

Gold Heart Group Retreat Terms and Conditions

By booking and attending this retreat, you agree to the following terms and conditions:

1. Price

The retreat price includes accommodations, meals, tuition, and other specified inclusions. and are based on costs and exchange rates at the time the itinerary was prepared. Prices do not include airfare, travel insurance, visas, personal expenses, or additional activities unless explicitly stated. Full payment is required before attendance, as per the payment schedule provided. We reserve the right to adjust prices should there be significant fluctuations in exchange rates, supplier or operational expenses.

2. Assumption of Risk

By participating in the retreat, you acknowledge that activities may involve inherent risks, including but not limited to physical exertion, environmental conditions, and travel risks. As our retreats often operate in international countries where accommodation, transport, safety, hygiene, and medical facilities may differ from those in Australia, you voluntarily assume all risks associated with participation and agree that the organisers will not be held responsible for any injury, illness, or accident.

3. Exclusion of Liability

The retreat organisers, facilitators, and representatives shall not be liable for any personal injury, illness, death, property loss, or damage sustained during the retreat, except in cases of proven gross negligence or intentional misconduct.

4. Cancellation of the Retreat by the Organizers

The organisers reserve the right to cancel the retreat due to unforeseen circumstances, including insufficient registrations, natural disasters, or other force majeure events. In such cases, participants will receive a full refund or the option to transfer their booking to a future retreat. The organisers are not responsible for additional costs incurred, such as travel arrangements.

5. Cancellation by the Participant

Cancellations must be made in writing. The following refund policy applies:

- More than 60 days before the retreat: Full refund minus an administrative fee of \$250.
- 30-59 days before the retreat: 50% refund.
- Less than 30 days before the retreat: No refund. Participants may transfer their booking to another person with prior approval from the organisers.

6. Changes to the Retreat

The organisers reserve the right to make changes to the retreat schedule, accommodations, facilitators, or activities if necessary due to circumstances beyond their control. Any changes will be communicated promptly.

7. Recognising the Authority of the Organiser's Representative/Leader

Participants agree to follow the guidance and instructions of the designated retreat leader or representative. Disruptive behaviour may result in removal from the retreat without refund.

8. Feedback

Participants may be asked to provide feedback for future improvements. Any testimonials or feedback shared may be used for promotional purposes, with personal details will be anonymous unless permission is given. Any complaints must be submitted in writing to info@antoinettesampson.com within 30 days.

9. Travel Insurance

Participants are required to have comprehensive travel insurance covering trip cancellations, medical emergencies, and personal liability. Proof of insurance may be requested before departure.

10. Passport and Visas

Participants are responsible for ensuring they have valid passports and any required visas for the retreat destination. The organisers are not responsible for denied entry or travel disruptions due to documentation issues.

11. Health, Fitness, and Age Limits

Participants must be in good health and capable of engaging in retreat activities. Any medical conditions that may affect participation must be disclosed in advance. Some retreats may have age restrictions, which will be communicated in the event details. Disclose any pre-existing medical conditions or disabilities that may affect your participation. Gold Heart Group P/L reserves the right to cancel your booking if your condition poses a risk to yourself or others. Participants aged 70+ may need a medical certificate confirming their suitability. Participants under 18 must be accompanied by a legal guardian and are subject to our discretion.

12. Illness

If a participant falls ill during the retreat, the organisers will provide reasonable assistance but will not be liable for medical expenses or costs related to missed activities. In the event of contagion, you will be quarantined and meals will be delivered to your room.

13. Property Loss or Damage

Participants are responsible for their personal belongings. The organisers are not liable for loss, theft, or damage to personal property during the retreat.

14. Publicity

By attending the retreat, you agree that photos or videos taken during the retreat may be used for promotional purposes. If you do not wish to appear in promotional materials, please notify the organisers in advance.

15. Privacy

Personal information collected during registration will be used solely for retreat administration and will not be shared with third parties without consent, except as required by law.

16. COVID-19 Policy

Participants must comply with all local and international COVID-19 guidelines, including testing, vaccination, or quarantine requirements, if applicable. The organisers are not responsible for disruptions caused by COVID-19 regulations or related health issues.

By attending this retreat, you acknowledge and agree to these terms and conditions. Failure to comply may result in exclusion from the retreat without a refund.