are no compulsory health requirements for Spain.