

## Wellbeing Weekends Booking Terms and Conditions

Please ensure that you read the following terms and conditions before completing your booking. When you make a booking you are entering into a contract MarGins Walking and Glamping Holidays and with Claire Gurney Health and Fitness (us). These terms and conditions form the basis of your contract with us and the limit of our liabilities.

### Payments and deposits:

A deposit of 50% of the wellbeing weekend cost (per person), is payable on confirmation of your booking and must be received by us within 5 working days of our confirmation email, in order to secure your chosen wellbeing weekend date and package. Once received, we will send you a notification of booking. The remaining amount is due within 1 month of the holiday start date, for which you will receive a confirmation.

Payments cannot be refunded under any circumstances, this includes circumstances which prevent you from attending your holiday. The only exception is in the unlikely event MarGins Walking and Glamping Holidays and Claire Gurney Health and Fitness has to cancel your holiday due to circumstances beyond our control, then you will receive a full refund unless we are able to offer an acceptable alternative.

It is your responsibility to pay the balance no later than 14 days (2 weeks) before the start date of your holiday. If the balance of payment is not received by this time, MarGins Walking and Glamping Holidays and Claire Gurney Pilates Health and Fitness reserve the right to cancel your booking and retain your deposit.

We regret that we cannot accept any bookings from any person under the age of 18 who is unaccompanied by a parent or legal guardian. Persons under the age of 18 will be the sole responsibility of the parent/guardian.

### Payment options:

By PayPal– You do not need a PayPal account to use this method we will send details on how to do this once we receive your booking form.

By Bank transfer – We will send you our bank details on confirmation of your booking (charges may be incurred by your bank which we are not held responsible for).

By cheque – Made payable to **Claire Gurney**. Payment will be deemed made once the funds have cleared through the bank. Please ensure you allow sufficient time for your cheque to clear when making your final payment. We reserve the right to refuse payment by cheque if it is within 10 days of the start date of the wellbeing weekend.

By Cash – payable in person to Claire Gurney, owner of Claire Gurney Pilates Health and Fitness.

### Cancellation or amendments:

Should you need to cancel your wellbeing weekend please let us know immediately. You must then put your cancellation in writing and email it to us at [info@clairegurneypilates.com](mailto:info@clairegurneypilates.com) or contact us for a postal address. The cancellation will take effect from the day we respond to confirm we have received the email or letter at our postal address.

**Cancellation charges will apply:**

Payments cannot be refunded if you opt to cancel and if you have paid the deposit of 50% of the wellbeing weekend cost (per person) then this will be retained. If you have paid the full cost this will also be retained.

No refund can be given during your wellbeing weekend if you decide not to continue for any reason for the duration of your stay.

Exception to our refund policy will only be made in the unlikely event MarGins Walking and Glamping Holidays and Claire Gurney Pilates Health and Fitness has to cancel your holiday, due to circumstances beyond our control. Should this happen you will receive a full refund unless we are able to offer an acceptable alternative. If you receive a full refund due to a cancellation you will not be entitled to any further sums of compensation, damages or otherwise arising from the cancellation

Should you need to amend your wellbeing weekend date please let us know immediately and we will advise you if your request is possible. If we can accommodate your amendment a £20 admin fee will be charged

**Insurance:**

It is your responsibility to take out the appropriate travel insurance prior to your wellbeing weekend to cover such eventualities as personal accident, illness and loss/theft of personal possessions and cancellation. We will not accept any liability for any loss, damage or injury resulting from Force Majeure or any unforeseen circumstances beyond our control.

MarGins Walking and Glamping Holidays and Claire Gurney Pilates Health and Fitness will not accept any responsibility for damage or loss to any items of luggage or its contents when left on the campsite or in the glamping accommodation. It is your responsibility to make sure your luggage is packed securely and safely and that there are no items of value included. It is your responsibility to make sure you have suitable insurance cover.

**Health and Safety:**

It is your responsibility to make sure you have a reasonable level of fitness and health appropriate for the length of the activities provided and that you are suitably equipped. Sole responsibility for your personal safety remains with you. MarGins Walking and Glamping Holidays and Claire Gurney Pilates Health and Fitness cannot be held responsible for injury or ill health by any member of your party, during the wellbeing weekend. It is your responsibility to follow safety measures given to you by us and by the practitioners leading activities.

**Consideration for others and equipment:**

You are expected to be considerate towards other people and their property especially when staying on the campsites. Anyone reported as behaving in an inconsiderate manner will be immediately asked to leave their wellbeing weekend and all monies paid by that person(s) will be forfeited and no compensation shall be paid to that person or persons.

Any of your party who cause damage to MarGins Walking and Glamping equipment or Pilates activity equipment provided through careless or negligent behaviour will be held responsible for that damage and will be liable to pay compensation to us, to cover the replacement costs of that equipment.

**Campsites:**

All of your glamping locations are on reputable campsites with a long history of excellent service to campers. If you have any problems that cannot be rectified with the campsite wardens, please contact us and we will endeavour to resolve the issue. Should you have a complaint regarding your locations please contact us via the complaints procedure set out below.

**Privacy policy:**

Any information you provide us with in relation to you and your party will remain in complete confidence and will not be given to a third party. The only exception will be your name which will be provided to each campsite before you stay, to enable them to meet their regulatory requirements.

**Complaints:**

If there is anything you are not happy with that involves your booking with MarGins Walking and Glamping Holidays and Claire Gurney Pilates Health and Fitness please get in touch and we will endeavour to work with you to make sure we come to a positive resolve.

We do appreciate your feedback as our sole aim is to make your whole experience with us as professional and enjoyable as possible and to keep developing and improving our holiday experience.

**Contact details:**

[info@walkandglamp.co.uk](mailto:info@walkandglamp.co.uk)

[info@clairegurneypilates.com](mailto:info@clairegurneypilates.com)

Mobile: 07787 534809 / 07776044304