

## COVID policy

We understand that COVID has caused many of us to feel quite anxious in planning ahead and booking in leave. Rest assured, that our goal is to make this process as comfortable and safe as possible for you. As such, our COVID policy reflects the fact that unless there are extenuating circumstances, any retreat that is unable to go ahead due to COVID related issues will be postponed rather than cancelled. As a small business ourselves, cashflow is understandably a concern, so we ask that you please be patient with us if and when we may need to make any postponements of a retreat.

Please see below for specific answers to questions or feel free to reach out via our website should you wish to discuss any concerns further.

Emily and Lucy

*What happens if I am unable to attend the retreat due to COVID related border closures?*

Should border closures prevent you from attending the retreat on the planned date, please get in touch and we would be pleased to transfer your attendance to the next most suitable retreat of an equivalent value. We will work with you to try and get a date that suits you best.

*What happens if the organisers are unable to run the event due to COVID related issues?*

As with border closures, any retreat that is unable to go ahead due to COVID related issues (eg organisers unable to get to that state or COVID related density restrictions) will be postponed rather than cancelled. We will be in contact with all attendees in order to let you know of the date of postponement and any additional arrangements required. Again, we will work with you as much as possible to find the best solution. However, rest assured, no retreat will be cancelled resulting in loss of your payment.

*What happens if I am unable to attend the retreat due to ill health?*

We realise these are uncertain times and that covid and other illnesses come up quickly and unexpectedly. With this in mind, should you be unwell at the time of your retreat you are able to change the date of your retreat to a retreat of equivalent value with no penalty.

*What if a lockdown or border closure is called after the retreat has started?*

Once the retreat has started, we will not be able to provide any refunds. Should a lockdown be called in the area of the retreat, we will do our best to help you organise your return home. Please note any financial costs related to change of travel plans will be the responsibility of attendees. Should a lockdown be called in the home state of any attendees during the retreat, attendees will be responsible for organising their return home (if necessary) prior to the end of the retreat. No refunds would be applicable in this case and any financial costs related to change of travel plans will be the responsibility of the attendee.

*What is your refund policy?*

- 90 days before due date full refund (minus \$50 admin fee)
- 45-89 days before 75% refund (minus \$50 admin fee)
- 44-28 days 50% refund (minus \$50 admin fee)
- 0-27 days no refund for change of mind-you can change the date of your retreat as detailed above in cases of ill health.